



Australian Government

AVIJ2001 Contribute to the achievement of on-time performance standards

Release: 1

AVIJ2001 Contribute to the achievement of on-time performance standards

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 contribute to the achievement of on-time performance standards, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes contributing to on-time performance, identifying and minimising potential causes of flight delays, and taking action in unavoidable flight delays.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to quality procedures of aviation personnel, 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 as a single operator or within a team environment.

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 in accordance with relevant Defence Orders and Instructions.

Pre-requisite Unit

Not applicable.

Competency Field

J – Quality

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 Contribute to on-time performance	1.1 Procedures and checklists to facilitate on-time performance are closely followed when carrying out work activities 1.2 Work activities in preparation for flight departure are commenced on time and are conducted efficiently and effectively in accordance with workplace procedures 1.3 Appropriate assistance is provided to others to overcome problems and to achieve on-time performance targets
2 Identify and minimise potential causes of flight delays	2.1 Potential causes of delays to flight departure arising within area of responsibility are promptly identified and communicated to relevant personnel 2.2 Safe action to minimise or eliminate potential causes of delays is determined and taken, in conjunction with relevant staff in accordance with workplace procedures 2.3 Supervisors and other relevant staff are advised of potential problems and action taken to address them and/or to avoid potential delays
3 Take action in unavoidable flight delays	3.1 Appropriate safe action is taken, in conjunction with other staff, to make up lost time and to enable aircraft on-time departure, where unavoidable delays in preparing for flight departure have been experienced 3.2 Action being taken to make up lost time due to unavoidable problems is communicated to passengers, supervisors and other relevant staff 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.

- Potential causes of flight delays must include one or more of the following:
- accidental double booking
 - aircraft malfunction
 - airport emergency
 - airport power failure
 - delays in aircraft catering/resourcing services
 - delays in cleaning and preparing aircraft
 - delays in commencing check-in operations
 - delays in loading baggage
 - late arrival of connecting aircraft
 - late passengers or passengers who have missed flight
 - malfunctioning check-in systems
 - passenger behaviour
 - passengers with excess baggage or oversize/weight cabin baggage
 - security alert
 - staff shortages due to illness or other reasons
 - unlawful interference with aviation
- Action to overcome delays must include:
- accelerating other pre-departure activities
 - accessing additional staff
 - assisting staff as required
 - developing and implementing appropriate strategies to overcome or minimise a specific delay

Unit Mapping Information

This unit replaces and is equivalent to AVIJ2001B Contribute to the achievement of on-time performance standards.

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 AVIJ2001 Contribute to the achievement of on-time performance standards

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 precautions and required action to minimise, control or eliminate identified hazards
- 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 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
- 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:

- pertinent sections of relevant regulations
- potential causes of flight delays that may occur when preparing for aircraft departure and appropriate action that should be taken in each case
- principles of customer service and on-time performance
- procedures for relevant workplace activities carried out in preparation for flight departure
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant WHS/OHS and environmental protection regulations
- roles and responsibilities of staff involved in achieving on-time performance standards
- unlawful interference with aviation:
 - definitions
 - individual actions and responsibilities
- workplace standards for on-time performance.

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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