



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>