



Australian Government

Assessment Requirements for AVII0009

Check in aircraft passengers

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.

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing documentation related to aircraft passengers
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) 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
- responding appropriately to cultural differences in the workplace
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS 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:

- airline standards for providing appropriate check-in services for passengers
- baggage check-in limits and requirements
- check-in records/documentation
- features, amenities and departure gate locations of terminals at designated airports
- passenger identification requirements
- principles of customer service
- problems that may occur when checking in passengers for aircraft flights and appropriate action that should be taken in each case
- problems during check-in, including:
 - delayed or cancelled flight
 - excess baggage
 - late check in
 - no record of passenger claimed booking
 - overweight or oversize cabin baggage
 - possession or prohibited items on passenger or in cabin or checked-in baggage
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders for passenger handling and check-in procedures
- relevant WHS regulations
- risks that exist when checking in passengers for aircraft flights and related risk control procedures and precautions
- seat allocation procedures.

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>