

Aviation (Ground Operations and Service)

AQF VET qualification: AVI20216 Certificate II in Aviation (Ground Operations and Service)

Training Package: AVI Aviation (version 3)

BOSTES course name	Pattern of study	BOSTES course number	Schools Online (Administration) entry advice
Aviation (Ground Operations and Service) (240 hours)	2 units x 2 years	51411	Enter this course number for both Preliminary (Year 11) and HSC (Year 12)

Eligibility: Nil

Exclusions: Aviation (Cabin Crew)
Warehousing Operations

HSC course requirements

Aviation (Ground Operations and Service) (240 indicative hours)

- the possible qualification outcome is AVI20216 Certificate II in Aviation (Ground Operations and Service)
- accredited for a total of 4 units at the Preliminary and/or HSC level
- attempt all core units of competency (totalling 145 HSC indicative hours) and elective units of competency to a minimum of 95 HSC indicative hours and to meet qualification packaging rules
- complete a minimum of 35 hours of mandatory work placement.

The requirements for the completion of an HSC VET course are different to the requirements for AQF VET qualification completion. Registered Training Organisations (RTOs) need to ensure that delivery of courses meets HSC course requirements and complies with Training Package rules.

For a course to count towards the HSC program of study, students must satisfy the course completion criteria as required by the Board of Studies, Teaching and Educational Standards NSW. (Refer to the [Assessment Certification Examination \(ACE\) website](#).) There must be sufficient evidence that the student has:

- followed the course developed or endorsed by BOSTES
- applied themselves with diligence and sustained effort to the set tasks and experiences provided in the course
- achieved some or all of the course outcomes
- (where applicable) undertaken the mandatory work placement.

Unit credit for the Higher School Certificate

Aviation (Ground Operations and Service) HSC VET courses count as Board Endorsed unit credit for the HSC but do not contribute towards an Australian Tertiary Admission Rank (ATAR).

To facilitate flexibility of VET in the HSC, courses may be delivered as Preliminary, as HSC or as a combination of Preliminary and HSC units.

The HSC credit units will be allocated to students' Preliminary and/or HSC patterns of study as required.

The pattern of study (BOSTES course number) entered on *Schools Online (Administration)* should reflect the delivery of the HSC VET course over successive years. For example, delivery of a 240 HSC indicative hour course over two years should be entered as 2 units x 2 years. Students will be credentialled for the HSC credit units entered each calendar year, provided they have satisfactorily completed the course requirements for that calendar year as determined by the school, college or RTO.

Course content

CORE

Unit code and title	Status for AQF VET qualification	HSC indicative hours of credit
AVIF0001 Apply aircraft safety procedures	core	20
AVIF0012 Apply aviation work health and safety procedures	core	15
AVIF2020 Employ fatigue risk management practices in an aviation workplace	core	15
AVIG2002 Work effectively in the aviation industry	core	15
AVIJ2001 Contribute to the achievement of on-time performance standards	core	10
AVIZ1005 Maintain basic situational awareness in an aviation workplace	core	20
TLIE2007 Use communication systems	core	10
TLIJ2001 Apply quality procedures	core	10
TLIK2010 Use infotechnology devices in the workplace	core	15
TLIO1002 Follow security procedures when working with passengers and personnel	core	15

Total HSC indicative hours for core units of competency: 145

ELECTIVE

Unit code and title	Status for AQF VET qualification	HSC indicative hours of credit
BSBCMM301 Process customer complaints	elective – listed	20
AVID2006 Load and secure aviation freight and baggage	elective – listed	15
AVIE0001 Operate aeronautical radio	elective – listed	20
AVII0002 Provide quality customer service*	elective – listed	20
AVII2007 Check in aircraft passengers	elective – listed	20

* For HSC course purposes, only one of these units of competency can contribute to meeting HSC course indicative hour requirements.

Unit code and title	Status for AQF VET qualification	HSC indicative hours of credit
AVII2008 Provide assistance to transit and arriving passengers	elective – listed	20
HLTAID003 Provide first aid	elective – listed	20
TLIE2008 Process workplace documentation	elective – listed	15
TLIF2018 Operate firefighting equipment	elective – listed	10
TLII1002 Apply customer service skills *	elective – listed	15
TLII3020 Provide assistance to customers *	elective – listed	20
TLIK2003 Apply keyboard skills	elective – listed	10
TLIL2008 Complete routine administrative tasks	elective – listed	10

* For HSC course purposes, only one of these units of competency can contribute to meeting HSC course indicative hour requirements.

AQF VET qualification

Qualification packaging rules are contained in the [AVI Aviation Training Package](#) at <http://training.gov.au>.

In summary, to attain [AVI20216 Certificate II in Aviation \(Ground Operations and Service\)](#) students must achieve 15 units of competency including:

- a) 10 core units of competency
- b) 5 general elective units of competency from the general elective units listed.

Other information

Criteria for the endorsement of Board Endorsed VET courses (VET BECs)

The criteria for endorsement of VET BECs are outlined in the *Guidelines for Stages 5 and 6 Board Endorsed VET Courses* available on the BOSTES website at www.boardofstudies.nsw.edu.au/voc_ed/board-endorsed-courses.html.

HSC VET course delivery

HSC VET courses can only be delivered by an RTO with the relevant qualification and units of competency on their scope of registration. Scope of registration can be checked at <http://training.gov.au>.

RTOs offering training programs for the delivery and assessment of Aviation (Ground Operations and Service) HSC VET courses must meet the requirements of the VET Quality Framework, the [AVI Aviation Training Package](#) and the HSC course.

Information about the delivery of HSC VET courses by RTOs other than school system RTOs or TAFE NSW institutes is contained on the BOSTES [Assessment Certification Examination \(ACE\) website](#).

Non-government schools outsourcing delivery of HSC VET courses to external providers also need to refer to the *Registered and Accredited Individual Non-government Schools (NSW) Manual* or *Registration Systems and Member Non-government Schools (NSW) Manual* which are available on the BOSTES website at <http://rego.bostes.nsw.edu.au>.

HSC work placement requirements

Work placement is a mandatory HSC requirement for this Aviation (Ground Operations and Service) VET course. It is permissible for work placement to be undertaken in a simulated work environment.

Students undertaking HSC VET courses as part of a school-based apprenticeship or traineeship will meet mandatory work placement hour requirements through the on-the-job training component of the school-based apprenticeship or traineeship.

Students' outside employment (ie not under the auspices of the school) may be recognised towards the requirement for work placement in a VET course ([ACE 8051 – Assessment Certification Examination \(ACE\) website](#)).

Non-completion of work placement is grounds for withholding the HSC course. Schools and colleges are advised to follow the procedure for issuing 'N' determinations as outlined on the BOSTES [Assessment Certification Examination \(ACE\) website](#).

Allocation of HSC indicative hours of credit

Units of competency drawn from Training Packages are not defined in terms of duration. The amount of time required by individual students to achieve competency will vary according to their aptitude and experience. Where a training program is designed for delivery by an RTO, the RTO will specify the length of the training program according to the delivery strategies and/or curriculum resources chosen.

However, for the purposes of the HSC, VET courses must be described in terms of their indicative hours. For this reason, indicative hours for unit credit towards the HSC have been assigned to each unit of competency. It is emphasised that the assignment of indicative hours does not imply that all students will fulfil all requirements of a unit of competency

within these hours. RTOs may determine that additional or fewer hours are required for the achievement of particular competencies. However, this does not alter the HSC indicative hours allocated, only the delivery hours.

Students may need to spend additional time practising skills in a work environment and completing projects and assignments, in order to fulfil Training Package assessment requirements.

Exclusions

Where there is significant overlap between an HSC VET course and other HSC VET or general education course, BOSTES has an exclusion between the courses. Exclusions are generally applied at a course level rather than at the unit of competency level.

Schools should check all course exclusions when determining an appropriate pattern of study for their students.

Course exclusions for Aviation (Ground Operations and Service) are detailed on the first page of this course description.

Recognition of Prior Learning (RPL) and credit transfer within VET courses

Students who have current knowledge, skills or experience relevant to a VET course may be granted credit towards the course requirements.

Arrangements for RPL and credit transfer within VET courses, including processes, application form and examples of possible scenarios, are detailed on the BOSTES website at www.boardofstudies.nsw.edu.au/voc_ed/rpl.html.

School-based apprentices and trainees

Information regarding provision for school-based apprentices and trainees within the HSC is available on the BOSTES website at www.boardofstudies.nsw.edu.au/voc_ed/apprenticeships-traineeships.html.

Information on requirements and arrangements for NSW school-based apprenticeships and traineeships is available at www.training.nsw.gov.au/individuals/apprenticeships_traineeships/school_based/index.html.

Students with special education needs

Students with special education needs may access a VET course in one of two ways:

- by undertaking the course under regular course arrangements, or
- by undertaking selected units of competency within the course that have been identified through the collaborative curriculum planning process.

For more information, see the [VET Courses and Students with Special Education Needs](#) fact sheet, as well as [Collaborative Curriculum Planning](#) advice, on the BOSTES website.

Students in Years 9 and 10 (Stage 5)

In certain circumstances students in Years 9 and 10 (Stage 5) may access Stage 6 VET courses. Further information is available on the BOSTES website at www.boardofstudies.nsw.edu.au/voc_ed/stage-5.html.