



Australian Government

MEACOM0013 Develop aviation maintenance personnel

Release: 1

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Modification History

Release 1. Application changed. Elements and Performance Criteria changed. Foundation Skills made explicit. Assessment Requirements clarified. Supersedes and is equivalent to MEA125 Develop aviation maintenance personnel.

Application

This unit describes the skills and knowledge required to apply personnel management practices in the development and training of personnel in an aviation maintenance organisation when performing scheduled and unscheduled maintenance. Work may be performed individually or as part of a team.

The unit applies to aviation maintenance personnel.

The unit is used in workplaces that operate under the airworthiness regulatory systems of the Civil Aviation Safety Authority (CASA) and the Defence Aviation Safety Authority (DASA).

Any other relevant legislation, industry standards and codes of practice within Australia must be applied.

Pre-requisite Unit

Nil.

Competency Field

Aviation maintenance management

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Mediate and settle grievances and disputes in aviation	1.1 Conduct problem-solving issue resolution procedures according to required policy and procedures 1.2 Manage grievances and disputes in a timely and professional manner to optimise the likelihood of a favourable outcome for all parties 1.3 Communicate individual's rights and obligations in a clear, concise and professional manner 1.4 Conduct interviews and meetings in a participative and consultative manner

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	1.5 Record and store outcomes of proceedings and make them available to authorised personnel according to organisational policy and procedures
2. Motivate team towards achieving quality output in aviation	2.1 Establish team member requirements and preferences and where possible incorporate them into work assignments consistent with their level of responsibility 2.2 Promote and reward team achievements and openly acknowledge the importance of team members' contributions
3. Control allocation of tasks to teams and individuals in aviation maintenance	3.1 Allocate tasks to teams and individuals in line with organisational operational requirements; individual/team goals; development needs; and individual strengths, qualifications and authorisations 3.2 Take prompt corrective action in response to actual or potential significant deviations from plans
4. Evaluate and report individual performance	4.1 Identify and agree performance expectations based on an individual's situation and work requirements 4.2 Review individual performance against performance expectation on an ongoing basis 4.3 Provide feedback in a constructive manner 4.4 Report on individual performance in line with organisational policies and procedures 4.5 Escalate performance issues that cannot be rectified or addressed with designated personnel according to organisational policies and procedures
5. Coordinate individual aviation maintenance training	5.1 Identify individual training requirements that meet the needs of the individual and the organisation 5.2 Arrange for individual training to be delivered 5.3 Facilitate opportunities for individuals to develop and apply competencies on the job

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency but not explicit in the performance criteria.

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

- Reading skills to interpret maintenance information and procedures.
- Oral and written communication skills to communicate:
 - system information to designated personnel
 - personnel roles and responsibilities
- Numeracy skills to interpret technical information.

Other foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MEA125 Develop aviation maintenance personnel.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ce216c9c-04d5-4b3b-9bcf-4e81d0950371>

Assessment Requirements for MEACOM0013 Develop aviation maintenance personnel

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Performance Evidence

There must be evidence the candidate has completed all the tasks outlined in the elements and performance criteria of this unit, and demonstrated the ability to:

- mediate a grievance or dispute of personnel in an aviation maintenance environment relating to at least one of the following:
 - progress towards a qualification
 - employment area
 - sexual harassment
 - equity and diversity
 - employment conditions
 - interpersonal differences between personnel in a work area
- allocate jobs to aviation maintenance team members in line with organisational requirements and team members' identified preferences, qualifications and task authorisations, including:
 - training package qualifications issued under the Australian Qualifications Framework (AQF)
 - certificates issued by registered training organisations for completion of non-accredited training courses
 - certificates issued on completion of equipment-related training courses
 - maintenance engineer licences and extensions thereto
 - aviation maintenance specialist certificates
 - authorisations as an aviation safety regulatory authority representative made under the provision of relevant aviation regulations
 - task authorisations made according to maintenance organisation expositions or continuing airworthiness management organisation expositions
 - task authorisations made according to a maintenance management plan
- complete a performance appraisal of at least one aviation maintenance team member
- negotiate the individual training requirements of that team member to meet identified performance development needs.

During the course of the above work, the candidate must:

- demonstrate effective communication, interpersonal, interview, negotiation, and dispute resolution skills
- demonstrate effective planning and organising skills.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- government legislation and regulations required to perform the work described in the performance evidence relating to work performance of aviation maintenance personnel, including:
 - relevant aviation safety regulations
 - aviation maintenance organisation expositions and manuals
 - continuing airworthiness management organisation expositions
 - aviation maintenance organisation manuals
 - work health and safety (WHS) legislation
 - organisational policy and safety manuals
- organisational policy and procedures relating to developing aviation maintenance personnel, including those relating to:
 - standing instructions
 - grievance procedures
 - escalating matters that are outside the scope of own responsibilities
 - performance appraisal reporting requirements
 - maintenance management plans
 - work instructions
 - equity and diversity
 - fraud and ethics
- personnel development principles and practices.

Assessment Conditions

The following conditions of assessment represent the requirements of the regulators (DASA) and (CASA) and maintenance stakeholders and must be rigorously observed.

Skills must have been demonstrated under routine supervision in the workplace or in a simulated environment that reflects workplace conditions and contingencies encountered in developing aviation maintenance personnel. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - workplace procedures, product and manufacturing specifications, codes, standards, manuals, and reference materials relevant to developing aviation maintenance personnel
 - tools, equipment, materials, and documentation required to develop aviation maintenance personnel.

Evidence of tasks demonstrating competency must be recorded in a log of industrial experience and achievement.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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