



Australian Government

Department of Education, Employment and Workplace Relations

AVIF3006B Respond to abnormal and emergency situations within the aircraft

Revision Number: 1

AVIF3006B Respond to abnormal and emergency situations within the aircraft

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to respond to abnormal and emergency situations on a commercial aircraft flight, including responding to a medical emergency during a flight, to adverse weather and/or flying conditions and to various forms of aircraft emergency. It also covers the skills and knowledge required to respond to fire on board the aircraft, assist in or direct the evacuation of the aircraft, and complete all necessary documentation following an emergency or abnormal incident. 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.
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 emergency procedures, regulations, safety codes and protocols when responding to abnormal and emergency on-board situations 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 Respond to a medical emergency during a flight	1.1 Illness or injury amongst passengers or crew is identified in accordance with workplace procedures 1.2 Identified illness or injury is reported to pilot-in-command (PIC) and/or a senior crew member and appropriate action is taken in accordance with workplace procedures 1.3 Directions of senior crew members are followed in accordance with workplace procedures 1.4 First aid is applied if applicable 1.5 Medical assistance is sought from amongst other crew members and passengers if necessary in accordance with workplace procedures 1.6 Where applicable, medilink and other means of remote medical advice and assistance are accessed in accordance with workplace procedures
2 Respond to adverse weather and/or flying conditions	2.1 Directions of PIC and/or senior crew members are followed in the event of adverse weather and/or flying conditions or turbulence 2.2 Passengers are instructed to fasten seat belts and take required precautions in accordance with workplace procedures and regulatory requirements 2.3 Where possible, passengers are assisted and reassured where necessary during adverse conditions 2.4 Dependent on the circumstances involved, appropriate action may be initiated in response to perceived hazardous situations in accordance with Crew Resource Management (CRM) principles 2.5 As far as possible, communication is maintained with passengers and other aircrew members during the abnormal conditions 2.6 Personal initiative and experience is utilised in securing self and equipment in turbulence
3 Respond to aircraft emergency	3.1 Directions of senior crew members are followed in the event of an aircraft emergency 3.2 Dependent on the circumstances involved, appropriate action may be self-initiated in response to emergency situations in accordance with Crew Resource Management (CRM) principles 3.3 Emergency procedures are implemented in accordance with regulatory requirements and consistent with the nature of the emergency 3.4 Passengers are assisted and reassured where necessary during the emergency 3.5 As far as possible, communication is maintained with passengers and other aircrew members during the emergency
4 Assist in or the	4.1 Directions of senior crew members are followed in the event of

ELEMENT	PERFORMANCE CRITERIA
evacuation of the aircraft	an aircraft evacuation 4.2 Evacuation procedures for the type of aircraft involved are implemented in accordance with workplace and regulatory requirements 4.3 Dependent on the type of evacuation, passengers are appropriately assisted and reassured where necessary during the evacuation process 4.4 As far as possible, communication is maintained with passengers and other aircrew members during the evacuation
5 Respond to fire on board the aircraft	5.1 Appropriate fire protection procedures are implemented in accordance with workplace and regulatory requirements 5.2 Relevant regulatory and workplace fire emergency procedures are followed in the event of fire 5.3 Directions of senior crew members are followed in the event of an aircraft fire 5.4 Where possible, passengers are assisted and reassured where necessary during the fire emergency 5.5 As far as possible, communication is maintained with passengers and other aircrew members during the fire emergency
6 Complete required documentation for an emergency or abnormal incident	6.1 Workplace administrative procedures relevant to an abnormal or emergency cabin service incident are identified and interpreted 6.2 Administrative procedures are implemented in accordance with workplace and regulatory requirements 6.3 All required aircraft documentation relevant to an abnormal or emergency cabin service incident is completed in accordance with workplace requirements including requirements for OH&S and/or safety incident reports

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, environmental protection procedures and regulations
- Airline procedures for responding to an abnormal or emergency situation on an aircraft, including fire response and aircraft evacuation
- Crew Resource Management (CRM) principles
- Procedures to be followed during safety demonstrations
- Action to be taken in response to instructions from senior crew members during various abnormal or emergency situations that may occur on an aircraft
- Airline administrative procedures
- Cabin emergency features and equipment for various types of aircraft
- Risks that exist during abnormal and emergency situations on an aircraft and related risk control procedures and precautions
- Problems that may occur during abnormal and emergency situations on an aircraft and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when responding to abnormal and emergency situations within the aircraft
- Read and interpret instructions, regulations, procedures and other information relevant to abnormal and emergency situations within the aircraft
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to abnormal and emergency situations within the aircraft
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when responding to abnormal and emergency situations within the aircraft
- 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 responding to abnormal and emergency situations within the aircraft in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when responding to abnormal and emergency situations within the aircraft
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during abnormal and emergency situations within the aircraft

REQUIRED KNOWLEDGE AND SKILLS

- 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 respond to abnormal and emergency situations within the aircraft

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.

Responses to emergency and abnormal situations may be required:

- on relevant aircraft types in commercial service
- during short and/or long haul services
- in any category of service, including economy, business and first class
- in any allowable operating and weather conditions

Performance may be demonstrated:

- in an approved cabin service simulator
- in a suitably simulated work environment
- on a passenger-carrying aircraft

Examples of abnormal or emergency cabin service situations may include:

- passenger or crew illness
- injury to passenger or crew
- severe air turbulence
- changes in the wind and weather conditions enroute
- hazardous problems with aircraft air conditioning systems
- aircraft engine or equipment malfunction or failure
- aircraft instrument malfunction or failure
- aircraft low fuel quantity emergency
- security threat on board aircraft
- ditching of aircraft
- emergency landing
- explosion or fire in cabin
- disruptive/unruly passengers
- depressurisation of cabin

Workplace operational procedures may include but are not limited to:

- pre-flight passenger briefing
- cabin preparation
- on-board safety
- door procedures
- precautions during abnormal weather/flying conditions
- security procedures
- aircraft refuelling with passengers on board
- smoking regulations briefing
- equipment stowage
- excess carry-on baggage
- take-off and landing
- emergency procedures

Evacuation procedures may include but are not limited to:

- day or night evacuations
- ditching in water, including both prepared and unprepared

RANGE STATEMENT

	• emergency landing, including both prepared and unprepared • precautionary evacuation • search and rescue • slide descents • raft management • emergency exit from aircraft by any available means
Fire procedures may include:	• fire prevention and protection procedures • basic fire drill • cabin crew fire response procedures during flight • cabin crew fire response procedures when aircraft is on the ground
Persons consulted may include:	• passengers • passengers identified as having medical skills • pilot-in-command (PIC) • other cabin crew and flight crew members • ground staff • emergency services personnel • technical staff
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:	• 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 aircraft abnormal and emergency situations • airline operational and emergency procedures and instructions • directions and instructions of the PIC and/or senior crew members • job specification • aircraft evacuation procedures • aircraft fire prevention and response procedures • cabin service checklists and procedures • cabin emergency equipment operational manuals • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and	• Civil Aviation Act • relevant Civil Aviation Safety Regulations and Civil

RANGE STATEMENT

legislation may include:

Aviation Orders pertaining to cabin crew response to abnormal and emergency situations on board an aircraft

- relevant OH&S legislation
- environmental protection legislation
- relevant food handling and hygiene legislation
- equal opportunity and anti-discrimination legislation
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field F - Safety Management