



Australian Government

Department of Education, Employment and Workplace Relations

AVIH3002B Advise on major services and attractions at aviation destinations

Revision Number: 1

AVIH3002B Advise on major services and attractions at aviation destinations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to advise on major services and attractions at aviation destinations, including researching information about airline destinations and responding appropriately to passenger requests for information on relevant aspects of airline flight destinations, including referring the passenger to appropriate sources of information. 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 relevant workplace procedures and policies.
Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.
Work is performed under some supervision usually within a team environment.
Work involves the application of customer service principles and procedures and appropriate research methods when responding to requests from passengers for information on aspects of major services, culture and attractions at aviation destinations 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 Research information about airline destinations

- 1.1 Appropriate sources of information about airline destinations for relevant routes are identified in accordance with workplace procedures
- 1.2 Appropriate reference material is accessed from identified sources and organised in a form suitable for use when responding to passenger requests on aspects of airline destinations in accordance with workplace procedures and expectations
- 1.3 Appropriate persons are consulted for advice and assistance in researching information about airline destinations

2 Respond to requests for information on airline destinations

- 2.1 Requests for information about airline destinations are courteously received and interpreted in accordance with workplace procedures
- 2.2 Where appropriate, accurate, current and relevant information about airline destinations is provided at a level/depth appropriate to the passenger's needs
- 2.3 Where a response cannot be immediately provided to a passenger's request, either assistance and advice is sought from other appropriate airline personnel or the passenger is courteously referred to appropriate sources where they may be able to obtain the required information
- 2.4 Information is presented in a manner which shows sensitivity to both host and visiting cultures

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, hygiene and environmental procedures and regulations
- Principles of customer service
- Airline procedures and standards for responding to requests from passengers for information on aspects of airline destinations
- Relevant information on pertinent aspects of airline destinations on specific routes
- Sources of information on pertinent aspects of airline destinations on specific routes and ways and means of accessing information from those sources
- Problems that may occur when responding to passengers' requests for information on aspects of airline destinations and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when advising on major services and attractions at aviation destinations
- Read and interpret instructions, regulations, procedures and other information relevant to major services and attractions at aviation destinations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to major services and attractions at aviation destinations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when advising on major services and attractions at aviation destinations
- 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 advising on major services and attractions at aviation destinations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when advising on major services and attractions at aviation destinations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when advising on major services and attractions at aviation destinations
- 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

REQUIRED KNOWLEDGE AND SKILLS

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 advise on major services and attractions at aviation destinations

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 requests for information on aspects of destinations may be provided:

- on any aircraft type 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
- in accordance with regulatory, enterprise and operational requirements, including OH&S regulations

Performance may be demonstrated:

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

Sources of information on aspects of airline destinations may include:

- airline product information
- tourism brochures
- information provided by diplomatic embassies and consulates
- authoritative travel books and journals dealing with specific countries and locations
- travel agents
- tourist information bureaus and agents at destination points
- government tourism offices at destination points
- authoritative encyclopedias and other relevant reference books
- appropriate websites on the internet

Information that may be requested by passengers about airline destinations may include:

- transport
- public holidays
- currency and exchange rates
- accommodation options
- customs and immigration requirements
- education
- major tourist areas
- sports
- food
- general lifestyle and customs
- shopping
- tipping
- geographic features
- history

RANGE STATEMENT

	• Australian aboriginal culture • government and politics • economy • natural history • culture
Persons consulted to enable appropriate responses to requests from passengers for information on major services and attractions at aviation destinations may include:	• passengers • other cabin crew and flight crew members • tourism and travel agencies • ground staff • relevant government agencies and diplomatic embassies/consulates • librarians
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:	• relevant regulatory requirements • airline procedures and instructions and job specification • airline customer service procedures • airline product information • tourism brochures • airline and tourism videos and audio-visual information resources • information provided by diplomatic embassies and consulates • authoritative travel books and journals dealing with specific countries and locations • authoritative encyclopedias and other relevant reference books • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	• relevant regulatory requirements pertaining to the provision of customer service on aircraft • equal opportunity and anti-discrimination legislation • relevant OH&S regulations • industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field	H - Route Planning and Navigation
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