



Australian Government

Department of Education, Employment and Workplace Relations

AVIF2010B Implement regulations and policies during aircraft safety and service operations

Release: 1

AVIF2010B Implement regulations and policies during aircraft safety and service operations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to ensure compliance with regulations and policies during aircraft safety and service operations on commercial passenger-carrying aircraft flights, including compliance with relevant regulatory requirements and legal obligations, established industrial relations practices and requirements, and pertinent local laws and regulations. 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 regulatory requirements of the Civil Aviation Safety Authority and other relevant regulatory authorities. 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 relevant regulations, safety codes, policies and protocols when carrying out safety and service operations as a member of the aircrew on commercial aircraft flights 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 Comply with relevant regulations and legal obligations

- 1.1 Sources of information on regulatory requirements and legal obligations relevant to interactive aircrew operations are identified and accessed in accordance with workplace procedures
- 1.2 An understanding of regulatory requirements and legal obligations relevant to interactive aircrew operations is developed and applied to day-to-day work in the aviation industry
- 1.3 Compliance is maintained with the regulatory requirements and legal obligations that bind aircraft aircrew in their safety, security and operational tasks
- 1.4 Principles of Crew Resource Management (CRM) are applied as a member of the aircrew during safety, security and service operations on an aircraft

2 Comply with established industrial relations practices and requirements

- 2.1 Sources of information on established industrial relations practices and requirements relevant to the aviation industry are identified and accessed in accordance with workplace procedures
- 2.2 An understanding of the established industrial relations practices and requirements relevant to the aviation industry is developed and applied to day-to-day work in the aviation industry
- 2.3 An understanding of the employer/employee obligations and responsibilities is developed and applied to day-to-day work in the aviation industry

3 Comply with relevant local laws and regulations

- 3.1 Quarantine and customs regulations and other local laws relevant to the work activities of aircrew are correctly identified and appropriate action is taken in day-to-day work to ensure compliance where applicable
- 3.2 Appropriate advice is provided to passengers on customs and quarantine regulations and other relevant local laws, when necessary
- 3.3 Compliance is maintained with relevant local laws and regulations while in slip ports

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 regulatory requirements pertaining to aircraft safety, security and service
- Relevant workplace procedures and policies related to aircraft safety, security and service
- Relevant emergency procedures
- Crew Resource Management (CRM) and Human Factors (HF) principles
- Sources of information on relevant regulatory requirements
- Relevant aviation terminology
- Relevant theory of flight, meteorology and principles of load/passenger distribution as they relate to cabin crew functions
- Their position within the industrial award system
- The trade union system
- The concepts of arbitration and conciliation
- Principles of enterprise bargaining
- Employer/employee obligations and responsibilities
- Relevant industrial relations institutions, organisations and their functions

Required skills:

- Communicate effectively with others when implementing regulations and policies during aircraft safety and service operations
- Read and interpret instructions, regulations, procedures and other information relevant to implementing regulations and policies during aircraft safety and service operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to regulations and policies during aircraft safety and service operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when implementing regulations and policies during aircraft safety and service operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when implementing regulations and policies during aircraft safety and service operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when implementing regulations and policies during aircraft safety and service operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist

REQUIRED KNOWLEDGE AND SKILLS

during the implementation of regulations and policies during aircraft safety and service operations

- Monitor and anticipate operational problems, including safety and security 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 conduct the implementation of regulations and policies during aircraft safety and service operations

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 and service operations may be carried out: | <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 regulatory and operational requirements including OH&S regulations |
| Performance may be demonstrated: | <ul style="list-style-type: none">• in approved simulated situations, and/or• on a passenger-carrying aircraft |
| An understanding of the employer/employee obligations and responsibilities may include but is not limited to: | <ul style="list-style-type: none">• the principles of Crew Resource Management (CRM) and Human Factors (HF)• the trade union system• the industrial awards system• the concepts of arbitration and conciliation• specific relevant enterprise awards/agreements• obligations and responsibilities under relevant regulations including civil aviation safety, OH&S, quarantine and customs |
| Persons consulted may include: | <ul style="list-style-type: none">• passengers• other air crew members• ground staff• relevant human resources staff• airline supervisory and management staff• security personnel• emergency services personnel• union representatives• relevant technical or engineering staff |
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as: | <ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures• standard operating procedures |
| Information/documents may include: | <ul style="list-style-type: none">• relevant regulations• airline procedures and instructions and job specifications• workplace policies |

RANGE STATEMENT

Dependent upon context, applicable regulations and legislation may include, but are not limited to:

- International Civil Aviation Organization (ICAO) publications on Crew Resource Management (CRM) and Human Factors (HF) principles and related guidelines and documentation
- OH&S and environmental protection regulations
- cabin safety and service checklists and procedures
- local laws and regulations in slip ports
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- Civil Aviation Act
- relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to the integrated safety and operational responsibilities and roles of aircrew
- relevant Australian Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the integrated safety and operational responsibilities and roles of aircrew
- relevant OH&S legislation
- environmental protection legislation
- relevant health, food handling and hygiene legislation
- equal opportunity and anti-discrimination legislation
- relevant customs and quarantine regulations
- relevant privacy regulations
- relevant security regulations
- 'crimes on aircraft' legislation
- state/federal/international liquor legislation
- insurance legal requirements
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field F - Safety Management