



## Overview

**The Southpac online Manage Disruptive Behaviour and Unlawful Interference with Aviation Course has been developed to assist our participants complete the Diploma of Aviation Management.**

An efficient, safe, and secure aviation system is integral to the social and economic well-being of the world. It aids both travel and trade, connecting cities, towns and people to the rest of the world. It has been identified that the global industry needs to take a proactive and comprehensive approach to help safeguard the aviation transport system from terrorism, acts of unlawful interference and disruptive behaviour. The Aviation sector of the Australian Transport and Logistics Industry Skills Council, recognise the importance of this global collaboration and has made the unit of competency attached to this course a core unit of the Diploma.

Participants who enrol for this course will gain immediate access to the Southpac online training portal and can complete the unit in their own time at their own pace.

### Why Choose Southpac?

Southpac has the reputation for conducting the most practical and up to date aviation auditor training and ISO 9001 courses in the industry.

Southpac have been involved with Quality and Safety Management Systems and their application within the aerospace industry for over twenty years.

We have the experience, resources and capability to address the many unique and diverse elements of management systems and auditing in the aviation industry.

### Learning Outcomes

The main objectives of this course are to gain an understanding of;

- key terms, definitions and concepts in relation to disruptive and unruly behaviour and unlawful interference with aviation
- the International and Australian Framework for managing disruptive behaviour
- how to monitor passenger behaviour
- how to identify and resolve disruptive behaviour or unlawful interference
- how to take action to manage unlawful interference
- how to take action to report and document unlawful interference

*Southpac enjoys an enviable reputation with industry professionals from all over the world.*

## Why Take this Course?

This course involves the skills and knowledge required to manage disruptive behaviour and unlawful interference with aviation in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes monitoring passenger behaviour, identifying and resolving disruptive or unlawful interference, taking action to manage unlawful interference, and reporting and documenting unlawful interference with aviation.

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

## Delivery Method

- Online Instruction
- Videos
- Case Studies
- Application of Knowledge

## Recognition of Training

**This course is part of the Diploma of Aviation (Aviation Management). Upon successful completion of this course, including all assessments, participants will receive a statement of attainment for;**

**AVIO0017** Manage disruptive behaviour and unlawful interference with aviation

## Course Program

- Introduction
- Monitor passenger behaviour
- Identify and resolve disruptive behaviour or unlawful interference
- Take action to manage unlawful interference
- Report and document unlawful interference
- Summary

## Pre-Requisites

### 1. Formal Pre-Requisites

There are no formal prerequisites for this course. [Read More](#)

### 2. Digital Pre-Requisites

All students will require access to a computer (with Adobe Reader and Microsoft Word installed) and a reliable Internet connection. [Read More](#)

### 3. LLN Pre-Requisites

All students must possess language, literacy and numeracy (LLN) abilities. [Read More](#)

## Certified Provider

By taking a course with us, we can rest assure you're getting the highest quality content from a certified provider.



LINK TO COURSE URL

“ **Tell me and I'll forget; show me and I may remember;  
involve me and I'll understand.** ”

This expression has proven to be more than an old proverb. Southpac prides itself on the quality of its training and involvement and practical demonstration of competency is at the centre of our training ethos.

## Contact Us

[www.southpac.biz](http://www.southpac.biz)

RTO Code: 32353

TO EDUCATE, TO LEAD, TO INSPIRE...

[admin@southpac.biz](mailto:admin@southpac.biz) | +61 (7) 5533 9988

Unit 2b, 5 Executive Drive, Burleigh Waters QLD, 4220