

<b>SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – BAGGAGE SERVICES ASSISTANT</b>												
<b>Sector</b>	Air Transport											
<b>Sub-Sector</b>	Airport											
<b>Track</b>	Baggage Services											
<b>Occupation</b>	Baggage Services Operator											
<b>Job Role</b>	Baggage Services Assistant											
<b>Job Role Description</b>	<p>The Baggage Services Assistant operates automated baggage handling systems, Automated Guided Vehicles/Autonomous Vehicles (AGV/AVs) and conveyors to load and unload baggage from aircraft. He/She carries out checks on baggage to ensure there are no hazardous materials and dangerous goods. He tows, loads and unloads baggage containers. He adheres to individual safety and/or security standards in the workplace and reports breaches in safety and/or security standards.</p> <p>A Class 3 Driving Licence and an Airfield Driving Permit (ADP) are required of the Baggage Services Assistant to operate vehicles and conveyors. He works outdoors under all weather conditions as well as works in shifts to accommodate round-the-clock flight arrivals and departures. He is also physically strong and is familiar with baggage handling systems and processes. In addition, he has good time management and communication skills in order to work effectively with the team and carry out his duties.</p>											
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>		<b>Key Tasks</b>	<b>Performance Expectations (For legislated / regulated occupations)</b>								
					Administer baggage handling activities	Carry out checks on baggage labelling	In accordance with:					
								Ensure baggage has been screened for hazardous materials and dangerous goods	Singapore Qualified Driving Licence (Class 3) and Airfield Driving Permit (ADP)			
										Load baggage in appropriate containers		
											Tow baggage containers to and from aircraft	
												Off-load arrival baggage in accordance with Standard Operating Procedures (SOPs)
	Operate Automated Guided Vehicles/Autonomous Vehicles (AGV/AVs) and conveyors											
Uphold safety and/or security standards		Interpret and follow individual safety and/or security standards in the workplace										

		Identify and report breaches of safety and/or security standards in the workplace	
<b>Skills &amp; Competencies</b>	<b>Technical Skills &amp; Competencies</b>		<b>Generic Skills &amp; Competencies (Top 5)</b>
	Accident and Incident Response Management	Level 1	Communication Basic
	Aircraft Turnaround Coordination	Level 1	Creative Thinking Basic
	Airside Driving	Level 1	Teamwork Basic
	Baggage Handling Operations	Level 1	Managing Diversity Basic
	Baggage Lost and Found Operations	Level 1	Leadership Basic
	Baggage Security Screening Operations	Level 2	
	Baggage Services Management	Level 2	
	Change Management	Level 1	
	Dangerous Goods Management	Level 1	
	Ground Handling Services and Operations Management	Level 1	
	Hazard and Risk Control and Policy Management	Level 2	
	Human Factors Management	Level 2	
	Human-Robot Collaboration	Level 2	
	Inclement Weather Operations and Planning	Level 1	
	Innovation Management	Level 2	
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 1	
	Internet of Things Application	Level 2	
	Learning and Development	Level 1	
	Process Improvement and Optimisation	Level 2	
Stakeholder Management	Level 1		

	Technology Application	Level 1	
<b>Programme Listing</b>	For a list of Training Programmes available for the Air Transport sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/air-transport">www.skillsfuture.sg/skills-framework/air-transport</a>		

The information contained in this document serves as a guide.