



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **AVIF4008A Supervise cabin safety and security**

**Revision Number: 1**

## **AVIF4008A Supervise cabin safety and security**

### **Modification History**

Not applicable.

### **Unit Descriptor**

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This unit involves the skills and knowledge required to implement and maintain cabin safety and security standards and to respond to first aid situations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### **Application of the Unit**

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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.

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

It involves the application of cabin services supervision principles and procedures, regulations, safety codes and protocols to the provision of a range of services 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                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1 Identify, supervise and action emergency procedures</b>                              | <ul style="list-style-type: none"><li>1.1 Emergency situation type is recognised and reported to appropriate personnel</li><li>1.2 Emergency procedures are actioned according to airline and regulatory requirements</li><li>1.3 Safety checks are implemented according to airline and regulatory requirements</li></ul>                                                          |
| <b>2 Assess and respond to emergency first aid situations</b>                             | <ul style="list-style-type: none"><li>2.1 Emergency first aid situations are quickly recognised and reported to appropriate personnel</li><li>2.2 The first aid situation is assessed and a prompt decision is made following liaison with appropriate personnel and/or crew</li><li>2.3 Appropriate assistance from emergency services/colleagues/customers is organised</li></ul> |
| <b>3 Provide appropriate treatment</b>                                                    | <ul style="list-style-type: none"><li>3.1 Assessment of patient s physical condition from visible vital signs is undertaken in liaison with appropriate personnel and/or crew</li><li>3.2 First aid is provided, in accordance with airline policy</li></ul>                                                                                                                        |
| <b>4 Monitor the situation</b>                                                            | <ul style="list-style-type: none"><li>4.1 Back-up medical or emergency services appropriate to the situation are notified in liaison with appropriate personnel and/or crew</li><li>4.2 Situation is constantly monitored and appropriate adjustments to service are made</li></ul>                                                                                                 |
| <b>5 Respond to incidents which affect the safety and security of passengers and crew</b> | <ul style="list-style-type: none"><li>5.1 Appropriate incident handling techniques according to the type of incident are used according to regulatory requirements and airline policy and procedure</li></ul>                                                                                                                                                                       |
| <b>6 Maintain safety and security records</b>                                             | <ul style="list-style-type: none"><li>6.1 All required documentation relating to safety, security and first aid incidents is accurately completed and provided to the relevant department</li><li>6.2 Feedback to improve safety and security processes is provided to appropriate personnel</li></ul>                                                                              |

## 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 pertaining to emergency procedures
- Relevant OH&S regulations
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Airline structure, products, policies, procedures and service standards
- Use of cabin medical equipment
- Individual crew responsibility
- Airline emergency procedures
- Relevant airline divisional business plans
- Needs and expectations of different types of customers, including internal and external customers
- Customer service records/documentation
- Appropriate service for customers with a range of disabilities and special needs
- Cabin features and amenities for various types of aircraft
- Features, amenities and departure gate locations of terminals at designated airports
- Risks that exist when providing customer service to passengers on aircraft flights and related risk control procedures and precautions
- Problems that may occur when providing customer service to passengers on aircraft flights and appropriate action that should be taken in each case
- Complaint handling procedures
- Service quality and continuous improvement principles
- Airline leadership principles

#### Required skills:

- Communicate effectively with others when providing leadership and supervising cabin safety and security
- Read and interpret instructions, regulations, procedures and other information relevant to cabin supervision, safety and security
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to cabin supervision, safety and security
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when supervising cabin safety and security
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and

## REQUIRED KNOWLEDGE AND SKILLS

interactions with others

- Use medical equipment appropriately as per manufacturers instructions and airline policy
- Promptly report and/or rectify any identified problems that may occur when supervising cabin safety and security in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when supervising cabin safety and security
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when supervising cabin safety and security
- 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 and security procedures according to relevant regulations
- Identify and correctly use equipment required when supervising cabin safety and security

# 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.

|                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Supervision of cabin safety and security may be provided:                                                         | <ul style="list-style-type: none"> <li>• by day or night</li> <li>• on international, domestic and regional flights or at airports</li> <li>• for both short and/or long haul services</li> <li>• in any category of service, including economy, business class, first class</li> <li>• in accordance with enterprise, operational and regulatory requirements</li> </ul> |
| Cabin security incidents may include but are not limited to:                                                      | <ul style="list-style-type: none"> <li>• aggressive or violent customers</li> <li>• intoxicated customers</li> <li>• incidents at slip ports</li> <li>• industrial disputes affecting crew</li> </ul>                                                                                                                                                                     |
| Performance may be demonstrated:                                                                                  | <ul style="list-style-type: none"> <li>• in an appropriately simulated workplace situation</li> <li>• at an operational airport</li> </ul>                                                                                                                                                                                                                                |
| Types of emergencies may include but are not limited to:                                                          | <ul style="list-style-type: none"> <li>• fire</li> <li>• evacuation</li> <li>• hijack</li> <li>• injury to or illness of crew or customer</li> </ul>                                                                                                                                                                                                                      |
| Persons consulted may include:                                                                                    | <ul style="list-style-type: none"> <li>• other cabin crew and flight crew members</li> <li>• ground staff</li> <li>• catering staff</li> <li>• aircraft resourcing staff</li> <li>• technical staff</li> <li>• security staff</li> <li>• emergency services staff</li> </ul>                                                                                              |
| Emergency equipment may include but is not limited to:                                                            | <ul style="list-style-type: none"> <li>• fire fighting equipment</li> <li>• oxygen equipment</li> <li>• first aid equipment</li> <li>• general safety equipment</li> </ul>                                                                                                                                                                                                |
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> <li>• local instructions</li> </ul>                                                                                                                                                              |
| Information/documents may                                                                                         | <ul style="list-style-type: none"> <li>• sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to emergency procedures</li> </ul>                                                                                                                                                                                                              |

## RANGE STATEMENT

include:

- airline boarding manifests, procedures and instructions and job specifications including both manual and computerised processes where applicable
- workplace supervision and customer service standards, policies and procedures
- lists of items prohibited for carriage on aircraft
- cabin operations, customer service and other operational manuals
- emergency procedures
- flight passenger schedules
- information on terminal facilities, club lounges and departure gates
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- Cabin Crew Feedback Form
- incident handling reports
- injury to personnel forms
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- relevant OH&S legislation
- environmental protection legislation
- equal opportunity and anti-discrimination legislation
- dangerous goods and hazardous substances codes and regulations
- relevant customs and quarantine regulations
- relevant Australian standards
- industrial relations and workplace compensation legislation

Applicable regulations and legislation may include:

## Unit Sector(s)

Not applicable.

## Competency field

**Competency Field**

F - Safety Management