



Australian Government

**Assessment Requirements for AVII0012
Apply knowledge of the structure, products
and services of an airline operator**

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 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 of an airline operation
- 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
- 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 administrative procedures
- airline operational standards and procedures
- broad structures of the Australian aviation and tourism industries
- economic and social significance of the aviation and tourism industries
- key sectors in the aviation industry, including international, domestic, regional and charter airline operations, including:
 - air traffic control (ATC)
 - aircraft catering and resourcing
 - aircraft flight operations (flight and cabin service crew)
 - aircraft maintenance
 - airport management
 - aviation emergency services
 - aviation regulatory authorities
 - aviation training
 - baggage handling
 - freight services
 - ground customer service staff (check-in, arrivals and transit)
 - ground support to aircraft
 - security personnel
- key sectors of the aviation industry, including:
 - call centres
 - entertainment
 - hospitality and accommodation
 - ticketing
 - transport
 - travel agencies
- principles and philosophies underpinning the operation of the aviation industry
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant WHS, hygiene and environmental procedures and regulations
- structure of the aviation and tourism industry, including:
 - challenges facing the aviation and tourism industries and strategies used by airlines and enterprises to meet these challenges
 - features of the aviation industry
 - nature of the relationships between different sectors in the two industries
 - roles and functions of the various industry sectors
 - services offered by each sector and major industry bodies
- structures, history and functions of relevant airline/s.

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>