



Australian Government

AVII3005 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.

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 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 in the aviation industry

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 For a particular airline, the products and services offered by that 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 |

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| 4 Develop and apply an understanding of the structure and operations of an airline | <p>4.1 Sources of information on the structure, history and function of a particular airline are identified and accessed in accordance with workplace procedures</p> <p>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</p> <p>4.3 The history and operational culture of a particular airline are researched, explained and applied to day-to-day work</p> <p>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</p> <p>4.5 The ways in which aircrew work together as a team are correctly identified and explained</p> <p>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</p> |
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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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| Structure of the aviation and tourism industries in Australia must include: | <ul style="list-style-type: none"> • 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 |
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Sectors in the aviation industry cover international, domestic, regional and charter airline operations and must include:

- air traffic control
- 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, transit)
- ground support to aircraft
- security personnel

Sectors in the tourism industry must include:

- call centres
- entertainment
- hospitality and accommodation
- ticketing
- transport
- travel agencies

Unit Mapping Information

This unit replaces and is equivalent to AVII3005B Apply knowledge of the structure, products and services of the airline operator.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>