



Australian Government

AVIO0024 Facilitate screening of people with special circumstances

Release: 1

AVIO0024 Facilitate screening of people with special circumstances

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 facilitate screening of people with special circumstances, whilst maintaining compliance with relevant regulatory requirements and national operating standards.

It includes the identification, communication and application of appropriate screening methods for people with special circumstances undergoing security screening methods; and providing support to team members conducting security screening on people with special circumstances.

This unit addresses technical skill requirements (physical, cognitive and task-management abilities) related to security duties of screening officer supervisors and contributes to safe and effective performance in complex transport security operational environments.

Screening is performed independently or under limited supervision until authorised as a screening officer.

Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Pre-requisite Unit

Not applicable.

Competency Field

Security.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Identify people with special circumstances and assess needs and risks

- 1.1** People with special circumstances, including non-exempt dignitaries, are identified and communicated to team members when required
- 1.2** Cultural, religious and other sensitivities are identified that may impact on the screening process
- 1.3** Different types of disabilities, health conditions and the associated medical equipment and devices that may require special screening methods are identified
- 1.4** Specific needs of people with special circumstances are considered
- 1.5** Security risks, and health and safety risks, associated with people with special circumstances are identified

2 Communicate with people with special circumstances undergoing security screening

- 2.1** Specific communication needs of people with special circumstances are identified
- 2.2** Person-centred approaches and person's preferences are accommodated and adopted when communicating with the person
- 2.3** Accompanying carer is identified and engaged during communication as appropriate and/or as directed by the person being accompanied
- 2.4** Person, including accompanying carer as appropriate, is provided with information on the screening process and their rights, and understanding of both is confirmed
- 2.5** Confidentiality, privacy and dignity of the person undergoing screening is maintained

3 Identify and implement appropriate screening methods for people with special circumstances

- 3.1** Appropriate special screening methods are identified and communicated to the person with special circumstances in accordance with legislation and workplace procedures
- 3.2** Accompanying carer is permitted to provide reasonable and appropriate assistance to the person during screening
- 3.3** Consent is obtained and documented, as required, in accordance with legislation and work procedures prior

to screening

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| 4 Provide support to team members conducting security screening on people with special circumstances | 4.1 | Screening requirements, including consent and methods of conduct, is explained to team members |
| | 4.2 | Escalation is managed when challenging security screening situations are encountered by team members |
| | 4.3 | Feedback on performance, advice and support is provided to team members in accordance with workplace standards |

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.

Non-essential conditions may be found in the AVI Aviation Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This is a new unit. No equivalent unit

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 AVIO0024 Facilitate screening of people with special circumstances

Modification History

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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 and performance criteria on at least one occasion and include:

- applying relevant regulatory requirements and workplace procedures
- communicating effectively with people from different social, cultural and ethnic backgrounds and of varying physical, cognitive and sensory abilities
- complying with applicable legislative requirements applicable to own work environment and role when setting up and operating screening equipment
- complying with applicable regulatory requirements and workplace procedures
- identifying weapons, explosives, prohibited items accurately
- maintaining goodwill and professionalism when dealing with people at screening point
- modifying approaches in accordance with legislative requirements and workplace procedures when screening infants, children and persons with special circumstances
- monitoring and anticipating operational problems and hazards that could cause delays for passengers at screening point and taking appropriate action in resolving the issue
- preparing documentation and maintaining records
- presenting a professional image to members of the public and colleagues
- maintaining awareness of person's personal effects
- recognising suspicious behaviour and responding in accordance with regulatory requirements
- using correct techniques and procedures in accordance with work health and safety (WHS) regulations, legislative requirements and WHS Act.

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:

- Australian Human Rights Commission (AHRC), which investigates complaints about discrimination and human rights breaches in Australia
- aviation legislation and regulations, including discrimination and human rights
- assistive technology, medically-prescribed devices and aids
- assistive technology and assistance animals used to improve and enhance people's safety, balance, mobility, functionality and independence
- cultural, racial, religious and clothing aspects that may form part of people's observance

- different types of disabilities people live with
- different types of health conditions that may require special security screening methods
- discrimination, cultural beliefs, and human rights considerations in security screening processes, including:
 - Disability Discrimination Act
 - Racial Discrimination Act
 - Sex Discrimination Act
 - Convention on the Rights of Persons with Disabilities
- communication with carers
- communicating screening requirements, including:
 - obtaining explicit consent for frisk searches
 - offering the use of a private screening facility for frisk searches
- effective person-centred communication, including:
 - establishing rapport
 - identifying person's preferences and exchange of information
 - facilitating resolution of issues
 - defusing potentially difficult situations
 - using a variety of communication formats
- industry expectations and standards guidelines relating to passengers with special circumstances
- legislation and regulations that apply to alternative security screening processes
- modelling appropriate forms of communication and behaviour
- needs and issues faced by people with special circumstances:
 - person with an infant in child carrier
 - person with vision impairment
 - person with hearing impairment
 - person accompanied by an assistance animal
 - person with prosthetic device, medical device or equipment
 - person with mobility impairment
 - person who requires assistance accompanied by carer
 - person who has special circumstances that are not immediately apparent
- screening methods used for people with special circumstances
- security and safety of the traveller's separated items when alternative security screening procedures are being conducted
- types of assistive technology, medically-prescribed devices and aids that affect screening equipment
- types of health conditions that require use of medical devices and aids to improve health and wellbeing.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within 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
- relevant materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice, guidance material and operation manuals
- acceptable means of simulation assessment.

Links

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