



Australian Government

AVIE5002 Apply air traffic control communication procedures and services

Release: 3

AVIE5002 Apply air traffic control communication procedures and services

Modification History

Release 3. This is the third release of this unit of competency in the AVI Aviation Training Package.

Release 2. ISC upgrade - a statement relevant to Defence Aviation has been added to the Application of the unit.

Release 1. This is the first release of this unit of competency in the AVI Aviation Training Package.

Application

This unit involves the skills and knowledge required to apply air traffic control (ATC) communication procedures and services in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes communicating accurate operational messages and providing timely and accurate operational information and coordination. It also includes issuing and coordinating traffic information and responding to pilot requests.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to ATC duties that complement the non-technical skills of Air Traffic Controllers and contribute to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial and military air traffic services across a variety of operational contexts within the Australian aviation industry.

Work is performed independently or under supervision as a single operator or within a team environment.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Use for Defence Aviation is to be in accordance with relevant Defence Orders, Instructions, Publications and Regulations.

Pre-requisite Unit

Not applicable.

Competency Field

E – Communication and Calculation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Communicate accurate operational messages

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1** Communication is delivered clearly, timely and accurately
- 1.2** Standard phrases are used as required
- 1.3** Unambiguous and concise non-standard phrases are used
- 1.4** Active listening watch is maintained for all communication channels
- 1.5** Readbacks are provided and obtained
- 1.6** Delivery of voice messages is adjusted to suit receiver
- 1.7** Messaging protocols are followed
- 1.8** Most effective communications method is used
- 1.9** Handover or takeover is performed to achieve continuity of teamwork and service

2 Provide timely and accurate operational information and coordination

- 2.1** Position and navigation information is provided
- 2.2** Meteorological information is provided
- 2.3** Changes in operational status of aids to navigation, air routes and airspace affecting flight operations are provided
- 2.4** Changes in operational status of communications facilities affecting flight operations are provided

		2.5	Flight hazard alerts are issued
		2.6	Flight safety alerts are issued
		2.7	Operational information is coordinated and recorded
3	Issue and coordinate traffic information	3.1	Traffic information is issued
		3.2	Traffic avoidance advice is issued
		3.3	Traffic information is coordinated
4	Respond to pilot requests	4.1	Sufficient information is obtained from relevant sources to determine nature and implications of pilot request
		4.2	Appropriate response is made to pilot requests

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the AVI Aviation Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to AVIE5002B Apply air traffic control communication procedures and services.

Links

Companion Volume Implementation Guides are found in VETNet' -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIE5002 Apply air traffic control communication procedures and services

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- allocating attention according to priorities
- communicating clearly and concisely with others
- communicating in a team by exchanging information through assigning responsibility, and acknowledging, inquiring and challenging communication errors
- formulating and issuing communication messages and questions
- interpreting and following operational instructions
- interpreting and recording messages
- listening actively
- modifying communications dependent on workplace contingencies, situations and environments
- perceiving and comprehending incoming information
- prioritising responses in accordance with operational procedures
- reporting and/or rectifying identified problems promptly
- reading and interpreting relevant instructions, regulations, procedures and other information
- relaying communications with required attention to detail
- using standard and non-standard radiotelephony and coordination phrases
- using communication facilities to maintain contact with airspace users
- using most appropriate form of communication for the operational context.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- barriers to communication
- communication codes, abbreviations and conventions

- communication errors
- communication techniques
- communication types
- communications associated with emergency and/or abnormal operations
- communication procedures
- coordination procedures
- effects of fatigue on effective communication
- frequencies coverage
- handover and takeover procedures
- how to read and interpret instructions, regulations, procedures and other information
- messaging formats and protocols
- principles of effective communication
- procedures to be followed in equipment/facility failure
- prompts and techniques used to assist and cue coordination and communications
- qualitative aspects of verbal communication, including tone, emphasis, stress and frustration
- readback requirements
- relevant legislation and workplace procedures
- relevant sections of regulatory and operational documentation
- standard and non-standard radiotelephony and coordination phrases.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

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Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment, and personal protective equipment (PPE) currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment.

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