



Australian Government

Department of Education, Employment and Workplace Relations

AVII4013A Supervise cabin operations

Revision Number: 1

AVII4013A Supervise cabin operations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required for effective preparation for and management of onboard aircraft operations. 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.

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

It involves the application of customer service 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

- | | |
|--|--|
| 1 Plan and prepare for flight | 1.1 Liaison with customer service manager is undertaken and departure tasks are confirmed according to airline procedures and crew development needs |
| 2 Supervise cabin service and resources | 2.1 The standard of cabin service is monitored throughout the flight according to airline standards
2.2 Crew members are assisted with prioritisation of workload
2.3 Consultation with customer service manager and crew is undertaken to determine improvements in efficiency and service levels
2.4 Aircraft stores and supplies are managed to achieve a cost effective result for the airline, while maintaining high quality customer service
2.5 Operational difficulties and problems are anticipated and resolved |
| 3 Use and maintain aircraft cabin equipment | 3.1 Cabin equipment is used in accordance with manufacturers instructions and airline procedures
3.2 Faults are accurately diagnosed and promptly reported according to airline procedures |
| 4 Complete administrative requirements | 4.1 All necessary administrative documentation is completed at the appropriate time according to airline procedures and regulatory requirements
4.2 Input regarding operational requirements is provided to appropriate personnel as per airline procedures |

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 cabin operations
- Relevant OH&S regulations
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Airline structure, products, policies, procedures and service standards
- Cabin product and service procedures
- Importance of customer service to airline and to individual crew responsibility
- Airline standards, principles and philosophies for providing quality customer service to passengers
- Relevant airline divisional business plans
- Needs and expectations of different types of customers, including internal and external customers
- Customer service records/documentation
- Appropriate service to 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

Required skills:

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

REQUIRED KNOWLEDGE AND SKILLS

communication and interactions with others

- Promptly report and/or rectify any identified problems that may occur when supervising cabin operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when supervising cabin operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when supervising cabin operations
- 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 when supervising cabin 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.

Supervision of cabin operations may be provided:	• by day or night • on international, domestic and regional flights or at airports • for both short and/or long haul services • in any category of service, including economy, business class, first class • in accordance with enterprise and operational requirements
Customers may include:	• internal and external customers • passengers • unaccompanied minors • customers with babies or small children • customers with a range of disabilities, including hearing and sight impairment • customers with special dietary and other needs • non-English speaking customers • customers with a range of cultural and religious backgrounds • elderly customers
Performance may be demonstrated:	• in an appropriately simulated workplace situation • at an operational airport
Problems during supervision of cabin operations may include:	• delayed or cancelled flight • faulty equipment • use of technical devices • passenger or staff illness
Persons consulted may include:	• other cabin crew and flight crew members • ground staff • catering staff • aircraft resourcing staff • technical staff
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • organisational procedures • established procedures • local instructions
Information/documents may	• sections of Civil Aviation Safety Regulations and Civil

RANGE STATEMENT

include:

Aviation Orders relevant to cabin operations

- 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
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- relevant OH&S legislation
- environmental protection legislation
- equal opportunity and anti-discrimination legislation
- 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

I - Customer Service