



Australian Government

AVIF0025 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.

Application

This unit involves the skills and knowledge required to manage human factors in flight dispatch operations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes managing personal performance, maintaining situational awareness, and maintaining effective communications and interpersonal relationships. It also includes recognising and managing actual and potential threats, recognising and managing actual and potential errors, recognising and managing undesired aircraft states, and assessing situations and making decisions.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to flight dispatch duties of flight operations support personnel and contributes to safe and effective performance in complex aviation operational environments.

Flight dispatch and flight support operations are conducted as part of commercial and military aviation activities across a variety of operational contexts within the Australian and international aviation industry.

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

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

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

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

1 Manage personal performance

- 1.1** Pre- and post-operational personal condition is managed to ensure safe and effective performance
- 1.2** Individual performance when conducting flight dispatch operations is monitored against workplace standards, procedures and requirements
- 1.3** Degradation of physiological condition is recognised and appropriate strategies implemented to ensure a safe outcome of flight dispatch operations
- 1.4** Degradation of psychological condition is recognised and appropriate strategies implemented to ensure a safe outcome of flight dispatch operations
- 1.5** Sources of stress are identified and managed to maintain a safe aviation operating environment
- 1.6** Limitations to personal performance are communicated to team to maintain a safe flight dispatch operating environment

2 Maintain situational awareness

- 2.1** Flight dispatch support systems are monitored using a systematic scan technique
- 2.2** Information is collected to facilitate ongoing system management
- 2.3** Flight environment is monitored for deviations from planned operations
- 2.4** Hazards are identified, risks are assessed and hazard management implemented
- 2.5** Flight environment information is collected to update flight support operating environment

3 Maintain effective communications and interpersonal relationships

- 3.1** Effective and efficient communications and interpersonal relationships are established and maintained with all stakeholders to ensure optimum outcome of a flight
- 3.2** Effective listening skills are applied

- 3.3 Questions are used to gain additional information and to clarify understanding
 - 3.4 Responses are sought and provided to others in a timely manner
 - 3.5 Information received is clarified, as required, interpreted and accurately communicated or reported with due observation of ethics and protocols required of the operational environment
 - 3.6 Flight support objectives are defined and explained to stakeholders, including other team members, flight operations supervisors and flight crew
 - 3.7 Communication is undertaken in varying situations with culturally diverse, familiar and unfamiliar individuals, teams and crews
 - 3.8 Appropriate protocols and procedures are followed when using communications systems during routine and contingency flight dispatch operations
 - 3.9 Appropriate levels of assertiveness are applied that ensure optimum completion of a flight
- 4 **Recognise and manage actual and potential threats**
 - 4.1 Potential environmental or operational threats that are likely to affect flight safety are identified
 - 4.2 Actual environmental or operational threats that affect flight safety are identified
 - 4.3 Competing operational priorities and task demands that may represent a threat to flight safety are identified
 - 4.4 Countermeasures to manage threats are identified and implemented
 - 4.5 Flight progress and effect of countermeasures are monitored and assessed to ensure a safe outcome
 - 4.6 Alternative countermeasures are identified and implemented, and effectiveness of countermeasures are re-evaluated for effectiveness
- 5 **Recognise and manage actual and potential errors**
 - 5.1 Checklists and standard operating procedures (SOPs) are implemented to prevent aircraft handling, procedural or communications errors

- 5.2 Committed errors are identified and responded to before aircraft enters an undesired state
 - 5.3 Aircraft systems are monitored using a systematic scan technique to collect and analyse flight information for potential or actual error recognition purposes
 - 5.4 Flight operating environment is monitored to collect and analyse flight information for potential or actual error recognition purposes
 - 5.5 Individual or team performance is monitored to recognise potential or actual error occurrence
 - 5.6 Countermeasure implementation and supervision are undertaken to prevent errors before aircraft enters an undesired state
 - 5.7 Countermeasure implementation and supervision are undertaken to correct errors after aircraft enters an undesired state
- 6 **Recognise and manage undesired aircraft states**
 - 6.1 Undesired aircraft states are recognised
 - 6.2 Individual and team flight support tasks are prioritised to ensure an undesired aircraft state is managed effectively
 - 6.3 Corrective actions to assist flight crew recover from an undesired aircraft state are applied in a safe and timely manner
 - 6.4 Undesired aircraft states are reported and recorded as required in accordance with applicable workplace procedures
- 7 **Assess situations and make decisions**
 - 7.1 Problems affecting flight performance are identified and analysed
 - 7.2 Potential solutions to flight performance problems are identified
 - 7.3 Potential solutions and risks are assessed
 - 7.4 Course of action is determined and communicated to flight crew, passengers and/or other personnel, as required
 - 7.5 Tasks are allocated and actioned to implement optimal

course of action outcomes

- 7.6 Tasks are monitored for progress against determined course of action
- 7.7 Plan is re-evaluated as required to achieve optimal outcomes

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.

Unit Mapping Information

This unit replaces and is equivalent to AVIF0003 Manage human factors in flight dispatch operations.

Links

AVI Training Package Companion Volume Implementation Guide available on VET Net: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>