

Job Title:	20:11 Instructor – Cabin Crew / Flight Crew
Job No:	AA150
Dept/Business Unit:	Flight Safety Training
Accountable to:	Operations Manager Flight Safety Training
Reporting to:	Operations Manager Flight Safety Training
Our Vision:	Be the leading provider of aviation and aerospace training, helping to shape the future of the industry.
Our Values:	Work Together, Be Accountable, Act Innovatively, Deliver on Customer Needs

PURPOSE

The **20:11 Instructor – Cabin Crew / Flight Crew** is responsible for the competent delivery, assessment and development of knowledge and skills training within the scope of Aviation Australia's Flight Safety Training function. In this role you will be delivering training at the premises of third-party providers and as such will be required to comply with the relevant policies and procedures of that organisation.

DUTIES

Key accountabilities of this role include:

- Upon the successful completion of refresher training, you will be responsible for conducting theoretical instruction and practical training, examination and assessment to course participants ensuring all CASA and IOSA requirements are met.
- Assisting with day-to-day operations to facilitate efficient and effective functioning of the Aviation Safety Training department.
- Providing support for Emergency Procedures Instructors to ensure the efficient operation of the department.
- Deliver Emergency and Crew policy technical manuals, training, and assessment in accordance with regulatory requirements (CAO 20.11) and under CAR217 Training and Checking organisation as scoped for external clients.
- Participate in the continuing review of curriculum content, teaching methods, class notes, practical exercises, and methods of student assessment.
- Maintain accurate student academic and assessment files.
- Maintain currency and apply knowledge of technological developments in the aerospace industry and in particular, the appointee's area of expertise.
- Monitor and self-evaluate teaching performance to ensure a high standard is maintained which provides optimal student learning opportunities.
- Ensure accurate training documentation in accordance with operators' training and checking manuals.
- Conduct examinations/assessment and participate in the preparation and correction of examination/assessment papers, student reports and assignments.

- Participate in the counselling and remediation of students.
- Maintain awareness with regards to relevant Commonwealth or State/Territory legislation and Aviation Australia's policies and procedures.
- Participate in evaluation, quality assurance and continuous improvement processes.
- Undertake other duties as required by the accountable / reporting manager and senior management.
- Comply with the requirements of Aviation Australia's:
 - Code of Conduct
 - Work Health and Safety legislation
 - Policies and procedures

AUTHORITIES

The 20:11 Instructor - Cabin Crew / Flight Crew has the authority to:

- Educate, counsel and/or discipline students in compliance with the organisation's policies and procedures.

SELECTION CRITERIA

Qualifications

Essential

- Current CASA 20:11 Instrument of Approval.
- Completed a Certificate IV in Workplace Training and Assessment (TAE40116).
- Appropriate industry qualifications applicable to the role of 20:11 Instructor - Cabin Crew.
- The ability to hold an ASIC which involves a police security check.

Desirable

- First Aid Certificate.

Experience

Essential

- Experience in the delivery of training and assessment in accordance with regulatory requirements (CAO 20.11) for Cabin Crew.
- Experience as Cabin Crew.
- Demonstrated understanding or experience in the delivery of training programs to adult learners.

Knowledge and SkillsEssential

- Demonstrated experience and/or knowledge of how to effectively contribute to a workplace that is safe from discrimination, bullying, harassment and sexual harassment.
- Excellent interpersonal, written, and oral communication skills.
- Effective facilitation skills for a range of learning styles.
- Demonstrated ability to resolve issues through negotiation and consultation with other team members.
- Strong organisational skills including the ability to prioritise work, to deal with competing demands, manage time effectively and meet deadlines.
- Well-developed problem-solving skills.
- Demonstrated ability to deal with sensitive issues and maintain confidentiality.
- Ability to interpret and apply legislation, regulations, policies, and procedures, applicable preferably to a large organisation.
- Strong computer literacy skills with proficiency in Microsoft Office suite of applications and the ability to become an effective user of new computer systems.
- Preparedness to undertake training as required.

Special Requirements

- Must be able to show flexibility in working days and hours. This role will require the ability to be called upon at short notice to deliver training.
- Ability to work in a simulated aircraft environment that contains artificial smoke.
- Ability to work in an environment that simulates aircraft emergencies, including but not limited to aircraft evacuation slides, life rafts in a wet area, ground evacuations and emergency procedures.
- Ability to work in an environment that includes baggage handling in accordance with correct manual handling techniques.

Personal QualitiesEssential

- Enthusiastic and motivated approach to work and emotionally resilient in a fast-paced teaching environment.
- Assertiveness and an ability to remain professional and measured in approach, regardless of the situation.
- Actively contribute to ensuring the workplace is a safe environment for everyone by challenging actions or behaviours that could be improved upon or that are inappropriate.
- Demonstrated ability of successfully working within a team.

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- Ability to foster a customer focused working environment and build and maintain rapport with staff and students.
- Ability to interact with internal and external customers from diverse cultural backgrounds, displaying awareness of cross-cultural communication issues.
- Willingness and ability to demonstrate initiative and accept responsibility.

JOB DESCRIPTION AGREED

Employee Name: _____ Date: _____

Signature: _____