



Australian Government

AVIF5003 Manage human performance and team resources during air traffic control operations

Release: 3

AVIF5003 Manage human performance and team resources during air traffic control operations

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 manage human performance and team resources during air traffic control (ATC) operations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes maximising personal performance, managing errors and participating as a team member within an air traffic services environment.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to ATC duties that complement the 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 in various time, weather and traffic conditions associated with psychological and/or physiological limitations to performance.

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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

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	Maximise personal performance	1.1	Factors affecting individual human performance are monitored and managed
		1.2	Assertive communication is used effectively
		1.3	Personal workload is regulated by prioritising work tasks
		1.4	Human machine interface (HMI) is optimised to enhance human performance
		1.5	Decisions taken to manage overall performance are employed
2	Manage error	2.1	Error prevention techniques are applied
		2.2	Errors are recognised and rectified
		2.3	Undesired states, resulting from errors, are recovered
		2.4	Personal responsibility for own errors is acknowledged
3	Participate as a team member	3.1	Roles and responsibilities of others are considered and responded to appropriately
		3.2	Duty of care towards others is applied
		3.3	Situational leadership and followership skills are applied to increase team output

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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to AVIF5003B Manage human performance and team resources during air traffic control operations.

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 AVIF5003 Manage human performance and team resources during air traffic control operations

Modification History

Release 3. This is the third release of this unit of competency in the AVI Aviation Training Package Release 10.

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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:

- acknowledging, inquiring and observing when managing human performance
- adhering to standard operating procedures (SOPs)
- allocating attention according to priorities
- applying reasoning and decision making
- communicating effectively with others
- listening actively
- managing operating environment in accordance with SOPs
- reporting and rectifying identified problems promptly
- requesting assistance from others as required
- responding to stressful situations with a considered and measured approach
- taking actions to mitigate effects of external threats to personal performance
- working systematically with required attention to detail.

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:

- decision-making techniques
- duty of care principles and application
- fatigue management systems and the effects of shift work
- human machine interface (HMI) setup to enhance performance
- incident and accident causation models
- just culture policy and principles, including individual and organisational accountabilities surrounding the reporting and investigation of air traffic service attributable safety

occurrences

- medical requirements for an Air Traffic Controller licence, including responsibilities for fitness for duty
- physiological factors affecting human performance
- principles and practices for leadership and followership within work teams
- psychological factors affecting human performance
- recency and currency requirements
- regulatory requirements covering length of shift and break requirements
- relevant legislation and workplace procedures
- relevant work health and safety (WHS)/occupational health and safety (OHS) procedures and regulations
- threat and error management.

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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