



Australian Government

Assessment Requirements for AVIF0003 Manage human factors in flight dispatch operations

Release: 1

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Modification History

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

Performance Evidence

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

- accepting responsibility for flight dispatch operational outcomes
- accepting responsibility for own performance
- applying effective listening techniques
- applying effective questioning techniques to obtain information and clarify information while communicating with others
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- determining and implementing appropriate threat and error countermeasures
- giving and receiving instructions related to managing human factors in flight dispatch operations
- identifying symptoms of deterioration in own physiological condition that might endanger the safety of aviation operations and taking appropriate corrective action
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- maintaining compliance with relevant regulatory requirements including avoiding alcohol and drugs before and when conducting flight dispatch operations
- making timely operational decisions
- managing and controlling stress before and when conducting flight dispatch operations
- managing contingency flight dispatch operations:
 - abnormal situations
 - emergency conditions
- managing lifestyle aspects that may impact on personal performance
- modifying activities depending on workplace contingencies, situations and environments
- monitoring aircraft flight path and flight support systems to achieve desired performance using a systematic scan technique
- operating and adapting to differences in communications equipment in accordance with standard operating procedures
- operating effectively as a flight dispatch team member
- planning own work, predicting consequences and identifying improvements
- reporting or rectifying human factors that may occur, in accordance with regulatory requirements and workplace procedures
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- responding appropriately to cultural differences in the workplace
- responding appropriately to feedback from other flight dispatchers or flight crew
- reporting and rectifying identified problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using appropriate flight support instruments, displays, communications equipment and aids
- setting priorities and task management
- taking initiatives and responding to changing conditions
- using appropriate normal, abnormal and emergency aviation terminology
- working collaboratively with others when managing human factors in flight dispatch

operations

- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

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

- aspects of lifestyle that may adversely influence personal physiological condition
- aspects of lifestyle that may adversely influence personal psychological condition
- aspects of flight dispatch team operations that can prevent an undesired aircraft state
- effective communication techniques during normal, abnormal and emergency flight dispatch situations:
 - verbal and non-verbal communication
 - one and two-way communication
 - effects of different communication styles
 - miscommunication (including cultural differences)
- effective decision-making processes:
 - identify problems and causal factors
 - assess component parts systematically and logically
 - employ analytical techniques to identify solutions and consider the value and implications of each
 - generate solutions and/or alternative courses of action
 - assess alternative solutions and risks with other flight dispatch team members
 - determine course of action
 - communicate decision and delegate tasks to flight crew
 - monitor progress against agreed plan
 - evaluate decisions in accordance with changing circumstances
 - ensure decision making is improvement-focused and directed towards achieving optimum outcomes
- effects of stress on personal performance and ways of managing and controlling the various stressors that may impact on aviation operations:
 - concepts of fatigue
 - environmental stress symptoms, causes and effects
 - ergonomics of control systems and instruments
 - principles of stress management
 - short- and long-term stressor effects on performance
 - stress and arousal interaction
- flight dispatch team coordination principles:
 - assertion skills
 - barriers to effective communication
 - decision-making processes:

- communication – attitude
- personality
- judgement
- leadership styles
- leadership qualities
- listening skills
- poor team coordination
- verbal and non-verbal communication influences
- human factors that may influence personal performance during flight dispatch operations
- judgment and decision making:
 - aviation judgment concepts:
 - types of judgment
 - motor skills and human factors
 - aeronautical decision making:
 - decision-making concepts
 - pilot responsibilities
 - behavioural aspects
 - identifying hazardous attitudes:
 - physical factors
 - psychological factors
 - social influences and interface between people
 - flight support operations judgment awareness:
 - risk assessment
 - flight dispatcher stress management
 - applying decision-making concepts:
 - practical application
 - managing resources
 - safety awareness
- leadership, style of management:
 - concern for performance
 - concern for people
 - democratic versus autocratic style
 - encouraging inputs and feedback
 - optimising flight crew performance in flight
 - correcting crew coordination deficiencies
- normal and emergency decision-making models to flight dispatch operations:
 - gather, review, assess, decide, evaluate (GRADE)
 - relay, advise, indicate, solution, emergency (RAISE)
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders related to human factors and non-technical skills

- relevant sections of CASRs and Civil Aviation Orders related to threat and error management (TEM)
- recognition techniques and management strategies for:
 - actual and potential threats
 - actual and potential errors
 - undesired aircraft states
- situational awareness models to identify real or potential environmental or operational threats to aviation safety:
 - perception
 - comprehension
 - projection
- task management:
 - workload organisation and priority setting to ensure optimum safe outcome of a flight
 - event planning to occur in a logical and sequential manner
 - anticipating events to ensure sufficient opportunity is available for completion
 - using technology to reduce workload and improve cognitive and manipulative activities
 - task prioritisation and protection while filtering and managing real time information
- TEM model:
 - principles and components of TEM
 - definition of threats
 - definition of errors
 - undesired aircraft states
 - TEM countermeasures.

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
- acceptable means of simulation assessment
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -

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