



Australian Government

Department of Education, Employment and Workplace Relations

AVIB3004B Manage and carry out pre- and post-flight cabin checks

Revision Number: 1

AVIB3004B Manage and carry out pre- and post-flight cabin checks

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to manage and carry out pre- and post-flight cabin safety, security and service checks on a commercial aircraft, including conducting required pre-flight checks, preparing the aircraft cabin for service, carrying out required post-flight checks, and carrying out all required administrative procedures related to the necessary cabin checks. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant legislative and regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision usually within a team environment.

Work involves the application of safety and operational principles, procedures and regulatory requirements to the management and conduct of pre- and post-flight cabin safety, security and service checks on commercial aircraft across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Carry out pre-flight safety and security checks

- 1.1 Pre-flight cabin safety and security checks are carried out in accordance with regulatory requirements and workplace procedures
- 1.2 Where a problem related to aircraft safety or security is identified, appropriate action is taken to promptly address the problem and/or report it to relevant personnel in accordance with regulatory requirements and workplace procedures
- 1.3 Crew Resource Management (CRM) principles are applied in order to establish and maintain awareness of the impact of time and/or commercial pressure on safety-sensitive tasks
- 1.4 Tasks are prioritised during pre-flight checks in order to ensure that critical safety tasks are addressed prior to service checks
- 1.5 Appropriate action is taken in accordance with workplace procedures to report or rectify situations where cabin safety resources are faulty or inadequate in accordance with regulatory requirements and workplace procedures

2 Prepare aircraft cabin for service

- 2.1 Preparation of the cabin for passenger arrival is conducted in accordance with workplace procedures
- 2.2 Pre-flight cabin service checks are carried out in accordance with regulatory requirements and workplace procedures
- 2.3 Cabin resources are accessed to replenish depleted stocks when necessary
- 2.4 Difficulties in the preparation of the cabin are reported/rectified in accordance with workplace procedures

3 Carry out post-flight checks

- 3.1 Cabin is inspected and post-flight cabin safety, security and service checks are carried out in accordance with regulatory requirements and workplace procedures
- 3.2 Any safety or security issues, damage to the aircraft cabin and resources, defective cabin systems and depleted stocks are identified and reported in accordance with workplace procedures

4 Carry out administrative procedures

- 4.1 Workplace administrative procedures concerning cabin safety, security and service checks and related action are identified and interpreted
- 4.2 Administrative procedures are implemented in accordance with regulatory requirements and workplace procedures
- 4.3 All required pre-flight and post-flight cabin safety, security and service checking documentation is completed in accordance with regulatory requirements and workplace requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S, security hygiene and environmental procedures/regulations
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Regulatory requirements concerning passenger and aircraft safety and security
- Crew Resource Management (CRM) and Human Factors (HF) principles
- Regulatory requirements and airline procedures and standards for managing and conducting pre- and post-flight cabin safety and security checks on aircraft
- Airline procedures and standards for managing and conducting pre- and post-flight cabin service checks on aircraft
- Action to be taken during pre- and post-flight cabin checks in response to senior aircrew instructions
- Airline administrative procedures
- Cabin service features and amenities for various types of aircraft
- Cabin safety resources for various types of aircraft
- Risks that exist when conducting pre- and post-flight cabin checks and related risk control procedures and precautions
- Problems that may occur when managing and conducting pre- and post-flight cabin checks and action that should be taken in each case

Required skills:

- Communicate effectively with others when managing and carrying out pre- and post-flight cabin checks
- Read and interpret instructions, regulations, procedures and other information relevant to managing and carrying out pre- and post-flight cabin checks
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to managing and carrying out pre- and post-flight cabin checks
- Report difficulties in the preparation of the cabin
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing and carrying out pre- and post-flight cabin checks
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

REQUIRED KNOWLEDGE AND SKILLS

- Promptly report and/or rectify any identified problems that may occur when managing and carrying out pre- and post-flight cabin checks in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when managing and carrying out pre- and post-flight cabin checks
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of pre- and post-flight cabin checks
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to manage and carry out pre- and post-flight cabin checks

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

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| Safety, security and service checks may be conducted as a member of an aircrew team: | <ul style="list-style-type: none">• on any passenger-carrying aircraft type in commercial service• during short and/or long haul/international services• in any category of service for which the crew member has been trained• in any allowable operating and weather conditions• in accordance with relevant regulatory and operational requirements |
| Performance may be demonstrated: | <ul style="list-style-type: none">• on an approved cabin service simulator• in a suitably simulated work environment• on a passenger-carrying aircraft |
| Pre- and post-flight cabin safety and security checks may include checking: | <ul style="list-style-type: none">• safety resources and equipment in accordance with relevant procedures and regulations, including first aid equipment• security of aircraft cabin in accordance with relevant procedures and regulations |
| Pre- and post-flight cabin service checks may include checking: | <ul style="list-style-type: none">• cabin facilities for supplies and cleanliness• cabin to ensure that pillows, blankets and headrest covers and other passenger resources meet passenger service standards• stock of newspapers and magazines to ensure they are adequate and tidy• stocks of special resources required for children and infants• resources needed for passengers with special needs |
| Aircraft features and amenities may include: | <ul style="list-style-type: none">• toilets• wheelchairs and equipment for aiding disabled passengers• seat controls and adjustments• equipment for use with babies• audio-visual equipment• overhead lockers• telephone• movie screens• in-seat video and entertainment resources |
| Persons consulted may include: | <ul style="list-style-type: none">• other members of the aircrew team• ground staff• security personnel |

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:

- technical staff
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to pre- and post-flight checks of aircraft
- airline procedures and instructions and job specifications
- pre- and post-flight checking procedures and checklists
- operational manuals
- manufacturers instructions for aircraft cabin equipment and facilities
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- civil Aviation Act
- relevant standards and recommended practices (SARPS) of the International Civil Aviation Organization (ICAO) pertaining to the pre- and post flight safety, security and service checks of an aircraft cabin
- relevant Australian Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the pre- and post-flight safety, security and service checks of an aircraft cabin
- relevant OH&S legislation
- environmental protection legislation
- equal opportunity and anti-discrimination legislation
- relevant customs and quarantine regulations
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

B - Equipment Checking and Maintenance