



Australian Government

Assessment Requirements for AVIL0004 Complete aircraft dispatch duties

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.

Performance 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 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
- 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 (PPE) conforming to industry and WHS standards
- working collaboratively with others when completing aircraft dispatch duties
- 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:

- aircraft dispatch problems and appropriate action that should be taken in each case, including:
 - cancellation of flight
 - crew rest seat no longer available
 - failed-to-board passengers
 - incidents classified as unlawful interference with aviation
 - malfunctioning aircraft
 - need to wait for passengers from a connecting flight
 - passengers who have lost their boarding pass
 - passengers with oversize/overweight cabin baggage
 - seating problem, such as non-notified seat changes or an accidental double booking
 - security alert
- airline on-time performance standards
- baggage check-in limits and requirements
- check-in records/documentation
- methods to identify and resolve unlawful interference with aviation relevant to aircraft dispatch duties, including:
 - causing damage to an aircraft that is in service that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - committing an act at an airport, or causing any interference or damage, that puts the safe operation of the airport, or the safety of any person at the airport, at risk
 - destroying an aircraft that is in service
 - doing anything on board an aircraft that is in service that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - placing, or causing to be placed, on board an aircraft that is in service anything that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - putting the safety of an aircraft at risk by communicating false or misleading information
 - putting the safety of aircraft at risk by interfering with, damaging or destroying air navigation facilities
 - taking control of an aircraft by force, or threat of force, or any other form of intimidation or by any trick or false pretence
- policies and procedures concerning oversize/overweight cabin baggage
- principles of customer service
- procedures for assisting passengers with specific needs
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant personnel to consult during dispatch, including:
 - aircraft resourcing staff
 - baggage handling staff
 - customer service manager on aircraft
 - ground support staff
 - other cabin crew and flight crew members

- passengers
- pilot in command (PIC)
- supervisors and managers
- technical staff
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders for passenger handling and aircraft dispatch procedures
- relevant WHS, hygiene and environmental procedures and regulations
- risks that exist when completing aircraft dispatch duties and related risk control procedures and precautions
- workplace standards and procedures for completing aircraft dispatch duties.

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.

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>