



Australian Government

AVII2001 Provide customer service on an aircraft

Release: 1

AVII2001 Provide customer service on an aircraft

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 customer service to passengers on an aircraft.

It includes providing customer service prior to departure, advising on and using cabin features and amenities, and providing customer service during flight. It also includes providing customer service on arrival, providing support to other members of the aircraft crew, and carrying out administrative procedures.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to customer service duties of flight crew, 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 within a single-pilot or multi-crew environment.

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

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.

1 Provide customer service prior to departure

PERFORMANCE CRITERIA

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

- 1.1 Passengers are met and welcomed on boarding aircraft in accordance with regulatory requirements and workplace procedures
 - 1.2 Hazards are identified, risks are assessed and hazard management is implemented
 - 1.3 Boarding passes are checked to confirm correct flight and seating, and passengers are directed to their seat locations in accordance with regulatory requirements and workplace procedures
 - 1.4 Carry-on baggage is monitored to ensure it does not exceed allowable limits, and appropriate action is taken to remove baggage that exceeds these limits to hold stowage
 - 1.5 Passengers are assisted to stow cabin baggage and personal items in accordance with regulatory requirements
 - 1.6 Action is taken to ensure passengers are promptly seated with their seat belts correctly fastened in accordance with regulatory requirements
 - 1.7 Passengers with specific needs are appropriately assisted
 - 1.8 Passengers sitting over the wings and passengers with specific needs are given individual briefings in accordance with regulatory requirements and workplace procedures
 - 1.9 Appropriate responses are made to passenger queries and requests
 - 1.10 Passenger pre-departure cabin service items are offered as appropriate
 - 1.11 Customer service is suspended during aircraft take-off
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- 2.1 Passengers are advised about relevant features and amenities available including those available for passengers with specific needs
 - 2.2 Cabin equipment and amenities are used in accordance with regulatory requirements and workplace procedures

2 Advise on and use cabin features and amenities

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|--|-----|--|
| | 2.3 | Cabin equipment and amenities are correctly stowed after use in accordance with regulatory requirements and workplace procedures |
| 3 Provide customer service during flight | 3.1 | Toilets and facilities are periodically checked and serviced to ensure they meet workplace standards and are adequately stocked with relevant resources |
| | 3.2 | Passenger safety, security and comfort needs are anticipated, and appropriate action is taken and responses are made |
| | 3.3 | Aircraft cabin is patrolled to confirm passenger safety and comfort needs are being adequately satisfied in accordance with regulatory requirements and workplace procedures |
| 4 Provide customer service on arrival | 4.1 | Passengers are assisted in accessing baggage and personal items as required |
| | 4.2 | Advice is provided on local time and weather conditions as required |
| | 4.3 | Appropriate information is provided about terminal facilities and transport options |
| | 4.4 | Passengers with specific needs are assisted as required in accordance with workplace procedures and regulatory requirements |
| | 4.5 | Passengers are farewelled courteously in accordance with workplace procedures |
| | 4.6 | Passengers are guided to appropriate exit |
| 5 Provide support to other members of aircraft crew | 5.1 | Appropriate assistance is provided to other cabin crew team members in accordance with workplace procedures |
| | 5.2 | Other crew members are advised of variations to workplace procedures |
| | 5.3 | Meals and refreshments are served to flight crew in accordance with workplace procedures and flight schedule |
| 6 Carry out administrative procedures | 6.1 | Workplace administrative procedures are identified and interpreted |
| | 6.2 | Administrative procedures are implemented in accordance with workplace and regulatory requirements |
| | 6.3 | All required aircraft documentation/data capture is completed |

in accordance with workplace requirements

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.

Relevant features and amenities must include one or more of the following:

- audiovisual equipment
- cabin crew alert buttons
- equipment for use with babies
- in-flight entertainment resources such as in-seat videos
- movie screens
- overhead lockers
- seat controls and adjustments
- telephone
- toilets
- wheelchairs and equipment for aiding passengers with specific needs

Unit Mapping Information

This unit replaces and is equivalent to AVII2001B Provide customer service on an aircraft.

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 AVII2001 Provide customer service on an aircraft

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Performance Evidence

Assessment Requirements for AVII2001 Provide customer service on an aircraft

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
- applying precautions and required actions to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation during flight
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS)/occupational health and safety (OHS) 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 on arrival
- operating electronic communications equipment to required protocol prior to departure
- 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 individual differences in the workplace
- selecting and using required personal protective equipment conforming to industry and WHS/OHS 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:

- action to be taken in response to flight crew instructions
- airline administrative procedures
- airline standards for providing appropriate assistance and advice to passengers prior to take-off, during flight and on arrival
- cabin features and amenities for various types of aircraft
- features and amenities of terminals at designated airports
- principles of customer service
- problems that may need to be addressed when providing customer service and action that can be taken to address these problems
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant regulatory requirements
- relevant WHS/OHS, hygiene and environmental procedures and regulations
- requirements for cabin crew to suspend customer service and be seated during take-off and landing and when otherwise directed by pilot in command (PIC), or other senior air crew
- transport options at designated airports.

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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