

AVIATION CAREER PATHWAYS



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acknowledgements

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This guide would not have been possible without the guidance and input of the steering committee which consists of industry, education, government and union representatives. This ensures that the needs of the target audience, namely school leavers, and career changers were addressed.

There is a shared vision to see a greater level of workforce participation and engagement across all transport and logistics sectors. This is achieved through continued working partnerships with training providers and affiliated government agencies.

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Disclaimer

The information contained in this booklet may change and should be used only as a guide.

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introduction

Aviation has brought many destinations closer together and is more accessible than ever before. Travel times have been gradually reduced as faster and more efficient aircraft are used to transport people and freight.

There are a number of opportunities and areas to get involved in. Not only can people fly to different destinations, they also have the opportunity to coordinate, operate, service, load and offload all kinds of aircraft and equipment.

Aviation is made up of two main groups:

- Flight operations
- Ground operations

This guide will explore many occupations and provide case studies of some of the people who perform these roles.

Who can use this guide?

This guide will assist you in identifying some great career opportunities available in aviation. New entrants and job

seekers, including school students, will be able to find useful information on job roles and requirements within the industry. Our objective is to give you a clear understanding of what takes place in aviation.

Where can I end up?

There are many opportunities that a career in aviation can offer. How far you want to go is up to you. Some people have worked in aviation from a young age, whilst others have come from different industries. Many skills are transferrable from other industries and can be applied in this sector. Similarly, skills gained in aviation can be applied to other sectors.

How do I get there?

There are multiple entry points into aviation depending on your level of skills and experience. Vocational Education and Training (VET) offers both new entrants and career changers great work-related knowledge and skills. Upon completion of relevant training, which can be done both on and off the job, you can receive a nationally recognised qualification. Should you choose, there is also the option to pursue further study, either full-time or part-time. As career pathways are not always straightforward, this guide will feature the experiences of a range of people at various stages in their careers.





**ground
operations**



**getting you
safely into
the air**

ground operations

Ground Operations involve all of the activities surrounding the movement of people and freight in and around airports. With many flights scheduled for different intrastate, interstate and international destinations, it is up to both landside and airside workers to ensure a safe and smooth transition of people and goods to specific locations.

There are approximately 250 airports in Australia which receive Regular Passenger Services (RPT). In Western Australia, there are over 35 airports. There are about 2000 more airfields and landing strips across the country. When combined, these facilities make up a large network that connects urban and regional communities.



Examples of job roles in Ground Operations

- | | |
|--------------------------------|------------------------------|
| ■ Aerodrome Reporting Officer | ■ Freight Forwarder |
| ■ Aircraft Marshaller | ■ Heavy Maintenance Engineer |
| ■ Airport Operations Officer | ■ Air Traffic Controller |
| ■ Airport Safety Officer | ■ Passenger Screener |
| ■ Airside Operations Officer | ■ Line Maintenance Engineer |
| ■ Aviation Health | ■ Load Controller |
| ■ Aviation Rescue Fire Fighter | ■ Operations Officer |
| ■ Cargo Handler | ■ Refueller |
| ■ Caterer | ■ Resource Planner |
| ■ Ramp Operator | ■ Scheduler |
| ■ Check In Agent | ■ Simulator Operator |
| ■ Check In Supervisor | ■ Tracking Agent |
| ■ Cleaner | ■ Trainer |
| ■ Operations Manager | ■ Works Safety Officer |

* For further information see Study Options (Page 28) and Career Pathways (Page 29)

Airports

Operating 24 hours a day, airports offer a wide range of services to travellers and airlines alike. There are a number of processes and tasks that need to take place from the time aircraft approach to land and prepare for departure on the next flight. Landside operations involve all the activities taking place at an airport prior to clearing security. Airside refers to areas only accessible to staff and passengers with valid boarding passes, allowing them access to flights and aircraft.



Airline	Flight	Destination	Time	Remarks	Gate
AirAsia	D7 233	Kuala Lumpur	16:12		5
Malaysia	MH124	Kuala Lumpur	16:25	Final Call	2
Lufthansa	LH 3741	Bangkok	16:45	Boarding	4
Garuda Indonesia	SG 214	Singapore	17:10	Go To Gate	3
Garuda Indonesia	GA 729	Denpasar-Bali	17:25	Check-in	2
Garuda Indonesia	GA 725	Jakarta	17:40	On-time	
Garuda Indonesia	GA 7062	Auckland	18:25	On-time	4
Qantas	VA 4136	Denpasar-Bali	19:35	On-time	5
Qantas	QZ 8417	Denpasar-Bali	20:05		4

**** Please check your boarding pass for gate details ****

Regional airports

Flights to and from WA's regional, rural and remote airports allow those who work and live outside the major cities to access the specialist health, education, commercial and recreational facilities that are not available where they live. Regional airports also cater for the transfer of "fly-in, fly-out" (FIFO) workers to remote locations from both capital cities and other regional centres. Flying by air offers a quicker alternative to road transport over vast distances. In comparison to major airports, regional airports are considerably smaller and run by councils/shires.

Air Traffic Control

At any given time there may be a number of different aircraft waiting to either land or take off from an airport. It is the duty of controllers to safely manage the movement of aircraft on the tarmac and those flying within their airspace. Radio contact and radar are just some of the tools used to communicate with and locate aircraft. Digital data communications have greatly improved the speed at which information is received and processed.

Working in this area can be a highly pressured environment and requires a high level of accuracy and attention to detail. All traffic movements need to be closely monitored.



Tower controllers are responsible for the airport movement areas, as well as areas not released to the airlines or other users. This generally includes all taxiways, inactive runways, holding areas, and some transitional aprons or intersections where aircraft arrive, having vacated the runway or departure gate. Any aircraft, vehicle, or person working in these areas is required to have clearance from Ground Control. This area is vital to the smooth operation of the airport, because this position impacts the sequencing of departure aircraft, affecting the safety and efficiency of airport operations.

Passenger Services

As the first point of contact for passengers and crew, customer service plays an important role in delivering quality services in a timely fashion. Customers are assisted with the check in process whilst baggage is allocated to designated areas. In the event of flight delays, the ground staff coordinate with airlines on things such as changes to terminal locations and flight schedules. They will also direct passengers and make necessary arrangements to minimise the impact of disruptions to services. These services are usually conducted by airlines or by a contracted company on their behalf.



Ramp Services

Ground handling revolves around the safe and efficient delivery of ramp services. There are a number of tasks that need to be completed within a short period of time. Coordination, attention to detail and communication are needed when working with expensive equipment. Ramp handling covers the loading and unloading of baggage/cargo, aircraft push back and towing. In addition to this, ramp services cover aircraft loading bridge operations and passenger stairs operations. These duties are sometimes conducted by the airports and in other cases they are carried out by airlines or contractors that specialise in this field of work.



Cargo and Mail Handling

In addition to specially designed aircraft dedicated to carrying goods, most people are unaware of the amount of freight carried on passenger flights. Consignments vary in shape and size and may have particular travel requirements; from the unloading of specialised equipment right through to the export of refrigerated perishable items. Track and trace technology has helped make the process of moving goods more efficient. This area may also include other non-flight activities such as those carried out by freight forwarders who plan and coordinate the import and export of goods.



Security

There are many different security aspects when dealing with airports. The process involves baggage checks and the screening of people. This is to prevent any objects or LAGs (Liquids, Aerosols and Gels) that could be used as weapons from

being taken aboard flights. The responsibilities of Australian customs are to ensure that Australian borders are protected from the entry of illegal and harmful goods and unauthorised people. Similarly, the Department of Agriculture safeguards the environment from foreign pests and diseases.

With the increased level of security within Aviation, security continues to play an even greater role in ensuring safer air travel.

Aviation Security Identification Card

An Aviation Security Identification Card, known as an ASIC, is used to identify a person who has been the subject of a background check. An ASIC is required to obtain unescorted access to the secure areas of security controlled airports that have regular public transport (RPT) services. ASICs are valid for up to two years and most employers will assist employees to obtain one.

Authority to drive airside

To be able to drive airside you will need to have a current Aviation Security Identification Card (ASIC), and hold a current State or Territory Driver's Licence. In addition to this there is a course that could take up to a week to complete.



Catering

There is a lot more to catering within aviation than the name suggests. Operating 24 hours a day, it involves end to end logistics operations that result in the timely delivery of meals to aircraft. Food preparation is a small part of all the activities carried out. Components such as food items, beverages and utensils are sourced from a number of local and international places. The movement of goods is coordinated and configured to airline requirements in a fast paced environment requiring attention to detail and time management skills. The catering supply chain involves warehousing, road transport and ground operation elements.

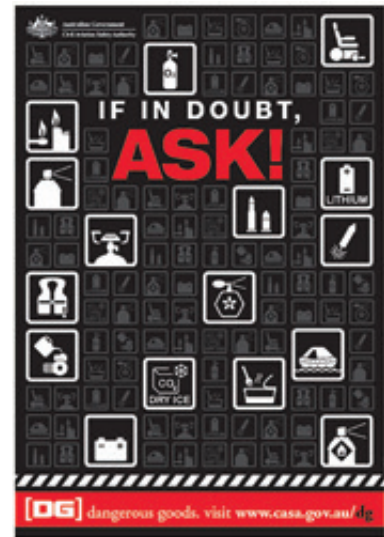
Equipment

If you do not consider yourself the type to be confined to an office space, ground operations may be the area for you. There are many different types of equipment used to access and move aircraft. Scissor lifts are used to hoist cargo and supplies for easy transfer onto the plane. Goods are stowed securely with safety protocols observed at all times. Other types of machinery used in ground operations include: baggage tugs, mobile belt loaders, pushback tugs and mobile stairs.



Dangerous Goods Awareness

When considering the different types of dangerous goods that are shipped by air, there are safety precautions that must be met. It is for the protection and safety of the people handling the materials ie, freight forwarders, load planners, refuellers, freight forwarders and flight crew to ensure goods are transported to their final destination in good condition.



Some goods are prohibited from being carried by air whilst others are restricted to cargo aircraft or can be carried on passenger aircraft. It is a requirement that all people who come into contact with the dangerous goods undergo the appropriate level of training and are aware of how these goods are to be handled for transport.



aircraft maintenance engineering

Aircraft engineers are an integral part of the worldwide aviation industry. You can work in the General Aviation sector on aircraft ranging from small to Business Jet level Cessna, Piper, Beechcraft or Bell, Robinson Helicopters. In the Airline sector work is carried out on larger passenger aircraft from Boeing, Fokker or Airbus.



On large aircraft you work either in a line maintenance environment or in a base maintenance environment. Line maintenance is the scheduled and unscheduled maintenance of aircraft and their associated systems. Base maintenance is where the aircraft comes in every few years. This type of maintenance is where the aircraft is stripped down to the bare shell, inspected and then put back together again in a matter of weeks.

Aircraft, regardless of type or size, do not take off without being inspected and regularly serviced. It is the role of Aircraft



Engineers to ensure that aircraft are adequately repaired and comply with safety standards. If you enjoy the challenge of fixing things, then this is the job for you. Avionics and Mechanical engineering are the two main streams within engineering.

Avionics

Avionics is the stream where you maintain the electrics, instruments and radios of aircraft. With technology advancing, the aircraft systems are more electronic than mechanical. Typically working on the aircraft you remove and install the components. If you work in the workshop, this is where you pull the components down and repair or test them.



Mechanical Engineering

Mechanical Engineering is the engineering stream which relates to the airframe and engines of an aircraft. Typically a mechanical engineer would maintain aircraft engines, hydraulic systems, wheels and brakes. Also, they repair and or maintain flight controls, landing gear, cabin interiors, and other major components that make up an aircraft.



Environment

Aircraft maintenance engineers work on the tarmac (flight line), inside hangars and in workshops. Some of their work may also take place in an office environment. Aircraft Maintenance Engineers (AME) may be employed by general aviation maintenance companies, domestic and international airlines. This applies to both rotary wing (Helicopters) and fixed wing (Aeroplanes) aircraft.

Pathways

If you are still in school or a recent school leaver, a pre-apprenticeship course will give you a head start in the fascinating field of aircraft maintenance engineering. It is the first stepping stone to gaining a realistic expectation of the work involved and developing important basic trade skills.



Following the completion of a pre-apprenticeship, you will work towards obtaining a Certificate IV in Aeroskills (you can start at the Certificate IV level if you are not a recent school leaver). Choosing either the Avionics, Mechanical or Structures stream, your pathway will result in you becoming an Aircraft Maintenance Engineer (AME) in your chosen field. If you choose to progress and complete further training at Diploma level, you will become a Licenced Aircraft Maintenance Engineer (LAME). Being licenced qualifies you to have added privileges and responsibilities. It should be noted that this is subject to CASA licencing requirements and approval.

You must also complete a CASA endorsed training course on the aircraft type that the licence is for. (eg. Boeing 737, Airbus A320, Bell 412). This is commonly known as aircraft type training. This information is detailed at WWW.CASA.GOV.AU under part 66 licencing information.



Licence Structure

There are basic trade categories of aircraft maintenance engineers licence. These are:

- A: Line Maintenance
- B1: Airframe, Engine, Electrical
- B2: Electrical, Instruments, Radio
- Sheet Metal

A series of ratings and endorsements under each of these categories specify what maintenance the licence holder is entitled to perform. The more complex the aircraft, the more specific the licence will be. For less complex aircraft the licence is mostly general.

There are employment opportunities available with international, domestic and regional airlines as well as privately owned aircraft service providers. You could find yourself working in aircraft production and refurbishment, corporate, military or general aviation.

Qualifications

- Certificate II in Aeroskills (Avionics)
- Certificate III in Aeroskills (Mechatronics)
- Certificate IV in Aeroskills (Avionics)
- Certificate IV in Aeroskills (Mechanical)
- Certificate IV in Aeroskills (Structures)





case study

RACHEL CARSEN
COBHAM

What is your current job role?

I am the Perth Cobham Airport Coordinator.

What are some of your responsibilities?

My duties involve managing staff, organising rosters, planning and client relations.

Have you undertaken any further training since joining?

I have completed training in the areas of dangerous goods awareness, customer service and supervisor training.

What previous job roles have you held?

I started off working as an aircraft cleaner. It served as a good opportunity to start off work in the aviation industry and helped in familiarising myself with the different types of aircraft. I went on to work in the area of customer service where I further developed my communication and people skills. This led to me taking up work as a flight attendant. All the experience I have gained over the years has been beneficial in applying what I have learnt for the role I am currently in now.

Have you always worked in this industry?

Since completing high school I have been working in aviation. I have always loved all aspects of aviation; including aircraft and visiting airports.

What are some of the interesting aspects of your job?

Working with aircraft you never know what might happen. Every day is different. A number of things can impact the scheduling of flights coming in and due to leave and so it keeps things exciting. Working with a great team of people adds to the enjoyment of being at work.

What are some challenging aspects of your job?

As the job requires shift work, the hours worked can be challenging and I may be called upon to come in on short notice. Dealing with customers is a skill that you develop over time.

Are there any opportunities for advancement?

There are a number of different opportunities available and they span across the many different roles. When progressing with your career, movement may not always be vertical but can start off with lateral shifts into a different operational area which provides new and exciting challenges.

What advice would you give someone considering a career in Aviation?

Be mindful of shift work and the impact this may have on your work/life balance.

Has technology impacted your job role in any way?

Technology is a constantly changing thing. In addition to providing flexibility when using training tools, software tools have also been utilised to identify operational gaps and bottlenecks. Uses of emails and mobile computing have helped improve communication channels.





case study

CHRIS MILTON
SKYSTAR AVIATION

What is your current job role?

I am the ramp training and quality coordinator for Skystar Aviation.

What are some of your responsibilities?

I oversee ramp training across the network and develop training packages. From time to time I may get involved with some of the day-to-day operations on the tarmac.

What is the length of time in your current role?

I have been in this role for the past three years.

Have you undertaken any further training since joining?

I have completed a Certificate IV in Training and Assessing. I have also completed in-house modules which include dangerous goods awareness.

Are there any other licences/qualifications required for your job role?

In order to operate some of the equipment such as scissor lifts and tugs, one must have an Authority to drive Airside. This is issued by Perth Airport.

Approximately how many hours do you work per week?

I work an average of about 40 hours a week.

What previous job roles have you held?

My previous job roles within aviation include aircraft cleaner, ramp services officer, ramp services leading hand and an airport coordinator which led to my current role. Prior to working in Aviation I was a baker. I have always been interested in aviation; fascinated by planes and how things work.

What are some of the interesting aspects of your job?

There is always something new to look forward to when coming to work. Not only is there a great sense of teamwork amongst co-workers, I also get to work up close with freight and passenger aircraft.

What are some challenging aspects of your job?

Loading and unloading freighter aircraft can be quite the challenge at times, especially nonstandard loads. With many things ranging from aircraft, machinery and staging equipment there is always a limited amount of space in which to manoeuvre goods in and out.

What advice would you give someone considering a career in Aviation?

Jump at the opportunity if you can, you never know where it can lead you. If you have a passion for customer service and challenges, why not give it a go. You never know where you might end up.

Has technology impacted your job role in any way?

Technology has had a significant impact on job roles especially baggage handling, scanning and sorting. As a result, accuracy and processing times have been improved and have made ground handling operations more efficient.



examples of job roles

The charts below highlight some of the requirements for job roles in Ground Operations. The information is a guide only as job roles may vary from company to company. More examples can be found on the LTC website.

FREIGHT HANDLER

TYPICAL TASKS	GENERAL SKILLS REQUIRED	SUITABLE SKILLS	QUALIFICATIONS	CAREER PROGRESSION
<p>Transport baggage, cases and cargo around an airport.</p> <p>Load and unload passenger baggage and freight (e.g. animals and perishables) on and off planes and helicopters.</p> <p>Operate and place mobile stairs.</p> <p>Check for any priority baggage and assign all baggage to the correct carousel.</p>	<p>Alertness, attention to detail and common sense.</p> <p>Aptitude for practical work and working with people.</p> <p>Able to cope with the physical demands of the job.</p> <p>Problem-solving skills.</p> <p>Visualisation skills with the ability to understand diagrams and maps.</p> <p>Sound literacy skills to interpret loading instructions.</p>	<p>Experience is valuable but not always essential to gain employment at this level.</p> <p>Sound interpersonal and communication skills.</p>	<p>Certificate II in Aviation (Ground Operations).</p>	<p>Freight Handler</p> <p>↓</p> <p>Team Leader</p> <p>↓</p> <p>Supervisor</p>

AIR TRAFFIC CONTROLLER (ATC)

TYPICAL TASKS	GENERAL SKILLS REQUIRED	SUITABLE SKILLS	QUALIFICATIONS	CAREER PROGRESSION
<p>Maintain radio contact with pilots.</p> <p>Use radar to monitor and control aircraft movements.</p> <p>Make sure that aircraft operate only on pre-arranged routes and altitudes.</p> <p>Provide information and assistance to pilots and emergency services during in-flight emergencies.</p>	<p>Able to make quick and accurate decisions.</p> <p>Aptitude for working with computers.</p> <p>Confident, highly responsible, self-motivated and independent, but able to work in a team.</p> <p>At least 18 years of age.</p> <p>Able to satisfy aviation medical requirements.</p>	<p>On the job training will be provided.</p>	<p>Diploma of Aviation (Air Traffic Control).</p>	<p>ATC in training</p> <p>↓</p> <p>ATC Tower Control or ATC En route control</p> <p>↓</p> <p>Team Leader</p> <p>↓</p> <p>Supervisor</p>

AIRPORT SECURITY OFFICER

TYPICAL TASKS	GENERAL SKILLS REQUIRED	SUITABLE SKILLS	QUALIFICATIONS	CAREER PROGRESSION
<p>Control the movement of the public through the screening point.</p> <p>View items of baggage passing through the X-ray unit and classify items.</p> <p>Carry out Explosive Trace Detection (ETD) on passengers moving through the screening point.</p>	<p>Ability to work under and handle pressure.</p> <p>Excellent conflict resolution skills.</p> <p>Excellent customer service skills.</p> <p>Excellent verbal communication skills.</p>	<p>Demonstrated experience in a Customer Service role.</p> <p>Previous experience as a security guard.</p> <p>Demonstrated experience in conflict resolution.</p>	<p>Certificate II in Transport Protection.</p>	<p>Team Leader</p> <p>↓</p> <p>Supervisor</p>

AIRCRAFT REFUELLER

TYPICAL TASKS	GENERAL SKILLS REQUIRED	SUITABLE SKILLS	QUALIFICATIONS	CAREER PROGRESSION
<p>Assist with safe refuelling of aircraft.</p> <p>Other site operations including equipment checks.</p> <p>Fuel quality control.</p> <p>Stock Control and data entry.</p>	<p>Safety focused and proactive.</p> <p>Must be familiar with handling flammable material.</p> <p>Must be flexible and familiar with shift work requirements.</p> <p>Be physically fit to manipulate heavy fuelling hoses.</p> <p>Sound literacy skills to understand loading instructions.</p>	<p>Previous experience in refuelling of aircraft is highly desirable.</p> <p>Display alertness, attention to detail and common sense.</p> <p>Good problem-solving skills</p> <p>Sound interpersonal and communication skills.</p>	<p>Certificate III in Aviation (Ground Operations and Service)</p>	<p>Aircraft Refueller</p> <p>↓</p> <p>Senior Aircraft Refueller</p>

AERODROME REPORTING OFFICER or (AIRPORT REPORTING OFFICER)

TYPICAL TASKS	GENERAL SKILLS REQUIRED	SUITABLE SKILLS	QUALIFICATIONS	CAREER PROGRESSION
<p>Regularly inspect the aerodrome and report situations affecting operations</p> <p>Maintain radio communication.</p> <p>Supervise the safety of aerodrome works and general access.</p> <p>Maintain situational awareness.</p>	<p>Attention to detail.</p> <p>Safety awareness.</p> <p>Exposure to airports.</p> <p>Ability to work in a team environment.</p> <p>Operate on a roster including weekends and public holidays.</p>	<p>Previous work with airports is preferred.</p>	<p>Aerodrome Reporting Officer Skill Set</p> <p>Drivers Licence.</p>	<p>Aerodrome Reporting Officer</p> <p>↓</p> <p>Aerodrome Manager</p>



flight operations



taking you
to new
heights

Just as important as the men and women on the ground coordinating the movement of people, aircraft and cargo, those in the air play an equally vital role. Aircraft come in many different shapes and sizes and do more than just simply carry people from one destination to the next.

Flight operations can be further broken down into two main groups; civil aviation and military aviation.

CIVIL AVIATION covers scheduled air transport offered by airlines and charter companies as a fee for service (commercial) and general aviation.

General aviation covers a wider range of activities that are both private (non-commercial) and commercial. This includes ballooning, gliding and flight training.

MILITARY AVIATION deals with national matters of interest such as defence and surveillance. Military aviation has the excitement of flying sophisticated expensive technology and completing challenging tasks.

There are a diverse number of opportunities to take up in both civil aviation and the military.



Examples of job roles in Flight Operations

- | | |
|----------------------|------------------------------|
| ■ Helicopter Pilot | ■ Remote Pilot Operator |
| ■ Commercial Pilot | ■ Power Line Inspector |
| ■ First Officer | ■ Winch Operator |
| ■ Aircrewman | ■ Flight Instructor |
| ■ Fire/Shark Spotter | ■ Second Officer |
| ■ Rescue Crewman | ■ Check and Training Captain |
| ■ Cabin Crew Member | ■ Load Master |
| | ■ Observer |

* For further information see Study Options (Page 28) and Career Pathways (Page 29)

Flight Attendants

Cabin crew members or flight attendants proudly represent their airlines by providing quality customer service to domestic and international travellers. Working in this role provides the opportunity to not only ensure a safe and pleasant flight experience for travellers but also gives you the chance to see the world and experience diverse cultures.



Pilots

Commercial pilots fly aircraft of different types and sizes e.g. helicopters and aeroplanes. The pilot in command is the person responsible for the operation and safety of an aircraft during flight and is referred to as “captain” when there are two or more pilots on-board. A first officer (also known as a co-pilot) is second-in-command of the aircraft and shares some of the duties with the captain.



Unmanned Aerial Systems

Unmanned Aerial Systems (UAS) are aircraft that do not have a pilot on board. They can either be controlled remotely by a pilot at a ground control station or in some cases can be flown independently with pre-programmed flight paths. Varying in size, the different uses for UASs include aerial surveillance, photography and law enforcement. It should be noted that a UAS operator's role includes commercial tasks (for hire and reward), demonstrations, training, research and development or for company purposes, etc. Model aircraft are flown for sport, recreation and education.

Aircraft Endorsements and Ratings

A licence is the first and foremost qualification obtained by a pilot and indicates a general level of training, experience and achievement. An aircraft endorsement indicates that the licensed pilot has gained the hands on, manipulative skills and experience in a particular aircraft type or class of aircraft. In qualifying for the licence, the pilot will obtain at least one aircraft endorsement.

A rating is a qualification that extends the privileges of the licence. It enables the holder to engage in various operational activities following further training and testing. Ratings can be obtained for flying at night, flying instruction or to spray chemicals, seeds or fertilisers for agricultural purposes.

Radiotelephone Operator Licence/Certificate

Available in two forms:

- Flight Radiotelephone Operator Licence (for flight crew) and
- Aircraft Radiotelephone Operator Certificate of Proficiency (for ground crew)

Applicants for either must pass an oral examination and practical test following training in radiotelephony procedures and use of the equipment. They must also be able to speak, read and understand the English language. No minimum age applies. It should, however, be noted that there are variances.

Types of Flight Operations

Agriculture and Mustering

Manoeuvring at low altitudes, aircraft are used in the application of pesticides and fertilisers, otherwise referred to as crop dusting and aerial top dressing. Agricultural aircraft are typically small, simple, and rugged. Most have spraying systems attached to the trailing edges of their wings. Although helicopters have been used for this type of work, their agility has best been used for cattle mustering. This role was predominantly done on horseback however it has become more efficient on large scale cattle stations to use helicopters.



Air taxi

Services offered include the priority shipment of goods that need to get to their destination in the quickest time possible. Urgent items can be sent either nationally or internationally and like most things that are transported, the goods can be tracked so the sender knows where they are at a particular point in time.



Banner towing

Aerial advertising is a unique way in which advertisers can promote their brand/products or for personalised messages to be displayed with the sky as a backdrop. Pilots navigate aircraft over high traffic areas such as beaches and outdoor entertainment areas. This can be done either by helicopter or aeroplane and in some cases may involve sign writing.



Business aviation/Charter services

Business aviation involves the unscheduled departure of privately-owned aircraft and chartered to individuals or companies. Services are provided under contract or as and when needed. There has been growing demand for services from this area in recent times. Off-shore oil and gas as well as mining companies utilise these services.

Commercial operations

Commercial operations cover the transport of passengers, cargo or mail for remuneration or hire. This is mostly operated by domestic and international airlines offering repeat services on set routes. Regular public transport is conducted to fixed schedules over specific routes, and on which seats and/or cargo space is available to the general public.





Fire fighting

Aerial fire fighting is used to access terrain that is inaccessible by road. Both fixed and rotary wing aircraft are used to transport crew as well as fire suppressants and much needed equipment in the quickest manner possible. In areas involving dense bush, fire fighting revolves around rapid response aimed at early wildfire containment.



Flight instruction

Instructors play a vital role in training prospective pilots who will fly aircraft over the coming years. As an instructor, you share the achievements made by students through the different stages in obtaining their pilots' licence. Like many other training positions, there is great job satisfaction. Many instructors take on the role of instructing as a way of accruing the required number of hours needed for the next level of licence. Once the Multi Engine Training Approval Rating is given, most instructors are then able to move on and join an airline (once they have completed the flying hours required).

Search and rescue

This service transports critical care specialists to an incident and airlifts the injured to the most immediate or suitable hospital. With the help of air crewman and paramedics, rescues can take place on land or at sea. Careful planning and coordination goes into every operation to ensure the safety of the crew and passengers. The responsibility for search and rescue is shared by Search and Rescue Authorities at both the Federal and State levels.



Medical evacuation

The role of services provided by organisations such as the Royal Flying Doctors Service (RFDS) is crucial to giving people in remote and rural Australia access to much needed medical care.



Scenic Flying and Aerial surveying

Some areas are not as easily accessible by road and rail and in some cases stretch over vast distances. The use of aircraft helps showcase the spectacular views of cities, flood plains and gorges creating memorable experiences for tourists. This is also useful for aerial mapping and photography.



Just got your licence?

As you are just starting out, be prepared for work as ground crew while you accrue your flying hours as a newly qualified pilot.

Duties involve maintenance of the loading gear and assisting the pilot in minor aircraft maintenance such as cleaning and servicing application equipment. By working on the ground with small aircraft you can build up on your life skills and experience which will be of benefit to you further down the track. The level and type of work is dependent on which areas you obtain employment. Some jobs are on a casual basis whilst others are permanent. This may be due to the seasonality of the work carried out.



case study

CORA MANUBUG
NETWORK AVIATION

What is your current job role?

I am a flight attendant for Network Aviation.

What are some of your duties and responsibilities?

I am responsible for the safety of passengers when boarding and disembarking from the terminal. Some of the tasks include pre-flight checks and liaising with the flight crew. In addition to safety, as flight attendants we must ensure that passengers are cared for and also attend to any special/medical needs they may have.

Have you undertaken any further training since joining?

Being fairly new to the industry, so far I have undertaken in-house training to effectively and efficiently carry out day to day duties. I have also completed short courses on the responsible service of alcohol and senior first aid which have added value to my set of skills.

If you came from another industry sector, what skills were you able to bring across?

From previous employment and life experiences I have been able to pick up and develop a number of useful skills. Prior to becoming a flight attendant, I worked as a receptionist for a signing and engraving company. My customer service, time management and prioritisation skills have proved to be very useful in my current role.

What led you to choosing a career in aviation?

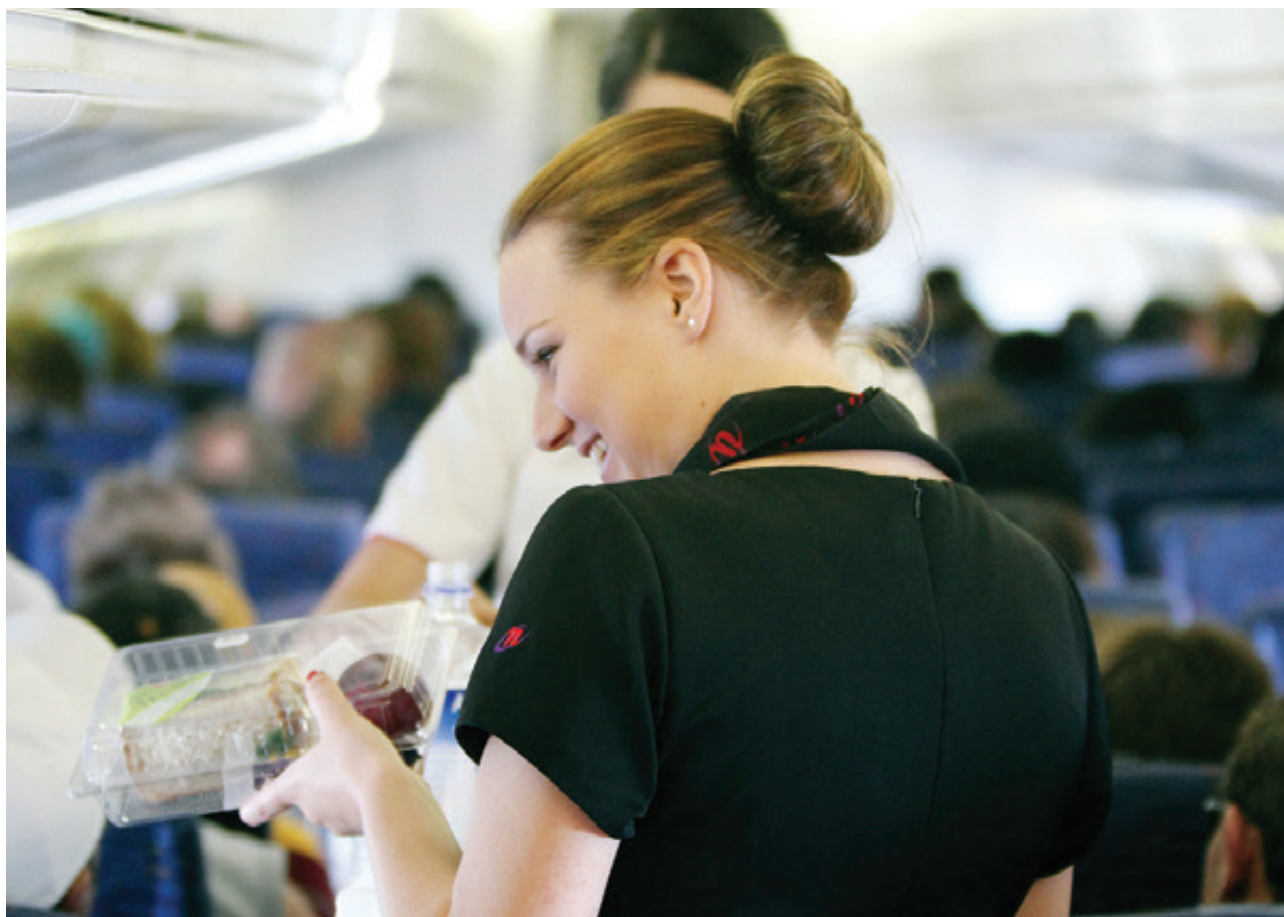
Working in aviation has always been an ambition of mine. The hard work and determination paid off through gaining employment in a field I enjoy. When travelling, I get to meet people of different ages and characteristics and this certainly makes my job interesting.

What are some of the challenges?

Striking a good work/life balance can be tricky with alternating rosters and early starts but it can be achieved through good planning and preparation. Turbulence and unfavourable weather conditions can affect the duration of a flight and also impact departure times causing delays.

Do you have any advice for someone looking to work in Aviation?

You have to be passionate about your chosen profession as challenges will come your way. Over time, one can progress toward becoming a cabin supervisor or venture into in-flight/check-in training.





case study

ANDREW HUMPHRIES BRISTOW HELICOPTERS

What is your current job role?

I am a Helicopter Pilot (Senior First Officer) AW139 for Bristow Helicopters Australia.

What are your responsibilities?

I operate the AW139 helicopter, transporting passengers and freight to and from oil and gas facilities as contracted by our clients. We also provide a limited Search and Rescue capability to our clients should the need arise.

How would you describe your work schedule?

We work a roster of two weeks on and two weeks off. When we are working the amount of contact hours at work depends on the flying program which does vary. When not flying we use the time to ensure all areas of our systems and procedural knowledge are up to standard through continued study of company, civil aviation and aircraft manuals.

What are the qualifications required to do this job?

All pilots require the Air Transport Pilot's Licence (Helicopter) to operate a helicopter in this part of the industry. I had completed all the requirements and obtained this licence prior to gaining employment with Bristow. Pilots need instrument ratings to ensure they can operate in all weather and at night should the need arise. The company provides training for the rating but pilots may enter with prior experience in this type of flying.

What previous job roles have you held?

I have been a pilot since I left school. I gained entry into the Royal Australian Air Force at 18 years of age and flew fixed wing aircraft for 12 years. During this time I flew helicopters in my spare time and when I left the military pursued a career in the civil helicopter industry. I flew for a local helicopter operator in Perth for two years prior to gaining entry at Bristow Helicopters Australia.

Although the physical skill set of handling an aeroplane and a helicopter are different, the methods/skills of operating an aircraft I had learned in the military are very similar as far as how you think, manage your crew, make decisions, maintain situational awareness etc.

What led you to choosing a career in Aviation?

Pursuing an aviation career was something I had always wanted to do and cannot remember a specific time in making the decision. My parents say I was around eight years old and loved watching the fire bombing helicopters each summer where I was brought up. I guess this ignited the passion for aviation. My school years were all modelled around becoming a pilot. Subject choice was important and I worked a few jobs on weekends to pay for 1 or 2 flying lessons per month. I first flew a helicopter when I was 16 years old and first went solo in an aeroplane at 17 years old.

What are some interesting aspects about the job that you do?

It's a very exciting job where every day is different. On certain days we may go to the same oil and gas facility but the weather

conditions are always different. This brings unique challenges in how you position the helicopter for landing onto the facility. We also get to fly with different crew members which allow us to learn from a wide range of experience levels. Elaborating on that last point, aviation is an industry in which constant learning is a must. You should always leave the aircraft with something to take away and improve on to ensure you are better next time. I really enjoy this learning and continual professional development.

What are some of the challenges you face working in the industry?

I work for a great company and fly a very modern and capable helicopter. Getting to this position is the challenge. The industry is very competitive and requires a high level of dedication and perseverance to achieve your goals.

Are there any opportunities for advancement?

Yes, our company has a very structured promotion system so in the first few years after a pilot is selected their main goal is to achieve their aircraft command qualification. From here, pilots can pursue roles in check and training, operation management as well as upper management (Chief Pilot/ Head of Training etc).

What advice would you give to someone who is considering a career in Aviation?

Aviation is an incredibly rewarding and exciting career. I would always advise someone to go for it but it does require a lot of dedication and perseverance. Keep moving forward and obtain that next qualification or experience to achieve your goals.

Has technology impacted/changed your job role?

Yes, unbelievably so. The industry is in a large transition period as we move into a new generation of aircraft which operates with a number of automated and advanced systems. The industry is learning not only how to operate the new technology but how we interact with this technology can affect safety and efficiency. Some of a pilot's perishable skills are being replaced with auto pilot systems and advanced monitoring systems so our training has a real focus on new technology and the lessons people have learned in the transition.

Given the opportunity to pursue further study/training, which area would you choose?

I have a strong background in aviation training/ instruction (both military and civil) so I will be pursuing a training role within Bristow Helicopters in the future.





case study

GLENDY DYKE & CARRIE MUNRO FLIGHT INSTRUCTORS

What is your current job role?

Glenda is a Senior Grade 1 Instructor for the Royal Aero Club and authorised testing officer for CASA. Carrie is a flight instructor for the club as well as a student liaison officer.

What are some of your responsibilities?

As instructors we provide not only training but guidance to junior instructors and students alike. Teaching tasks include, but are not limited to, flight manoeuvres communication and safety standards. There is a lot more to training than meets the eye. Being a mentor is part of the job. We play an important role in developing the required skill sets for those intending to fly aeroplanes.

What kind of training have you undertaken?

In our line of work there is always an element of continuous improvement taking place. There has been a gradual progression in obtaining the different types of pilots' licences/

endorsements. The time it takes to complete depends on the number of hours required for a particular licence. We have also completed a Certificate IV in Training and Assessment as well as a few refresher courses.

What job roles have you previously held?

With backgrounds in retail management and self-employment, neither of us started off in this industry. We caught the 'aviation bug' following an introductory trial flight and have not looked back since. Having family members working in the industry was a great help in sourcing information.

What do you like most about your job?

Being able to fly aeroplanes and the job satisfaction from seeing students achieve their goals is very rewarding. Our classroom is both up in the air and on the ground. We have the ability to think outside the square, adapting teaching styles to adequately meet student needs.

Are there any opportunities for advancement?

Ranging from career instructors right through to visiting instructors who wish to accrue their number of flying hours, opportunities are vast. Instructors can work their way up to becoming captains, mentors, chief pilots and chief instructors. It all depends on which pathway is chosen.





australian defence force

As a member of the Air Force, Army or Navy, you can make a genuine difference to people's lives. You respond to natural disasters and other emergencies, within Australia and overseas, through peacekeeping missions and deployments. Helping small groups or even entire communities to rebuild their lives is an incredibly rewarding experience and one you'll be glad to be a part of. Defence Force roles cover both flight and ground operations.

AIR FORCE

The Air Force provides immediate and responsive military options across a range of fixed wing aircraft operations (control of the air; precision strike; intelligence, surveillance and reconnaissance; and air mobility). Some of the roles include:

- Aerospace Engineer
- Airfield Engineer Officer
- Air Combat Officer



- Joint Battlefield Airspace Controller (Air Traffic Controller)
- Pilot
- Airborne Electronics Analyst
- Training Systems Officer
- Movements
- Load Master (*cannot be entered directly, must transfer from another Defence Force role after completing a minimum 2yrs – common role to transfer from is Air Force Movements or Army Operator Movements*)
- Aeronautical Life Support Fitter
- Aircraft Armament Technician
- Aircraft Spray Painter
- Aircraft Technician
- Aircraft Structural Technician
- Avionics Technician
- Crew Attendant



Army



Within the Army there are many activities that that you could get involved in, ranging from flying right through to maintenance and support. Different types of Army rotary and AirForce fixed wing aircraft are used to transport troops and equipment. Some of the roles include:

- Transport Corps Officer (General Service Officer)
- Aviation Corps Officer (GSO Pilot)
- Aviation Corps Officer (SSO Pilot)
- Aerospace Engineer – Aeronautical
- Aerospace Engineer – Avionics
- Aerospace Engineer - Software
- Aircraft Life Support Fitter
- Aircraft Structural Fitter
- Aircraft Technician
- Avionics Technician
- Ground Crewman Mission Support
- Surveillance Aircraft Operator
- Air Dispatcher
- Operator Movements
- Parachute Rigger



Defending Australia and its national interests



Navy

All personnel have an important part to play in day to day Naval helicopter operations, whether the rotary aircraft are used in combat or humanitarian and rescue missions. Within the Navy aviation job roles include:

- Navy Pilot
- Maritime Aviation Warfare Officer
- Aerospace Engineer: Aeronautical engineer
- Aerospace Engineer: Weapons Electrical Aircraft
- Maritime Logistics – Supply Chain
- Aviation Technician Aircraft
- Aviation Technician Avionics
- Aviation Support



Materiel Logistics

Working in this area you are responsible for planning, procurement, ongoing management and maintenance disposal for transport and logistics of major Defence assets.

Technicians and Engineers

As a technician you primarily work on equipment. In the ground stream you are responsible for the engine, flight control & air traffic control systems. Alternatively in Avionics, you would look after the aircraft electrical systems.

For training in any of the roles mentioned, there is a Defence Force recruiting selection process including medical, psychological and Defence-specific screening. Successful candidates are enlisted into the Australian Defence Force and begin learning in their chosen field. Officer Cadets and recruits have the opportunity to earn while they learn. The above mentioned job roles are examples of opportunities available within the Australian Defence Force.

For further details on how to apply please visit www.defencejobs.gov.au

*There are a lot of skills and qualifications that are transferable to civil aviation whilst others are being considered



case study

LUKE ECKEL AUSTRALIAN DEFENCE FORCE

What is your current job role?

I am an Approach Controller for Pearce Air Base operating out of Perth Airport.

What are some of your responsibilities?

My role is to facilitate the safe and efficient movement of aircraft. I conduct approach and area control for aircraft operating in Pearce airspace. As Pearce is a pilot training base, my main task is controlling aircraft as they conduct training missions.

What do you enjoy most about your job?

Once you are done at the end of the day, you get to go home without taking any work with you. It does not impact on family/social time outside of work. Unlike some other jobs, my work environment is not affected by weather as I am indoors. Another advantage in my line of work is the opportunity to be deployed across the country or even overseas. I have worked at Point Cook near Melbourne and in Darwin, and spent three months in Afghanistan conducting low level area control.

What training have you undertaken thus far?

Straight after high school, I was selected as an Officer Cadet for the Australian Defence Force Academy. I studied a Bachelor of Arts degree in Management and History. It was during this time that I also completed Air Force Officer Training, where I gained valuable military and leadership skills. After the Academy I undertook an additional 12 month Air Traffic Control course. Components of the course included: procedural approach (without radar), radar approach and tower control.

Are there any other courses, licences or qualifications you have attained to date?

I am in possession of an airfield driver's licence which allows me appropriate authority to access airside. Other courses I have done include a supervisor course, In Flight Emergency Response and Battlefield Airspace Operations course.

What led you to a career in aviation?

From a very young age I have always been fascinated by aviation. My Grandmother said that I enjoyed plane spotting as a child, which now that I think about it, is not too far off from what I currently do. I have predominantly been in the same field since I started my journey fresh out high school and enjoy what I do very much. Given the opportunity I would like to pursue aviation management staying within the area air traffic control.

What advice would you have for someone considering a career in Air Traffic Control?

There are two avenues in which you can become an Air Traffic Controller (ATC). This can be done either through Air Services Australia or the Royal Australian Air Force (RAAF). Depending on which avenue you choose, benefits may include good remuneration, locational stability, deployment and job satisfaction making air travel more efficient. You will need good grades in mathematics and physics as well as spatial and reasoning skills (aptitude for the job).

Within the RAAF there are a number of opportunities for career progression, depending on what ratings and or endorsements you have attained. Opportunities include leading Approach or Tower sections, ATC units or commanding ATC squadrons (comprising several units).

“ Civil and Military controllers work together at the Perth Terminal Control unit to provide air traffic control. Military controllers control the airspace North, West and South of Perth, whilst Civil controllers are responsible for Perth and the airspace to the East of Perth. In the Perth area there are also four control towers. ”



licensing requirements

There are different levels of licence that can be obtained in aviation, depending on what the individual intends to use it for. Pilots are split into two different streams; fixed wing (aeroplanes) and rotary wing (helicopters).

FIXED WING refers to aeroplanes that generate lift through their wings from forward movement.

ROTARY WING aircraft rely on rotor blades for lift. It is a matter of personal choice; however. It is not uncommon for some pilots to hold both types of licence.

Aeroplane

PRIVATE PILOT LICENCE (PPL)	COMMERCIAL PILOTS LICENCE (CPL)	AIR TRANSPORT PILOTS LICENCE (ATPL)
Be at least 17 years of age	Be at least 18 years of age	Be at least 21 years of age
Hold a valid English language proficiency assessment of at least level 4	Hold a valid English language proficiency assessment of at least level 4 scale of language	Hold a valid English language proficiency assessment of at least level 4
If over 18, hold a current aviation security status check	Have a current aviation security status check	Have a current aviation security status check
Hold or be eligible to hold a flight radiotelephone operator licence	Hold or be eligible to hold a flight radiotelephone operator licence	Hold or be eligible to hold a flight radiotelephone operator licence
Have passed a written examination and flight test	Have passed a written examination (current exam consists of 7 parts) and flight test for CPL	Have passed a written examination (current exam consists of 7 parts) and flight test for CPL
Have a total of 40 hours flight time	Have completed training and gained the necessary flying experience in one of the following: have passed an CASA approved integrated CPL course where the theory and flying training are co-ordinated and acquired 150 hours in aeroplanes or Have acquired at least 200 hours flight	Have a total of 1500 hours flight time including at least 750 hours as pilot of registered or recognised aeroplanes Must have completed a Multi-Crew (Pilots Licence) Co-Operation Course before sitting for an ATPL Flight test

*Refer to table on aircraft class ratings

*For further details on licencing requirements such as flight time please visit the CASA website

Helicopter

PRIVATE PILOT LICENCE (PPL)	COMMERCIAL PILOTS LICENCE (CPL)
Be at least 17 years of age	Be at least 18 years of age
Hold a valid English language proficiency assessment of at least level 4	Hold a valid English language proficiency assessment of at least level 4
If over 18, hold a current aviation security status check	Have a current aviation security status check
A minimum of 50 hours flight experience in accordance with the CASA-approved flight training syllabus.	A minimum of 125* hours flight experience in accordance with the CASA-approved flight training syllabus.
A Class 2 Aviation Medical Certificate	A Class 1 Aviation Medical Certificate.
Demonstration of adequate aeronautical knowledge in a PPL helicopter theoretical examination.	Demonstration of adequate aeronautical knowledge in seven helicopter-specific theoretical examinations.
Successfully passing a practical flight examination.	Successfully passing a practical flight examination.

*Flight experience for the CPL can be reduced to 105 hours if the last 30 hours are completed within 90 days, and the licence is completed on a maximum of two aircraft types, with a minimum of 20 hours on each aircraft.

Helicopter ratings for specialised areas

In order to carry out certain jobs and use a particular a helicopter, a pilot may need to obtain a rating or endorsement for any of the following:

- Float endorsement
- Sling load endorsement
- Low level approval
- Night VFR rating
- Instructor rating

examples of job roles

The charts below highlight some of the requirements for job roles in Ground Operations. The information is a guide only as job roles may vary from company to company. More examples can be found on the LTC website.

CABIN CREW

TYPICAL TASKS	GENERAL SKILLS REQUIRED	SUITABLE SKILLS	QUALIFICATIONS	CAREER PROGRESSION
Conduct pre-flight cabin checks. Advise passengers of safety regulations. Serve meals and drinks. Provide first aid treatment and assist sick passengers. Assist passengers needing special attention. Take action in the event of an emergency.	Friendly personality with excellent interpersonal and communication skills. Able to work as part of a team. Excellent grooming. Able to work under pressure and within tight time frames. Able to adapt easily to an irregular lifestyle. Good health and fitness. At least 18 years of age.	Customer service skills.	Certificate II in Aviation (Cabin Crew.)	Cabin Crew ↓ Senior Cabin Crew

FLIGHT INSTRUCTOR

TYPICAL TASKS	GENERAL SKILLS REQUIRED	SUITABLE SKILLS	QUALIFICATIONS	CAREER PROGRESSION
Plan, develop and deliver comprehensive ground and in-flight instruction. Give timely and accurate instruction to student pilots in the air or on the ground. Maintain a thorough knowledge of airplane systems and procedures under normal, instrument and emergency conditions.	Ability to follow safety standards. Patience and tolerance. Strong attention to detail. Strong hand-eye coordination and manual agility. Time management. Public speaking ability	Have 100 hours' worth of experience (50 hours has to comprise of navigation).	Entrants to the Diploma must have either the Certificate IV in Aviation (Commercial Pilot Aeroplane Licence) or Certificate IV in Aviation (Commercial Pilot Helicopter Licence) or be able to demonstrate equivalent competence.	Junior 3 ↓ Senior 3 ↓ Grade 2 ↓ Grade 1 ↓ Chief Flying Instructor

COMMERCIAL PILOT

TYPICAL TASKS	GENERAL SKILLS REQUIRED	SUITABLE SKILLS	QUALIFICATIONS	CAREER PROGRESSION
Communicate with air traffic controllers. Control aircraft and monitor performance. Follow all aircraft operating procedures. Give flight information to flight crews and air traffic control Review flight plans.	Excellent flying record. Problem solving abilities. Strong communication skills Technical abilities. Time management skills.	Instruct pilot students on operating an aircraft and supervise in-flight trainings.	Certificate IV in Aviation (Commercial Pilot Aeroplane Licence) or Certificate IV in Aviation (Commercial Pilot Helicopter Licence) or be able to demonstrate equivalent competence.	Private Pilot's Licence (PPL) ↓ Commercial Pilot's Licence (CPL) ↓ Air Transport Pilots Licence (ATPL)

RESCUE CREWMAN

TYPICAL TASKS	GENERAL SKILLS REQUIRED	SUITABLE SKILLS	QUALIFICATIONS	CAREER PROGRESSION
Assist the pilot with cockpit duties. Communicate with Emergency Services. Operate hoist for search and rescue operations.	Class 1 driver's licence. Be over 18 years of age at time of selection. Senior first Aid Certificate. Advanced Resuscitation Certificate (current). Flight Radiotelephone Operator's Licence (current). Hoist endorsement. Minimum 500 hours aircrew experience. Able to pass a physical fitness test.	SAR/EMS Experience.	Certificate III in Aviation (Rescue crewman).	Rescue Crewman ↓ Air Crewman

aircraft class ratings

*Class ratings form part of your licence, and detail which aircraft/helicopter 'classes' you can fly.

*Some aircraft/helicopters are not covered by a 'class' rating. This is usually because they have a specific design or performance feature that needs special training. In this case, the aircraft/helicopter would need a specific 'type' rating. An example of this would be a Boeing 747 aeroplane, or a Robinson 44 helicopter. CASA produces a list of which aircraft/helicopters are covered by a class rating, and which require specific type ratings.

Single-Engine Helicopter

Private Pilot's Licence
Commercial Pilot's Licence



Multi-Engine Helicopter

Private Pilot's Licence
Commercial Pilot's Licence



Single-Engine Aeroplane

Private Pilot's Licence
Commercial Pilot's Licence



Multi-Engine Aeroplane

Multi-crew Pilot's Licence
Commercial Pilot's Licence



Multi-Engine Aeroplane

Commercial Pilot's Licence
Air Transport Pilot's Licence



*The **Multi-crew licence** is for co-pilots that are not in full command of an aircraft

study options

A career in aviation can follow a number of pathways, both in Ground and Flight Operations. The following table gives details of vocational education and training options to start you on your way. A wide range of qualifications is covered, from base level through to tertiary level. For a list of available traineeships and an up-to-date list of training providers who deliver qualifications in this sector, please visit the LTC's website.

QUALIFICATION TYPE	Certificate II	Certificate III	Certificate IV	Diploma/Advanced Diploma	Degree and above
OUTLINE	Graduates at this level will have gained knowledge and skills for work in a defined environment and can proceed to further learning	Theoretical and practical workplace knowledge and skills and can proceed to further learning	Theoretical and practical knowledge and skills for a combination of specialised work, skilled work and/or further learning	Specialised knowledge and skills for skilled/professional work and/or further learning	A broad and comprehensive understanding and skills for professional work and/or learning
QUALIFICATIONS AVAILABLE IN AVIATION	Ground Operations Logistics	Ground operations Logistics	Logistics Materiel Logistics Flight Operations Aeronautics	Diploma: Aviation Logistics * Materiel logistics * Deployment logistics Advanced Diploma: * Materiel logistics * Deployment logistics	Bachelor Degree: Aeronautics Logistics Graduate Diploma: Logistics Supply Chain Management
OTHER QUALIFICATION AREAS		Engineering	Maintenance Engineering Training and Assessing Freight Forwarding	Business Marketing Management Work Health and Safety	Business Marketing Management Freight Forwarding Occupational Health and Safety
EXAMPLES OF JOB ROLES	Ground handler	Rescue Crewman	Aircrewman	Operations Manager Flight Instructor Instrument Flight Operator	Branch Manager Business Development Manager General Operations Manager Supply Chain Manager State Manager

* Offered by the military

additional training

- Company inductions
- Customer service skills
- Dangerous goods awareness
- First aid
- Forklift training

career pathways

The diagram below illustrates some career pathway options available in Aviation.

New entrants often start with entry level positions, which are shown at Certificate II level. The gradual progression is illustrated from left to right, leading to job roles operating at a higher level. Job titles are a guide only, as different organisations may

use slightly different job titles to those indicated. There may also be variation in the qualifications level of some positions. There are also multiple entry points for career changers. This is usually determined by experience and/or skill level. Examples of career changers can include self-employed individuals or existing workers from related areas. It should be noted that career progression does not occur over night but, rather comes with experience gained over a period of time.

CERTIFICATE II	CERTIFICATE III	CERTIFICATE IV	DIPLOMA/TERTIARY QUALIFICATION
		Trainer	
	Check-in Supervisor*	Supervisor: Ground Ops*	
	Airport Reporting Officer*	Supervisor: Customer Service*	Airport Manager*
	Aircraft Refueller*	Senior Refueller*	Training Manager
Cargo Handler*	Resource Planner*	Aircrewman	Operations Manager*
Baggage Handler*	Load Controller*	Commercial Helicopter Pilot	Regional Manager
Control Room Operator	Flight Attendant	Commercial Aeroplane Pilot	Air Traffic Controller
Passenger Screener*	career pathways		
Check-in and Customer Service			
Check Baggage Screener*			
Air Cargo Service Assistant			
Flight Attendant	Cargo Service Operator	Cabin Crew Customer Service Manager (regional airline)	General Manager
	Rescue Crewman		Flight Instructor
	Remote Pilot	Cabin Crew Customer Service Manager (large airline)	Pilot (Flight Instrument Operations)
	Aerodrome Operator		

* Ground operations roles

Skill Sets

Skill Sets are single units of competency, or combinations of units of competency from an endorsed Training Package, which link to a licence or regulatory requirement, or defined industry need.

useful links

- Australian Customs and Border Protection Service www.customs.gov.au
- Australian Federation of Air Pilots www.afap.org.au
- Aviation Security Identification cards www.infrastructure.gov.au
- Air Services Australia www.airservicesaustralia.com
- Bureau of Infrastructure, Transport and Regional Economics..... www.bitre.gov.au
- Civil Aviation Safety Authority (CASA) www.casa.gov.au
- Department of Mines and Petroleum (Dangerous Goods) www.dmp.wa.gov.au
- Air Services Australia www.airservicesaustralia.com
- Department of Education www.education.wa.gov.au
- Department of Training and Workforce Development..... www.dtwd.wa.gov.au
- Department of Transport..... www.transport.wa.gov.au
- Engineering and Automotive Training Council..... www.eatc.com.au
- International Civil Aviation Organisation www.icao.net
- Job Outlook..... www.joboutlook.gov.au
- Logistics Training Council www.logisticstc.asn.au
- Logistics Information and Navigation Centre www.the-link.com.au
- Royal Australian Air Force..... www.airforce.gov.au
- Training.gov.au..... www.training.gov.au
- Transport and Logistics Industry Skills Council www.tlisc.org.au

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Mission Statement

To be the key resource for strategic analysis and advice on vocational education and training in the Transport and Logistics industry and the driving force in introducing effective long-term training solutions to industry.



**AVIATION
FREIGHT FORWARDING
LOGISTICS
MARITIME
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STEVEDORING
WAREHOUSING
WHOLESALE**

The Logistics Training Council's professional staff
will assist with all your queries.

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The Logistics Training Council website has a wide range of industry and training information
regarding news and events, careers, workforce development, traineeships,
training packages, resources and links to other useful websites.

www.logisticstc.asn.au

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