



Australian Government

AVII0002 Provide quality customer service

Release: 1

AVII0002 Provide quality customer service

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 provide quality customer service, in compliance with relevant regulatory requirements of national operating standards.

It includes identifying and assessing customer needs and expectations, delivering high quality service, and dealing with difficult customer situations.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to customer service duties of flight and 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.

Work is performed independently or under limited supervision within a single-pilot or multi-crew 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

I – Customer Service

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 Identify and assess customer needs and expectations	1.1	Different types of customers are accurately identified according to age, personality and cultural background
	1.2	Individual customer needs and expectations are correctly identified, and products and services appropriate to identified needs and expectations are provided
2 Deliver high quality service	2.1	Customers are greeted in a polite and friendly manner
	2.2	Trust, goodwill and satisfaction are developed through effective communication strategies
	2.3	Customer requests are met whenever possible and within reasonable limits
	2.4	Customer service is delivered in a manner appropriate to customer cultural and/or religious backgrounds
	2.5	Customer dissatisfaction is recognised and appropriate action is taken to resolve the problem
	2.6	Potential problems are anticipated and action is taken to minimise the effect on customer satisfaction
	2.7	Opportunities to enhance the delivery of quality customer service are identified and actions, such as offers of assistance, building rapport, and intuitive identification of unstated customer needs, are implemented
	2.8	Appropriate non-verbal communication is used to deliver quality service outcomes
3 Deal with difficult customer situations	3.1	Customer complaints are handled sensitively, courteously and discretely in accordance with workplace procedures and in a manner appropriate to the customer's cultural background
	3.2	Nature and details of customer complaints are established and agreed on
	3.3	Action to resolve customer complaint to customer's satisfaction is taken whenever possible and within level of own responsibility

- 3.4 Unresolved customer complaints are referred to a higher authority
- 3.5 All associated documentation is accurately and legibly completed in accordance with workplace procedures

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.

Customers must include one or more of the following:

- customers with a range of cultural and religious backgrounds
- customers with a range of disabilities, including hearing or sight impairment
- customers with babies or small children
- customers with specific dietary and other needs
- elderly customers
- internal and external customers
- non-English speaking customers
- passengers
- unaccompanied minors

Unit Mapping Information

This unit replaces but is not equivalent to AVII3011C Provide quality customer service.

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 AVII0002 Provide quality customer service

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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
- 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
- interpreting and following operational instructions and prioritising work
- 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 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
- using the correct techniques to resolve customer complaints in accordance with workplace procedures
- 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:

- airline standards, principles and philosophies for providing quality customer service to passengers
- airline structure, products, services, policies and procedures
- cabin features and amenities for various types of aircraft
- complaint handling procedures
- customer service records/documentation
- features, amenities and departure gate locations of terminals at designated airports
- importance of customer service to airline and to individual crew responsibility
- needs and expectations of different types of customers, including internal and external customers
- problems that may occur when providing customer service to passengers on aircraft flights and appropriate action that should be taken in each case
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant WHS/OHS regulations
- risks that exist when providing customer service to passengers on aircraft flights, and related risk control procedures and precautions.

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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