



Australian Government

**Assessment Requirements for AVIO0011
Manage disruptive behaviour and unlawful
interference within a transport security
environment**

Assessment Requirements for AVIO0011 Manage disruptive behaviour and unlawful interference within a transport security environment

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment 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) /Occupational Safety and Health (OSH) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- 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/OSH standards
- 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:

- by-laws and service rules as they apply to disruptive behaviour and unlawful interference with aviation
- common law as it applies to disruptive behaviour and unlawful interference with aviation
- legal and workplace parameters regarding unlawful interference within transport security protection environments
- methods to identify and resolve disruptive behaviours:
 - aggression
 - arguments
 - confusion or other cognitive impairment
 - drunken behaviour
 - fare evasion
 - graffiti
 - hostilities
 - intoxication
 - intrusive behaviour
 - manipulation
 - noisiness
 - not complying with aviation transport security regulations
 - not complying with no smoking signs
 - physical abuse
 - self-destructive behaviour
 - verbal abuse
 - wandering
- strategies for dealing with behaviours of concern
- issues needing to be referred to an appropriate professional
- legal and ethical consideration relevant to recognising and responding to behaviours of concern including:
 - duty of care
 - human rights
 - work health and safety
- organisation reporting processes
- methods to identify and resolve unlawful interference within transport security environment workplaces including:
 - applicable to aviation transport security protection only
 - 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
- applicable to maritime security protection only
 - causing damage to a vessel that is in service that puts the safety of the vessel, or any person on board or outside the vessel, at risk
 - committing an act at a port, or causing any interference or damage, that puts the safe operation of the port, or the safety of any person at the port, at risk
 - destroying a vessel that is in service
 - doing anything on board a vessel that is in service that puts the safety of the vessel, or any person on board or outside the vessel, at risk
 - placing, or causing to be placed, on board a vessel that is in service anything that puts the safety of the vessel, or any person on board or outside the vessel, at risk
 - putting the safety of a vessel at risk by communicating false or misleading information
 - putting the safety of a vessel at risk by interfering with, damaging or destroying navigation facilities
 - taking control of a vessel by force, or threat of force, or any other form of intimidation or by any trick or false pretence
- procedures for managing disruptive behaviour and unlawful interference with aviation
- relevant WHS/OHS/OSH and environmental protection procedures and guidelines
- relevant state/territory regulations and requirements for managing disruptive and unlawful behaviour on transport systems
- risks and hazards when managing disruptive behaviour and unlawful interference with aviation and related actions to control the risk.

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

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>