



Australian Government

AVIF2007 Implement regulations and policies during check-in procedures

Release: 1

AVIF2007 Implement regulations and policies during check-in procedures

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 implement regulations and policies during check-in procedures, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes complying with national and international legal obligations, complying with local laws and regulations, and complying with established industrial relations practices and requirements.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to safety management duties of ground operations personnel, and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of recreational, commercial and military aircraft activities across a variety of operational contexts within the Australian 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.

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

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 Comply with national and international legal obligations	1.1	Sources of information on the legal obligations of an aircraft operator and staff during check-in are identified and accessed in accordance with workplace procedures
	1.2	An understanding of the legal obligations of an aircraft operator and staff during check-in is developed and applied to day-to-day work in the aviation industry
	1.3	Compliance is maintained with the legal obligations that bind an aircraft operator and staff during check-in
2 Comply with local laws and regulations	2.1	Relevant national/state/territory work health and safety (WHS)/occupational health and safety (OHS) laws and regulations are correctly identified and applied in day-to-day work to ensure compliance, in accordance with workplace procedures
	2.2	Relevant customs and quarantine regulations are correctly identified and appropriate action is taken in day-to-day work to ensure compliance as required
	2.3	Appropriate advice is provided to passengers on customs and quarantine regulations as required
	2.4	Compliance is maintained with local laws and regulations while providing check-in services in all ports serviced by airline operator
3 Comply with established industrial relations practices and requirements	3.1	Sources of information on established industrial relations practices and requirements relevant to the aviation industry are identified and accessed in accordance with workplace procedures
	3.2	An understanding of the established industrial relations practices and requirements relevant to the aviation industry is developed and applied to day-to-day work during passenger service operations
	3.3	An understanding of the employer/employee obligations and responsibilities is developed and applied to day-to-day work during passenger service operations

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.

Check-in service must be provided for one or more of the following:

- any type of commercial aircraft flight including domestic or international, while in home port or in slip port
- short and/or long haul services
- any category of service including economy, business class and first class

An understanding of the employer/employee obligations and responsibilities must include one or more of the following:

- concepts of arbitration and conciliation
- industrial awards system
- specific relevant enterprise awards/agreements
- trade union system

Information must include one or more of the following:

- airline procedures and instructions, and job specifications
- check-in service checklists and procedures
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- induction and training materials
- local laws and regulations when providing check-in services in remote countries
- WHS/OHS security and environmental protection regulations
- relevant regulations, including security, customs, quarantine, WHS/OHS security and environmental protection regulations
- workplace policies

Unit Mapping Information

This unit replaces and is equivalent to AVIF2007B Implement regulations and policies during check-in procedures.

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 AVIF2007 Implement regulations and policies during check-in procedures

Modification History

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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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with workplace procedures
- responding appropriately to cultural differences in the workplace
- selecting and using required personal protective equipment conforming to industry and WHS/OHS standards
- working collaboratively with others
- 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:

- concepts of arbitration and conciliation
- people to be consulted about implementing regulations and policies during check-in procedures:
 - aircraft cabin crew and flight crew members
 - airline supervisory and management staff
 - aviation industry regulatory staff
 - customs authority staff
 - ground support staff
 - passengers
 - quarantine authority staff
 - relevant government officials from Australia or other countries
 - relevant human resources staff
 - relevant technical staff
 - union representatives
- principles of enterprise bargaining where applicable
- requirements of relevant legislation and regulations for check-in services
- relevant regulations and policies related to:
 - established industrial relations practices and requirements
 - emergency and security procedures
 - employer/employee obligations and responsibilities
 - equal opportunity and anti-discrimination regulations
 - industrial relations institutions, organisations and their functions
 - local laws and regulations
 - national and international legal obligations
 - national and international regulations pertaining to passenger check-in services for commercial domestic and international aircraft flights
 - WHS/OHS, health, quarantine, customs and security procedures and regulations
- workplace and government policy on:
 - smoking on or in the vicinity of aircraft
 - using mobile phones or other electronic devices on or in the vicinity of aircraft
- workplace procedures and policies related to passenger check-in services for commercial, domestic and international aircraft flights.

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.

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