



Australian Government

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

Release: 1

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.

Application

This unit involves the skills and knowledge required to manage disruptive behaviour and unlawful interference with transport security protection workplaces, in compliance with relevant regulatory requirements and national operating standards.

It includes: monitoring passenger behaviour; identifying and resolving disruptive or unlawful interference; taking action to manage unlawful interference; and reporting and documenting unlawful interference within transport security protection environments.

This unit addresses transport security technical skill requirements (physical, mental and task-management abilities) related to transport security duties of aviation, maritime and air cargo security personnel, and contributes to safe and effective performance in operational transport security environments.

Operations are conducted as part of transport security across a variety of operational aviation, maritime and air cargo contexts within the Australian 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.

Pre-requisite Unit

Not applicable.

Competency Field

O – Security

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 Monitor passenger behaviour

- 1.1** Facilities and transportation units under individual surveillance are regularly monitored to identify and/or record inappropriate behaviour
- 1.2** Potential problem situations are quickly identified and steps are taken to resolve the situation in accordance with regulatory requirements
- 1.3** Incidents that breach transport security requirements are identified and appropriate action is taken
- 1.4** Surveillance equipment is operated within legal and workplace parameters
- 1.5** Hazards are identified, risks are assessed and hazard management is implemented

2 Identify and resolve disruptive or unlawful interference

- 2.1** Nature of disruptive behaviour or unlawful interference is accurately assessed and incident is resolved using appropriate resolution strategies or referred to appropriate personnel for resolution
- 2.2** Procedures are followed to isolate offender/s and to minimise disruption to other passengers
- 2.3** Assistance is sought from other staff and external support services as required
- 2.4** Follow-up action is implemented in accordance with workplace rules, regulations and guidelines

3 Take action to manage unlawful interference

- 3.1** Assistance is sought from other staff and external support services as required
- 3.2** Nature of offence and consequences of behaviour are clearly communicated to offender in accordance with workplace policies and procedures
- 3.3** Offenders are apprehended in accordance with legal and workplace parameters

4 Report and document unlawful interference

- 4.1** Unlawful interference incidents are reported using the appropriate document format in accordance with

workplace policies and procedures

- 4.2** Documentation is completed and processed in accordance with regulatory and organisational 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.

Unit Mapping Information

This is a new unit of competency.

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

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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, 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.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

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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