



Australian Government

Department of Education, Employment and Workplace Relations

AVIJ2001B Contribute to the achievement of on-time performance standards

Revision Number: 1

AVIJ2001B Contribute to the achievement of on-time performance standards

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to contribute to the achievement of on-time performance standards during preparations for the departure of a commercial aircraft flight, including contributing to on-time performance through efficiency and effectiveness in work activities, identifying and minimising potential causes of delays to flight departure, and taking appropriate action in the event of unavoidable delays. 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.

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, regulations, safety codes and protocols when contributing to the achievement of on-time performance standards 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 Contribute to on-time performance

- 1.1 Procedures and checklists to facilitate on-time performance are closely followed when carrying out work activities
- 1.2 Work activities in preparation for flight departure are commenced on time and are conducted efficiently and effectively in accordance with workplace procedures
- 1.3 Appropriate assistance is provided to others to overcome problems and to enable the achievement of on-time performance targets

2 Identify and minimise potential causes of delays

- 2.1 Potential causes of delays to flight departure arising within area of responsibility are promptly identified and communicated to relevant personnel
- 2.2 Safe action to minimise or eliminate potential causes of delays is determined and taken in conjunction with other relevant staff in accordance with workplace procedures
- 2.3 Supervisors and other relevant staff are advised of any potential problems and any action taken to address them and/or avoid potential delays

3 Take action in the event of unavoidable delays

- 3.1 Where delays in preparation for flight departure have been unavoidably experienced, appropriate safe action is taken in conjunction with other staff to make up the lost time and thereby enable the on-time departure of the aircraft if possible
- 3.2 Action being taken to make up lost time due to unavoidable problems is communicated to passengers, supervisors and other relevant staff in accordance with workplace 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:

- Pertinent sections of relevant regulations
- Relevant OH&S and environmental protection regulations
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Principles of customer service and on-time performance
- Workplace standards for on-time performance
- Roles and responsibilities of staff involved in the achievement of on-time performance standards
- Procedures for relevant workplace activities carried out in preparation for flight departure
- Potential causes of delays that may occur when preparing for aircraft departure and appropriate action that should be taken in each case

Required skills:

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

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.

Work activities in preparation for aircraft departure may be carried out:	• for any commercial aircraft flight • during short and/or long haul services • in any allowable operating and weather conditions • in accordance with enterprise and operational requirements
Performance may be demonstrated:	• in approved simulated work conditions • at an operational airport
Potential causes of flight delays may include:	• delays in commencing check-in operations • malfunctioning check-in systems • power failure at the airport • staff shortages due to illness or other reasons • aircraft malfunction • delays in cleaning and preparing aircraft • security alert • late arrival of connecting aircraft • late passengers or passengers who have missed flight • unruly behaviour or disturbance amongst passengers • accidental double booking • airport emergency • passengers with excess baggage or oversize/weight cabin baggage • delays in loading baggage • delays in catering/resourcing services for the aircraft
Action to overcome delays may include:	• accessing additional staff • accelerating other pre-departure activities • assisting other staff as required • developing and implementing appropriate strategies to overcome/minimise delays
Persons consulted may include:	• passengers • other crew members • other ground support staff • catering staff • aircraft resourcing staff • baggage handling staff • supervisors and managers • technical staff

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- 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 workplace activities
- workplace procedures and instructions and job specifications
- work activity checklists and procedures
- workplace customer service standards, policies and procedures
- relevant operational manuals
- emergency procedures
- flight passenger schedules
- manufacturers instruction relevant to the servicing and operation of equipment used in work activities in preparation for flight departure
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- 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 Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

J - Quality