



Australian Government

AVIL0003 Manage a check-in queue

Release: 1

AVIL0003 Manage a check-in queue

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 manage a check-in queue in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes organising a queue, combining a queue for passengers requiring urgent service, providing information and special assistance to passengers in a queue, and responding to queries from queued passengers.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to resource management duties 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.

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

Pre-requisite Unit

Not applicable.

Competency Field

L – Resource Management

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.

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| 1 Organise queue | <p>1.1 Queue is organised using appropriate signage, barriers and other resources in accordance with workplace procedures</p> <p>1.2 Breaches of queue protocol are identified and appropriate action taken to advise passengers concerned of service procedures to be followed</p> <p>1.3 Queue progress is monitored and appropriate action taken to adjust servicing resources or to reorganise queue in situations where queue becomes excessively long, short or requires reorganisation due to late boarding passengers</p> |
| 2 Comb queue for passengers requiring urgent or express service | <p>2.1 Queue is combed at appropriate times to identify passengers who have priority need for rapid check-in in accordance with workplace procedures</p> <p>2.2 Passengers identified as having priority need for check-in are moved to head of the queue</p> <p>2.3 Passengers without baggage are directed to proceed to express check-in or gate customer service desk</p> <p>2.4 Appropriate explanations are provided to other passengers in queue about reasons for priority service</p> |
| 3 Provide information and assistance to passengers in queue | <p>3.1 Passengers are provided with relevant information on queuing arrangements and boarding progress using public address systems and other communications systems in accordance with workplace procedures</p> <p>3.2 Information is provided to individual passengers on matters relevant to their check-in</p> <p>3.3 Passengers are provided appropriate information on delays and cancelled or re-organised flight progress using public address systems and other communications systems in accordance with workplace procedures</p> <p>3.4 Passengers who require specific assistance are identified and assisted as required in accordance with workplace procedures</p> |
| 4 Respond to queries from queue members | <p>4.1 Queries from passengers in a queue are received and interpreted in accordance with workplace customer</p> |

service standards

- 4.2 Appropriate responses are given to passenger enquiries in accordance with workplace procedures
- 4.3 Passenger queries requiring detailed knowledge or additional information are referred to an appropriate supervisor or other staff for appropriate action

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.

Unit Mapping Information

This unit replaces and is equivalent to AVIL2001 Manage a check-in queue.

Links

AVI Training Package Companion Volume Implementation Guide available on VET Net: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIL0003 Manage a check-in queue

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 (SOPs)
- 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) 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
- 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 (PPE) conforming to industry and WHS standards
- using queuing resources, including:
 - fixed barriers
 - portable barriers
 - public address systems
 - queuing carpets
 - signs
 - two-way radios and mobile phones
- 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 standards and procedures for managing a check-in queue
- baggage check-in limits and requirements
- passenger identification requirements
- principles of customer service
- problems that may occur when communicating with passengers during check-in procedures and appropriate action that should be taken in each case
- relevant equal opportunity and anti-discrimination regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders for passenger handling and check-in procedures
- relevant WHS procedures and regulations
- resources and equipment used during queue management, including:
 - fixed barriers
 - portable barriers
 - public address systems
 - queuing carpets
 - signs
 - two-way radios and mobile phones
- risks that exist when communicating with passengers during check-in procedures and related risk control procedures and precautions
- workplace procedures for providing appropriate assistance and advice to passengers awaiting check-in for an aircraft flight.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 PPE currently used in industry.

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