



Australian Government

AVIR3001 Service customer airline contracts

Release: 1

AVIR3001 Service customer airline contracts

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 service customer airline contracts, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes interpreting customer airline contract requirements, coordinating the provision of contracted airline services, handling problems and issues, and completing all required documentation.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) of aviation 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 at time of publication.

Use for Defence Aviation is to be in accordance with relevant Defence Orders, Instructions, Publications and Regulations.

Pre-requisite Unit

Not applicable.

Competency Field

R – Contract and Procurement

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Interpret customer airline contract requirements	1.1	Details of customer airline contract services and provisions are obtained and accurately interpreted
	1.2	Appropriate action is taken to prepare for and organise the provision of contracted services to a customer airline
	1.3	Team work is used to maximise efficiency and effectiveness
2 Coordinate the provision of customer airline contract services	2.1	Provision of customer airline contract services is coordinated in accordance with contract specifications and standards, precision timing schedules, regulatory requirements and workplace procedures
	2.2	Appropriate liaison is maintained with customer airline representatives concerning pertinent issues of service delivery in accordance with workplace procedures and contract arrangements
	2.3	Safe use of required equipment and materials is monitored in accordance with regulatory requirements and workplace procedures
	2.4	Appropriate action is taken to ensure correct manual handling techniques used are in accordance with work health and safety (WHS)/occupational health and safety (OHS) requirements
	2.5	Compliance with safety and security requirements is implemented and monitored throughout service period
	2.6	Hazards are identified and appropriate risk management actions are implemented in accordance with workplace procedures
	2.7	Identified problems and irregularities in service delivery are resolved in consultation with customer airline representatives in accordance with workplace procedures and contract arrangements
	2.8	Available opportunities are identified to enhance service delivery and appropriate action is taken to suggest and/or implement identified opportunities in accordance with

		workplace procedures
3	Handle problems and issues	
3.1		Problems and issues with customer airline contracts are identified and processed or reported in accordance with customer airline contract provisions
3.2		Identified problems and irregularities in service delivery are resolved in consultation with customer airline representatives in accordance with workplace procedures and contract arrangements
4	Complete documentation	
4.1		Documentation requirements for servicing customer airline contracts are confirmed
4.2		Documentation for servicing customer airline contracts is completed and processed in accordance with workplace procedures, contract specifications and relevant 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.

- Problems and irregularities must include one or more of the following:
- aircraft configurations
 - aircraft mechanisms
 - security issues
 - supply of materiel
 - weather phenomena and severe weather events

Unit Mapping Information

This unit replaces and is equivalent to AVIR3001B Service customer airline contracts.

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 AVIR3001 Service customer airline contracts

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, 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
- identifying and correctly using relevant equipment
- implementing and following work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- implementing contingency plans
- 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 instructions, regulations, procedures, information and signs
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment conforming to industry and WHS/OHS 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:

- customer airline terminal layout, and operations area and facilities
- customer contract specifications, standards and instructions
- different airline types and the variations in their requirements
- people to consult about servicing customer airline contracts:
 - members of contract support teams
 - representatives of customer airline contracting the services
 - supervisors, team leaders and managers
 - technical staff
- problems and issues that may occur when servicing customer airline contracts, and appropriate action that should be taken in each case
- relevant operating and safety procedures for safely handling and using equipment/materials
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders for airline service provisions
- relevant WHS/OHS and environmental procedures and regulations, including manual handling procedures
- risks that exist when servicing customer airline contracts, and related risk control procedures and precautions
- safety and security requirements of the customer airline
- workplace procedures and standards for contracted services involved.

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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