



Australian Government

Assessment Requirements for AVIL2006

Promote effective workplace practice

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 the elements and performance criteria on at least one occasion and include:

- applying fatigue risk management knowledge and techniques
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying principles of time management
- applying relevant legislation and workplace procedures
- assisting team members to maintain required level of physical fitness
- communicating effectively with others
- completing relevant documentation
- coordinating the promotion of safe work practices, competency enhancement and work practice improvements throughout work groups
- counselling personnel on work related issues
- 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
- interpreting statistics related to workloads and quality assurance measures
- leading and coordinating activities of multi-disciplinary work teams or specialist work groups
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in equipment in accordance with standard operating procedures
- 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

- settling disputes through face-to-face and group-based negotiation
- working at heights or in confined spaces as required by the job
- 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:

- documentation and reporting requirements in the workplace
- elements of workplace operations relevant to effective work practice, including:
 - workplace corporate plans
 - goals, objectives and industrial relations
 - communication and negotiation techniques, and the benefits, advantages and disadvantages associated with them
 - group work practices and group dynamics
 - corporate customer service objectives
 - workplace procedures related to recording customer enquiries and actions
 - dispute settlement processes
 - workplace WHS/OHS and physical fitness requirements and related first-aid policies
 - competencies and skills required for workplace career path levels
- focus of operation of work systems, equipment, management and site operating systems
- problems that may occur during work activities and appropriate action that can be taken to resolve these problems,
- regulations and codes of practice relevant to workplace practices
- relevant WHS/OHS and environmental protection procedures and guidelines
- workplace procedures and policies for promoting effective work practices.

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

AVI Aviation Training Package Companion Volume Implementation Guide at: -
http://companion_volumes.vetnet.education.gov.au/Pages/TrainingPackage.aspx?pid=21