Australian Government

AVIL2001 Manage a check-in queue

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the AVI Aviation Training Package.

Application

This unit involves the skills and knowledge required to manage a check-in queue, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes organising a queue, combing a queue for passengers requiring urgent service, providing information and special assistance to passengers in a queue and responding to queries from queued passengers.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to resource management duties of aviation personnel, and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of recreational, commercial and military aircraft activities across a variety of operational contexts within the Australian aviation industry.

Work is performed independently or under limited supervision as a single operator or within a team environment.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Use for Defence Aviation is to be in accordance with relevant Defence Orders, Instructions, Publications and Regulations.

Pre-requisite Unit

Not applicable.

Competency Field

L – Resource Management

Unit Sector

Not applicable.

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	**Organise queue**	1.1	Queue is organised using appropriate signage, barriers and other resources in accordance with workplace procedures
		1.2	Breaches of queue protocol are identified and appropriate action is taken to advise passengers concerned of service procedures to be followed
		1.3	Queue progress is monitored and appropriate action is taken to adjust servicing resources or to reorganise queue in situations where queue becomes excessively long, short or requires reorganisation due to late boarding passengers
2	**Comb queue for passengers requiring urgent or express service**	2.1	Queue is combed at appropriate times to identify passengers who have priority need for rapid check-in in accordance with workplace procedures
		2.2	Passengers identified as having priority need for check-in are moved to head of the queue
		2.3	Passengers without baggage are directed to proceed to express check-in or gate customer service desk
		2.4	Appropriate explanations are provided to other passengers in queue about reasons for priority service
3	**Provide information and assistance to passengers in queue**	3.1	Passengers are provided with relevant information on queuing arrangements and boarding progress using public address systems and other communications systems in accordance with workplace procedures
		3.2	Information is provided to individual passengers on matters relevant to their check-in
		3.3	Passengers are provided appropriate information on delays and cancelled or re-organised flight progress using public address systems and other communications systems in accordance with workplace procedures
		3.4	Passengers who require specific assistance are identified and assisted as required in accordance with workplace procedures
4	**Respond to queries from queue**	4.1	Queries from passengers in a queue are received and interpreted in accordance with workplace customer service

members		standards
	4.2	Appropriate responses are given to passenger enquiries in accordance with workplace procedures
	4.3	Passenger queries requiring detailed knowledge or additional information are referred to an appropriate supervisor or other staff for appropriate action

Foundation Skills

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

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Queuing resources will include one or more of the following:	• fixed barriers
	• portable barriers
	• public address systems
	• queuing carpets
	• signs
	• two-way radios and mobile phones

Unit Mapping Information

This unit replaces and is equivalent to AVIL2001B Manage a check-in queue.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816