



Australian Government

AVIL2005 Complete routine administrative tasks

Release: 1

AVIL2005 Complete routine administrative tasks

Modification History

Release 1. This is the first release of this unit of competency in the AVI Aviation Training Package.

Application

This unit involves skills and knowledge required to complete routine administrative activities.

It includes receiving and distributing incoming mail, receiving and despatching outgoing mail, filing documents, and receiving and relaying written and oral messages.

This unit addresses aviation technical skill requirements (physical, mental and task-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.

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

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.
1 Receive and distribute incoming mail	1.1 Incoming mail is checked and registered to ensure accuracy of records 1.2 Urgent and confidential mail is identified and distributed to addressee promptly 1.3 Mail is sorted and despatched to nominated person/location 1.4 Damaged, suspicious or missing items are recorded and reported in accordance with workplace procedures
2 Receive and despatch outgoing mail	2.1 Outgoing mail is collected from required sections of the organisation, checked and sorted to ensure all items are correctly prepared for despatch 2.2 Mail items are collated, recorded as required and correctly despatched to meet designated timelines
3 File documents	3.1 Documents are classified, sorted and filed in accordance with workplace procedures 3.2 Classification uncertainties are referred to other personnel in accordance with workplace procedures 3.3 Documents are identified and retrieved 3.4 Specified files/records are located within designated timelines 3.5 Located files are extracted from system and despatched to nominated person 3.6 Security and confidentiality procedures are followed
4 Receive and relay written and oral messages	4.1 Messages are received and accurately recorded 4.2 Areas of uncertainty are clarified with conveyor of message 4.3 Messages are relayed to nominated person within designated timelines

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 AVIL2005A Complete routine administrative tasks.

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 AVIL2005 Complete routine administrative tasks

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 and performance criteria on at least one occasion and include:

- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- 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 operational contingencies, risk situations and environments
- 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
- 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 and performance criteria and include knowledge of:

- equipment, methods and strategies used in the routine administration operations
- hazards in routine administrative operations in the workplace and related precautions to control the risk
- housekeeping standards and procedures
- relevant state/territory regulations
- requirements of work systems operations and relevant equipment
- typical problems that can occur when completing routine administrative tasks and appropriate action that can be taken to prevent or solve these problems
- WHS/OHS procedures and guidelines relevant to administrative operations
- workplace procedures and policies for completing routine administrative tasks.

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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