



Australian Government

AVII2004 Provide advice about cuisine on an aircraft

Release: 1

AVII2004 Provide advice about cuisine 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 advice about cuisine on an aircraft, in compliance with relevant regulatory requirements of national operating standards.

It includes discussing menu items and selections, advising passengers about food and special menu items, obtaining feedback from passengers and others, and contributing to menu development.

This unit addresses aviation technical skill requirements (physical, mental and task-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.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

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

PERFORMANCE CRITERIA

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 Discuss menu items and selections	1.1 Culinary styles and cooking methods of menu items are discussed with passengers using appropriate language, terminology and correct pronunciation in accordance with passenger needs
	1.2 Passengers are advised about the selection of menu items available, and provided with options and possible variations in accordance with passenger and operational needs
2 Advise passengers about food	2.1 Information is accessed from appropriate sources to advise passengers about menu items in accordance with workplace procedures
	2.2 Passengers are advised about a range of foods in terms of varieties, quality factors, ingredients and cooking methods as required, using standard airline descriptions and in accordance with workplace procedures
	2.3 Foods are described using standard industry descriptions in terms of preparation methods and styles of service
3 Advise passengers about special menu items	3.1 Passengers are advised about special menu items using standard airline descriptions and appropriate terminology in accordance with workplace procedures
	3.2 Appropriate responses are made to passenger requests for information on dietary features of special menu items in accordance with workplace procedures
4 Contribute to menu development	4.1 Trends in passenger needs are identified and interpreted based on direct contact and workplace experience
	4.2 Advice on hygiene approaches is provided on request
	4.3 Suggestions and feedback about possible changes to menu development is provided to relevant personnel in accordance with workplace procedures

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.

Advice about special menu items must include:

- ingredients
- methods of preparation
- origins
- presentation styles

Unit Mapping Information

This unit replaces and is equivalent to AVII2004B Provide advice on cuisine 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 AVII2004 Provide advice about cuisine on an aircraft

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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
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS)/occupational health and safety (OHS) 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 conforming to industry and WHS/OHS standards
- working collaboratively with others when providing advice on cuisine on an aircraft
- 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 elements, performance criteria and range of conditions and include knowledge of:

- airline procedures and standards for providing advice on cuisine to passengers
- features and characteristics of various types of food served on commercial aircraft including special menu items
- food presentation for different types of airline service
- hygiene and safety issues of specific relevance to food and beverage service
- principles of customer service
- problems that may occur when providing advice on cuisine to passengers, and to passengers with specific needs, and appropriate action that should be taken in each case
- relevant equal opportunity and anti-discrimination regulations
- relevant information about meal ingredients, special dietary requirements and food allergies
- relevant regulatory requirements
- risks that exist when providing advice about cuisine to passengers and related risk control procedures and precautions
- standard airline menus and menu items.

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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