



Australian Government

AVII2006 Conduct in-flight retailing

Release: 1

AVII2006 Conduct in-flight retailing

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 conduct in-flight retailing, in compliance with relevant regulatory requirements of national operating standards.

It includes assessing customer needs, promoting products and customer services, handling payments, handling complaints and completing administrative requirements. It also includes carrying out stocktaking procedures, reconciling money/stock, ordering and storing stock, and maintaining security of goods and revenue.

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

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

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

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| 1 Assess customer needs | 1.1 Appropriate questioning techniques are used to determine customer needs and product preferences in accordance with workplace procedures |
| | 1.2 Individual needs of customers are accurately assessed and suitable products are identified |
| | 1.3 Advice is courteously provided to customers about products available for sale in accordance with workplace procedures and trade practices regulations |
| 2 Promote products and customer services | 2.1 Products and services available to customers are effectively promoted in accordance with workplace procedures |
| | 2.2 Selling techniques appropriate to the product and customer are employed, in order to make sale in accordance with workplace procedures |
| 3 Handle payments | 3.1 Customers are courteously advised of amount due in accordance with workplace procedures |
| | 3.2 Payments for products are processed in accordance with workplace procedures, including credit card transactions |
| | 3.3 Currency conversion rates are correctly applied during transactions |
| | 3.4 Correct change is returned to customer |
| | 3.5 Appropriate precautions are taken to minimise/identify incidences of credit card fraud in accordance with workplace procedures |
| 4 Handle complaints | 4.1 Complaints are promptly and sensitively identified and received in accordance with workplace procedures |
| | 4.2 Complaints are handled and/or reported to senior personnel in accordance with workplace procedures |
| | 4.3 Appropriate follow-up action is taken to ensure a positive outcome in accordance with workplace procedures |
| 5 Complete | 5.1 Reconciliation of money and stock is completed in |

administrative requirements		accordance with workplace procedures
	5.2	Appropriate documentation of financial transactions and reconciliations is completed, in accordance with workplace procedures and customs requirements
	5.3	Pay-in procedures are accurately performed in accordance with workplace operational and security procedures
6 Carry out stocktaking procedures	6.1	Stocktaking procedures are carried out accurately, in a timely manner and in accordance with workplace procedures and regulatory requirements
	6.2	Shortfalls are checked and reported as required
	6.3	Required stocktaking documentation is completed in accordance with workplace procedures and customs requirements
7 Order and store stock	7.1	Internal requisitions are correctly placed in accordance with workplace procedures and customs requirements
	7.2	Uplifted stock is received and checked for quality and quantity
	7.3	Faulty or incorrect goods delivered are promptly identified and appropriate action is taken in accordance with workplace procedures
	7.4	Uplifted stock is correctly stored in accordance with workplace procedures
	7.5	Stock is handled and stored using safe manual handling methods in accordance with work health and safety (WHS)/occupational health and safety (OHS) regulations
8 Maintain security	8.1	Compliance is maintained with security procedures to protect saleable amenities and revenue at all times in accordance with workplace procedures
	8.2	Breaches in security are promptly identified and reported, and appropriate action is taken 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.

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| Questioning techniques must include: | <ul style="list-style-type: none">• active listening• checking understanding• closed questions• leading/rhetorical questions• limiting questions• open questions |
| Advice to passengers about aspects of saleable products must include one or more of the following: | <ul style="list-style-type: none">• benefits• features• match to customer needs• payment methods• price |

Unit Mapping Information

This unit replaces and is equivalent to AVII2006B Conduct in-flight retailing.

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 AVII2006 Conduct in-flight retailing

Modification History

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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
- 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)/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 and 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
- 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 procedures and standards for in-flight retailing, including selling, stocktaking, stock/money reconciliation, customs, security and administrative processes
- principles of customer service and effective selling
- problems that may occur when conducting in-flight retailing and appropriate action that should be taken in each case
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant regulatory requirements for in-flight retailing
- relevant WHS/OHS, hygiene and environmental procedures and regulations
- risks that exist when conducting in-flight retailing and related risk control procedures and precautions
- saleable products, amenities and services including their features, characteristics and pricing.

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.

Links

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