



Australian Government

AVIL3002 Complete aircraft dispatch duties

Release: 1

AVIL3002 Complete aircraft dispatch duties

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 complete aircraft dispatch duties, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes boarding passengers, communicating with flight crew and dispatching aircraft.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to resource management duties of ground operations 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.

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 Board passengers	1.1 Hazards are identified, risks are assessed and hazard management is implemented 1.2 On boarding announcement, passengers are greeted at the gate and their boarding passes are checked manually or electronically 1.3 Passenger details are added to passenger list and loading sheet and their boarding pass in accordance with manual processes 1.4 Passenger boarding pass is returned on confirmation in accordance with computerised processes 1.5 Appropriate action is taken in consultation with passenger to resolve boarding pass problems 1.6 Passenger is referred to appropriate customer service staff when boarding pass problem cannot be readily resolved 1.7 Passenger cabin baggage is monitored for size and weight and is checked with the aid of a cabin baggage size gauge 1.8 Passenger is advised oversize/overweight cabin baggage must be carried in the hold and arrangements are made to have baggage appropriately tagged and transferred to baggage handling section 1.9 Passengers are directed to aircraft via aerobridge/aircraft stairs in accordance with type of aircraft and airport facility
2 Communicate with flight crew	2.1 Appropriate communications are maintained with senior cabin/flight crew on aircraft to facilitate smooth and timely boarding of passengers 2.2 Printouts or manually-completed passenger list, manifest, load sheet and special meals list are provided to senior cabin/flight crew on aircraft in accordance with workplace procedures 2.3 Once provisional load sheet has been signed by pilot in command, a copy is retained in accordance with workplace procedures
3 Dispatch aircraft	3.1 On closing of aircraft door, authority is given to retract aerobridge/stairs

- 3.2 Aircraft dispatch problems are identified, confirmed and resolved in accordance with workplace procedures and regulatory requirements
- 3.3 Appropriate people are consulted during aircraft dispatch operations
- 3.4 Copies of passenger list and load sheet are processed/filed in accordance with workplace procedures and regulatory requirements

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.

Aircraft dispatch problems include one or more of the following:

- 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

Persons consulted during the dispatch of an aircraft will include:

- 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
- supervisors and managers
- technical staff

Unit Mapping Information

This unit replaces and is equivalent to AVIL3002B Complete aircraft despatch duties.

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 AVIL3002 Complete aircraft dispatch duties

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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 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 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:

- 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:
 - 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
- problems that may occur when completing aircraft dispatch duties and appropriate action that should be taken in each case
- procedures for assisting passengers with specific needs
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders for passenger handling and aircraft dispatch procedures
- relevant WHS/OHS, 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

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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