



Australian Government

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.

Application

This unit involves the skills and knowledge required to apply knowledge of the structure, products and services of an airline operator.

It includes developing and applying an understanding of the structure of the aviation and tourism industries, developing and applying an understanding of the economic and social significance of aviation and tourism in Australia, identifying markets for a particular airline, and developing and applying an understanding of the structure and operations of an airline.

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 and commercial 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

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

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

1 Develop and apply an understanding of the structure of the aviation and tourism industries in Australia	1.1	Sources of information on the structure and function of the aviation and tourism industries are identified and accessed in accordance with workplace procedures
	1.2	An understanding of the broad structures of the aviation industry and their relationship with each other is developed and appropriately applied to day-to-day work
	1.3	An understanding of the sectors in the aviation industry and their relationship with each other is developed and appropriately applied to day-to-day work
	1.4	An understanding of the sectors in the tourism industry and their relationship with each other is developed and appropriately applied to day-to-day work
	1.5	Roles of individual airlines in the aviation industry are correctly identified and explained
2 Develop and apply an understanding of the economic and social significance of aviation and tourism in Australia	2.1	Sources of information on the economic and social significance of the aviation and tourism industries are identified and accessed in accordance with workplace procedures
	2.2	An understanding of the economic and social significance of the aviation and tourism industries is developed and appropriately applied to day-to-day work
	2.3	For a given airline, an understanding of the scope of its operations and the economic and social significance of its contribution to the aviation and tourism industries is developed and appropriately applied to day-to-day work
3 Identify markets for a particular airline	3.1	Products and services offered by a particular airline for specific markets are correctly identified and explained
	3.2	An understanding of the characteristics of domestic and overseas markets served by Australian international, domestic, regional and charter airlines is developed and

		applied as appropriate to day-to-day work
4	Develop and apply an understanding of the structure and operations of an airline	4.1 Sources of information on the structure, history and function of a particular airline are identified and accessed in accordance with workplace procedures
		4.2 An understanding of the structure and day-to-day operations of a particular airline is developed and applied to day-to-day work
		4.3 The history and operational culture of a particular airline are researched, explained and applied to day-to-day work
		4.4 An understanding of the importance of the principles of crew resource management (CRM) and human factors (HF) is developed and applied to day-to-day work
		4.5 The ways in which aircrew work together as a team are correctly identified and explained
		4.6 An understanding of the employment conditions, benefits and responsibilities for relevant positions within an airline are developed and applied to day-to-day work

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 AVII3005 Apply knowledge of the structure, products and services of an airline operator.

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 AVII0012 Apply knowledge of the structure, products and services of an airline operator

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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 (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.

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