




Course Outline Brochure
AV30319 - Certificate III in Aviation
(Ground Operations and Service)





Course Outline AV30319 - Certificate III in Aviation (Ground Operations and Service)

SC3.6
(1 Feb 2019)

Course Name	AV30319-Certificate III in Aviation (Ground Operations and Service) 
Training Product Status	Release 4 – Current as of 20 th Oct 2022 https://training.gov.au/Training/Details/AVI30319
Purpose	<p>The purpose of this course is to provide a nationally recognised qualification at Certificate III level in Aviation industry.</p> <p>It is designed to provide individuals with the knowledge and skills necessary to work in various roles within the aviation industry. The purpose of this certificate is to equip students with the fundamental competencies required to perform entry-level tasks in aviation-related occupations.</p> <p>By the end of this course, students will be equipped with the technical and non-technical aviation skills and knowledge to operate effectively in a broad range of ground operations and service roles.</p> <p>Individuals working at this level will apply knowledge and skills to demonstrate autonomy and judgement and to take limited responsibility in known and stable contexts within established parameters</p>
Course Provider	ISS Training Pty. Ltd. RTO ID: 45519 Phone: 07 3908 7081 Email: rto.admin@au.issworld.com
Delivery Mode	Blended: Online and Workplace based
Location	Workplace based delivery at facilities in the following locations: Brisbane Airport, Perth Airport, Melbourne Airport and other ISS managed airport security locations
Course Duration	12 months full time 15 months part time
Career Outcomes	<p>By completing the AVI30319 Certificate III in Aviation, individuals gain a foundational understanding of aviation operations and acquire the necessary skills to pursue employment in various entry-level roles.</p> <p>It can also serve as a steppingstone for further education or training within the aviation industry.</p> <p>Job role types may include:</p> <ul style="list-style-type: none">• Baggage Operator• Customer Service Operator• Ground Operator• Ramp Operator
Education Pathways	<p>After completing the AVI30319 Certificate III in Aviation, students have several education pathways available to further enhance their skills and knowledge within the aviation industry. Students who complete this course may wish to continue their education into a course such as:</p> <ul style="list-style-type: none">• AVI40119 Certificate IV in Aviation• Diploma in Aviation• Bachelor's degree in Aviation
Units of Competency	<p>The AVI30319 Certificate III in Aviation requires the completion of 20 units (including 11 core units and 9 general electives).</p> <p>Up to 2 elective units may be selected from any relevant nationally endorsed Training Package or accredited course.</p> <p>The elective units must contribute to the vocational outcomes of the qualification</p>

Course Outline

AVI30319- Certificate III in Aviation (Ground operations and service)

	CODE	Unit Title	Type
	AVIF0023	Apply aircraft safety procedures	Core
	AVIF0034	Apply aviation work health and safety procedures	Core
	AVIF0036	Implement regulations and policies during aviation safety and service operations	Core
	AVIF0020	Manage human factors and situation awareness in an aviation operational environment	Core
	AVIG0003	Work effectively in the aviation industry	Core
	AVIJ0001	Contribute to the achievement of on-time performance standards	Core
	AVIZ0004	Maintain security awareness and vigilance in an aviation workplace	Core
	TLIE0002	Process workplace documentation	Core
	TLIF3091	Apply awareness of dangerous goods and hazardous material requirements	Core
	TLIJ0003	Apply quality systems	Core
	TLIO0001	Undertake emergency response action to a security threat	Core
	AVIO0019	Apply and monitor aviation workplace security procedures	Elective
	AVII0004	Provide quality customer service	Elective
	AVIO0017	Manage disruptive behaviour	Elective
	TLIE3004	Prepare workplace documentation	Elective
	TLIK2010	Use Info technology devices in the workplace	Elective
	BSBXTW301	Work in a team	Elective
	BSBLDR301	Support effective workplace relationships	Elective
	AVIE0004	Conduct radio procedures in an aviation operational environment	Elective
	TLIG0002	Lead a work team	Elective
Pre-requisites	There are no pre-requisites for this qualification or any of the units of competency contained within it.		
Entry Requirements	<p>ISS Training has set the following requirements as it is a workplace-based delivery model:</p> <ul style="list-style-type: none"> • Applicants must be employed with an Aviation industry company who has entered into an agreement with ISS to deliver training to their employees. <ul style="list-style-type: none"> ○ Full time: Applicants must be employed for at least 20 hours per week ○ Part time: Applicants must be employed for at least 16 hours per week. ○ Applicants must be at least 18 years of age. • Applicants must satisfactorily complete an LLN Assessment which has been designed for this course. • Applicants must have an entry interview to complete the verbal component of the LLN assessment. This will be conducted either in person or on the phone by arrangement. • Applicants must have access to, and be able to use, screen-based technology such as a personal computer (PC) / laptop / Mac / iPad or tablet for the purposes of completing the training. The RTO will need to check that the student has access to such technology prior to the course 		

Course Outline

AVI30319- Certificate III in Aviation (Ground operations and service)

Training Arrangements

Online training and assessment (Required to be completed prior to practical block)

This course has been designed as a blended course, therefore students will be learning and practising in a variety of settings including online at home, workplace-based learning, and assessment at the airport.

The 20 units in the course are divided into 4 groups with 5 units in each.

The course has been developed with an upfront online training component that students undertake prior to attendance at a practical training and assessment block. This pre-practical training and assessment includes:

Group 1

- Manage human factors and situational awareness- Learner Guide and two online assessments - one assessment with multiple choice question and one with case study based short answer questions (learning and assessment)
- Apply aircraft safety procedures- Learner Guide and two online assessments - one assessment with multiple choice question and one with case study based short answer questions (learning and assessment)
- Implement regulations and policies during safety and service operations- Learner Guide and two online assessments - one assessment with multiple choice question and one with case study based short answer questions (learning and assessment)
- Apply WHS - Learner Guide and two online assessments - one assessment with multiple choice question and one with case study based short answer questions (learning and assessment)
- Work effectively - Learner Guide and two online assessments - one assessment with multiple choice question and one with case study based short answer questions (learning and assessment)

Group 2

- Maintain security awareness and vigilance in an aviation workplace- Learner Guide and two online assessments - one assessment with multiple choice question and one with case study based short answer questions (learning and assessment)
- Apply and monitor aviation workplace security procedures- Learner Guide and two online assessments - one assessment with multiple choice question and one with case study based short answer questions (learning and assessment)
- Apply quality systems- Learner Guide and two online assessments - one assessment with multiple choice question and one with case study based short answer questions (learning and assessment)
- Apply awareness of DG's- Learner Guide and online quiz (learning and assessment)
- Undertake emergency response action to a security threat- Learner Guide and two online assessments - one assessment with multiple choice question and one with case study based short answer questions (learning and assessment)

Group 3

- Provide quality customer service- Learner Guide and two online assessments - one assessment with multiple choice question and one with case study based short answer questions (learning and assessment)
- Manage disruptive behaviour- Learner Guide and online quiz (learning and assessment)
- Process workplace documentation- Learner Guide and two online assessments - one assessment with multiple choice question and one with case study based short answer questions (learning and assessment)
- Prepare workplace documents- Learner Guide and online quiz (learning and assessment)
- Use Info technology devices in the workplace - Learner Guide and two online assessments - one assessment with multiple choice question and one with case study based short answer questions (learning and assessment)

Course Outline

AVI30319- Certificate III in Aviation (Ground operations and service)

Group 4

- Work in a team- Learner Guide and two online assessments - one assessment with multiple choice question and one with case study based short answer questions (learning and assessment)
- Support effective workplace relationships- Learner Guide and two online assessments - one assessment with multiple choice question and one with case study based short answer questions (learning and assessment)
- Conduct radio procedures in an aviation operational environment- Learner Guide and two online assessments - one assessment with multiple choice question and one with case study based short answer questions (learning and assessment)
- Lead a work team- Learner Guide and two online assessments - one assessment with multiple choice question and one with case study based short answer questions (learning and assessment)
- Contribute to the achievement of on-time performance standards- Learner Guide and two online assessments - one assessment with multiple choice question and one with case study based short answer questions (learning and assessment)

Learner Guide and Quiz

Students are required to read through and study the Learner Guides linked with each unit and complete the online quiz that forms part of their assessment prior to attendance at the practical training and assessment block.

Workplace learning arrangements

This course has been designed as a workplace course, therefore students will be learning and practising in the workplace instead of a classroom.

Students are required to spend at least 960 hours in their workplace where they will be learning, practising their skills, and applying their knowledge. This is made up of 20 hours per week for full time students and 16 hours per week for part time students. Students will receive learning activity sheets/workplace-based learning activities logbook, so they have a set structure for their workplace learning. These sheets outline learning tasks for the unit that they complete in the workplace while they are working and provides conversation points that they will have with their workplace supervisor. Students will be supervised in the workplace by their Workplace Supervisor.

Webinars /Support sessions

Over the 12 months' time, a total of 24x1 hours webinars and support sessions led by industry experts and experienced trainers are designed to enhance the learning experience and ensure the success of our trainees. Our online webinars and support sessions offer the flexibility to join from anywhere, at any time, using a computer or mobile device. This allows the trainees to fit learning into your busy life while still accessing high-quality training. Trainees will have access to recorded sessions, supplementary materials, and additional resources to ensure that they have the tools to continue learning and growth beyond the live sessions.

Workplace assessor visits

Workplace visits are a vital part of training and provide the students with opportunities to share ideas, ask questions, discuss, and explore core concepts and receive support and guidance in their training and assessment. Students will receive a total of 12 x 4 hours workplace visits by their trainer/assessor where training support and assessment will take place. Students will be able to contact their trainer/assessor by phone and email if they need additional support in between scheduled workplace visits. Visits will be approximately every four weeks for full time and every five for part time students. A schedule of these visits will be arranged between the assessor, student, and the student's workplace to ensure a convenient time for everyone. The trainer/assessor will see up to two students at each workplace visit where training will happen together, but assessment will be done individually.

Course Outline

AVI30319- Certificate III in Aviation (Ground operations and service)

	<p>Self-study requirements</p> <p>Students are required to spend time on self-study reading their learner guides, working on their Learner Activity Sheets, and completing their written assessment tasks. Students will need to have access to their workplace policies and procedures to answer some of the written activities and assessment tasks. The hours of self-study depend on whether the student is full time or part-time. Full time students are expected to spend 6 hours per week on self-study and part-timers will spend 4.8 hours per week.</p> <p>Training Materials</p> <p>All learning and assessment materials are provided to the students via the LMS including learner guides, supporting resources needed for training and all assessment instructions, observation sheets and supporting resources such as incident forms and logbooks.</p>
Additional Support	<p>All students will be provided with a range of learning support options and resources to help them achieve competency. This may include:</p> <ul style="list-style-type: none">• An optional weekly 1-hour call via phone or Teams will be scheduled for group support with the trainer where students can ask questions, meet their peers who will be on the practical block with them and work through material together.• One-to-one support from trainers/assessors including providing students with their phone and email contact details to assist students during the pre-practical training block.• Referral to relevant external services where appropriate.• Study groups where students can work with fellow students• Reasonable adjustment to assessments <p>Where additional support requirements have been identified, an Individual Support Plan will be developed. This will ensure that provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required. Support may include the above-mentioned practices or making reasonable adjustments to assessment processes as necessary.</p>
Assessment Arrangements	<p>Assessment Process</p> <p>Assessment will be conducted individually. Due to the similar nature of some of the assessment requirements, we have taken a clustered approach to some of the units of competency for assessment and others are assessed individually.</p> <p>The following assessment methods are used for this course:</p> <ul style="list-style-type: none">• Direct observation – observations are done in the workplace at the workplace visit.• Role plays – some assessments require a simulation to be set up in the workplace which the assessor will do during workplace visits• Questioning – written questioning is used for each unit and verbal questions are asked after some observations.• Third party evidence – This is used only for supplementary evidence; third party evidence providers do not make decisions of competency. This will be collected from the student's workplace supervisor. <p>Students will receive the following documents:</p> <ul style="list-style-type: none">• Student Assessment Booklet – provides students with detailed instructions regarding requirements for each assessment task and an Assessment Plan and Assessment Task Cover Sheets for each task. A Student Assessment Booklet is provided to the student for each unit/cluster.• Workplace Hours Logbook – for students to log their workplace hours.• Students will receive all the information required for assessment in their Student Assessment Booklets for each unit including:<ul style="list-style-type: none">• A full description of all assessment tasks for the unit or cluster• Assessment instructions for each unit or cluster

Course Outline

AVI30319- Certificate III in Aviation (Ground operations and service)

	<ul style="list-style-type: none"> • Assessment resources for each unit or cluster • Details about when assessment will occur • Details about assessment submission <p>Students will be advised by their trainer/assessor about the assessment requirements for each unit at the commencement of delivery for that unit. Submission of written assessment tasks will be online. Assessment is undertaken by a combination of online assessment and practical observations and role plays. All assessment requirements are documented in the Learning Management System under each relevant unit of competency or assessment group.</p> <p>Submission, feedback, and re-assessment</p> <ul style="list-style-type: none"> • Students must submit each task with a completed and signed Assessment Task Cover Sheet within timelines specified in the assessment instructions in the LMS. • Online quiz assessments will be assessed within 1 week of submission. Each task will be marked as Satisfactory or Not Satisfactory. A unit or module will be marked as Competent once all tasks for the unit or module have been marked as Satisfactory. • Students have up to three attempts per assessment task. Where a task is marked as Not Satisfactory, the student will be provided with feedback and be given the opportunity to resubmit/re-attempt the task. • Where a student exhausts their attempts at re-assessment, the student will be required to re-enrol in the unit or module, participate in further training and undertake the whole assessment again. • Students will receive feedback for each task either in written or verbal form from their assessor.
<p>Course Credit</p>	<p>ISS Training can grant students credit transfers towards their course for national units of competency that they have already completed with another RTO or authorised issuing organisation. ISS can also grant them credit for subjects or units they have completed where equivalence can be established between the unit in this course, and the subject or unit they have completed.</p> <p>There is no charge to apply for Credit.</p> <p>To apply, fill in the Credit Application Form and submit it as part of the enrolment process.</p> <p>*Please refer to the Student Handbook for more information on Course Credit.</p>
<p>Recognition of Prior Learning (RPL)</p>	<p>Recognition of Prior Learning (RPL) is a process where skills and knowledge that students have gained through work and life experience and other unrecognised training can be formally recognised.</p> <p>Recognition of Prior Learning (RPL) is available and all students are offered the opportunity to participate in RPL upon enrolment. Recognition of Prior Learning is generally recommended where individuals have been working in a relevant job role for at least 2 years, however any student can also self-elect to undertake RPL.</p> <p>Students who are seeking recognition of prior learning will be provided with the assessment tools for the course. They will complete the assessment tasks and/or provide evidence that relates to the assessment tasks. Observations will be conducted in the student's workplace and/or within the RTO to assess practical skills and general/foundation skills such as communication skills.</p> <p>*Please refer to your Student Handbook for more information on RPL.</p>
<p>Costs</p>	<p>Total Course Fee: FREE</p>

Course Outline

AVI30319- Certificate III in Aviation (Ground operations and service)

Inclusions	Unless otherwise specified, course fees include all the training and assessment as well as required resources and learner guides for students to achieve the qualification or course in which they are enrolling.
Selection Process	<p>Students will be required to complete a language, literacy and numeracy (LLN) assessment prior to finalising their enrolment to ensure that the course is suitable for them and that ISS Training is able to meet their individual needs.</p> <p>If students are not able to achieve the required level in the LLN assessment ISS Training will (where possible) provide student support measures. Where this is not possible the enrolment application will not be accepted in this instance, and they will be referred to appropriate external services or courses. They may reapply in the future once they have undertaken further language, literacy and numeracy skills training.</p>
How to apply	<p>If you would like to enrol into the AVI30319 Certificate III in Aviation(Ground operations and services), please contact our office to obtain an Enrolment Form. This may be sent by email or a web link provided.</p> <p>Please fill out all sections in the Enrolment Form and return to: Email: rto.admin@au.issworld.com</p> <p>Once we receive your completed forms we will contact you to arrange an entry interview.</p>

This course outline should be read in conjunction with ISS Training's Student Handbook.