



Australian Government

Department of Education, Employment and Workplace Relations

AVII3005B Apply knowledge of the structure, products and services of the airline operator

Release: 1

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Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to develop and apply an understanding of the structure, products and services of the aviation industry overall, and more specifically a particular airline operator, when working in the aviation industry. It includes developing and applying an understanding of the structure of (a) the aviation and tourism industries, (b) the economic and social significance of aviation and tourism in Australia, and (c) the structure, markets and operations of a particular airline. 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 some supervision usually within a team environment. Work involves the development of a knowledge and understanding of the aviation/tourism industries, and airline structures, functions, products, services and operations and their application to the day-to-day operations of a commercial airline 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
1Develop and apply an understanding of the structure of the aviation and tourism industries	1.1 Sources of information on the structures and functions of the Australian aviation and tourism industries are identified and accessed in accordance with workplace procedures 1.2 An understanding of the broad structures of the aviation industry and their relationship with each other is developed and appropriately applied to day-to-day work in the aviation industry 1.3 An understanding of the sectors of the aviation industry and their relationship with each other is developed and appropriately applied to day-to-day work 1.4 The roles of individual airlines with the aviation industry are correctly identified and explained
2Develop and apply an understanding of the economic and social significance of aviation and tourism in Australia	2.1 Sources of information on the economic and social significance of the aviation and tourism industries are identified and accessed in accordance with workplace procedures 2.2 An understanding of the economic and social significance of the aviation and tourism industries is developed and appropriately applied to day-to-day work 2.3 For a given airline, an understanding of the scope of its operations and the economic and social significance of its contribution to the aviation and tourism industries is developed and appropriately applied to day-to-day work
3Identify markets for a particular airline	3.1 For a particular airline, the products and services offered by that airline for specific markets are correctly identified and explained 3.2 An understanding of the characteristics of domestic and overseas markets served by Australian international, domestic, regional and charter airlines is developed and applied as appropriate to day-to-day work
4Develop and apply an understanding of the structure and operations of an airline	4.1 Sources of information on the structures, history and functions of a particular airline are identified and accessed in accordance with workplace procedures 4.2 An understanding of the structure and day-to-day operations of a particular airline is developed and applied to day-to-day work 4.3 The history and operational culture of a particular airline are researched, explained and applied to day-to-day work 4.4 An understanding of the importance of the principles of Crew Resource Management (CRM) and Human Factors (HF) is developed and applied to day-to-day work 4.5 The ways in which aircrew work together as a team are correctly identified and explained 4.6 An understanding of the employment conditions, benefits and responsibilities for relevant positions within an airline are

ELEMENT

PERFORMANCE CRITERIA

developed and applied to day-to-day work

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
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Principles and philosophies underpinning the operation of the aviation industry
- Airline operational standards and procedures
- Broad structures of the Australian aviation and tourism industries
- The economic and social significance of the aviation and tourism industries
- Key sectors in the commercial aviation industry including international, domestic, regional and charter airline operations
- Airline administrative procedures
- Structures, history and functions of relevant airline(s)
- Crew Resource Management (CRM) principles
- Ways in which aircrew work together as a team in flight and on the ground
- Human Factors (HF) principles

Required skills:

- Communicate effectively with others when applying knowledge of the structure, products and services of the airline operation and the aviation and tourism industries
- Read and interpret instructions, regulations, procedures and other information relevant to applying knowledge of the structure, products and services of the airline operation and the aviation and tourism industries
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to applying knowledge of the structure, products and services of the airline operation and the aviation and tourism industries
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when applying knowledge of the structure, products and services of the airline operation and the aviation and tourism industries
- 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 applying knowledge of the structure, products and services of the airline operation and the aviation and tourism industries in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when applying knowledge to the structure, products and services of the airline operation and the aviation and tourism

REQUIRED KNOWLEDGE AND SKILLS

industries in accordance with regulatory requirements and workplace procedures

- Monitor and anticipate operational problems and hazards and take appropriate action
- Modify activities dependent on differing workplace contingencies, situations and environments
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Monitor work activities in terms of planned schedule of an airline operation
- Identify and correctly use equipment required when applying knowledge to the structure, products and services of the airline operator and aviation and tourism industries
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when applying knowledge of the structure, products and services of the airline operation and the aviation and tourism industries
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Implement OH&S procedures and relevant regulations

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.

Application of knowledge and understanding of relevant aspects of the aviation and tourism industries may be provided:	• to any aircraft type in commercial service • during short and/or long haul services • in any category of service, including economy, business class and first class • in any allowable operating and weather conditions • in accordance with enterprise and operational requirements
Performance may be demonstrated on:	• an approved cabin service simulator • a passenger-carrying aircraft • a suitably simulated work environment
The required understanding of the structures of the Australian aviation and tourism industries may include:	• roles and functions of the various industry sectors • services offered by each sector and major industry bodies • nature of the relationships between different sectors in the two industries • the features of the airline industry • the challenges facing the airline and tourism industries and strategies used by airlines and enterprises to meet these challenges
Key sectors in the tourism industry may include:	• hospitality and accommodation • entertainment • transport • ticketing • call centres • travel agencies
Key sectors in the commercial aviation industry cover international, domestic, regional and charter airline operations and may include:	• aircraft flight operations (flight and cabin service crew) • aircraft maintenance • aviation emergency services • ground customer service staff (check-in, arrivals, transit, etc.) • air traffic control • baggage handling • freight services • aviation training • ground support to aircraft • airport management • aircraft catering and resourcing • security personnel

RANGE STATEMENT

Persons consulted may include:	• aviation regulatory authorities • passengers • other cabin crew and flight crew members • ground staff • training staff • airline contractors • airline supervisors and managers
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:	• regulatory requirements of the Civil Aviation Safety Authority • other regulations relevant to airline operations • airline information on structure, history, policies and operations • industry information describing the structures and the economic and social significance of the aviation and tourism industries • job descriptions and work specifications for occupations within the aviation industry • Crew Resource Management (CRM) principles • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards • Human Factors (HF) principles
Applicable regulations/legislation may include:	• relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) • relevant Australian Civil Aviation Safety Regulations and Civil Aviation Orders • Civil Aviation Act • relevant OH&S legislation • environmental protection legislation • relevant food handling and hygiene legislation • equal opportunity and anti-discrimination legislation • relevant customs and quarantine regulations • relevant trade practices and consumer affairs legislation • relevant Australian Standards • relevant taxation legislation (including GST) as it impacts

RANGE STATEMENT

- on airline functions and operations
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field I - Customer Service