



Australian Government

AVII0003 Advise on major services and attractions at aviation destinations

Release: 1

AVII0003 Advise on major services and attractions at aviation destinations

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 advise on major services and attractions at aviation destinations.

It includes researching information about airline destinations and responding to requests for information about airline destinations.

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

No licensing, legislative, regulatory or certification requirements are applicable to this unit at time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

I – Customer Service

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

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

- | | |
|---|--|
| 1 Research information about airline destinations | 1.1 Appropriate sources of information about airline destinations for relevant routes are identified |
| | 1.2 Reference material is accessed from identified sources and organised in a form suitable for use when responding to passenger requests on aspects of airline destinations in accordance with customer expectations |
| | 1.3 Appropriate persons are consulted for advice and assistance in researching information about airline destinations |
| 2 Respond to requests for information about airline destinations | 2.1 Requests for information about airline destinations are courteously received and interpreted |
| | 2.2 Accurate, current and relevant information about airline destinations is provided at a level and depth appropriate to passenger needs |
| | 2.3 Where a response cannot be immediately provided to passenger requests, assistance and advice is sought from appropriate airline personnel or passenger is courteously referred to appropriate sources where they may be able to obtain the required information |
| | 2.4 Information is presented in a manner that shows sensitivity to both host and visiting cultures |

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 AVII0001 Advise on major services and attractions at aviation destinations.

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>

Assessment Requirements for AVII0003 Advise on major services and attractions at aviation destinations

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:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- 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) 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 (PPE) conforming to industry and WHS standards
- working collaboratively with others when advising on major services and attractions at aviation destinations
- 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 procedures and standards for responding to requests from passengers for information about aspects of airline destinations
- information passengers may request about airline destinations, including:
 - accommodation options
 - culture
 - currency and exchange rates
 - customs and immigration requirements
 - economy
 - education
 - food
 - general lifestyle and customs
 - geographic features
 - government and politics
 - history
 - major tourist areas
 - natural history
 - public holidays
 - shopping
 - sports
 - tipping
- transport principles of customer service
- problems that may occur when responding to passenger requests for information on aspects of airline destinations and appropriate action that should be taken in each case
- relevant information about aspects of airline destinations on specific routes
- relevant WHS/OHS, hygiene and environmental procedures and regulations
- sources of information about airline destinations on specific routes, and ways and means of accessing information from those sources, including:
 - airline product information
 - appropriate websites
 - authoritative encyclopaedias and other relevant references
 - authoritative travel books and journals dealing with specific countries and locations
 - government tourism offices at destination points
 - information provided by diplomatic embassies and consulates
 - tourism brochures
 - tourist information bureaus and agents at destination points
 - travel agents.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 PPE currently used in industry.

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>