

**SKILLS FRAMEWORK FOR AIR TRANSPORT
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Customer and Passenger Services					
TSC	Baggage Services Management					
TSC Description	Manage all baggage service operations to deliver baggage to and from aircraft					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		ATP-CPS-2001-1.1	ATP-CPS-3001-1.1	ATP-CPS-4001-1.1		
		Execute baggage service operations to ensure baggage is delivered to and from the aircraft	Monitor overall baggage service operations to ensure adherence to organisational and international standards for handling of baggage	Manage operational activities associated with delivery of baggage and oversee related inquiries and feedback		
Knowledge		<ul style="list-style-type: none"> Carry-on and checked baggage allowances and charges Prohibited items on aircraft Airport emergency response plans Baggage tagging procedures and specifications Baggage handling systems Baggage claims procedures Dangerous Goods Regulations (DGR) 	<ul style="list-style-type: none"> Ground services manuals of different airlines and ground handling organisations Principles underpinning prohibited items on aircraft Baggage Reconciliation Systems (BRS) to track baggage Dangerous Goods Regulations (DGR) Baggage tagging procedures and specifications Baggage handling systems Baggage claims procedures Local and international guidelines such as International Air Transport Association (IATA) Baggage Tracking Implementation Guide 	<ul style="list-style-type: none"> Ground services manuals of different airlines and ground handling organisations Types and cost impact of baggage mishandling New technologies and/or systems to manage baggage service delivery Local and international guidelines such as International Air Transport Association (IATA) Passenger Services Conference Resolutions Manual (IPSCRM) and IATA Resolutions and Recommended Practices (RP) for baggage handling 		
Abilities		<ul style="list-style-type: none"> Query customers and passengers on any items to declare in their carry- 	<ul style="list-style-type: none"> Supervise baggage services to ensure compliance with IATA 	<ul style="list-style-type: none"> Collaborate with airlines and other relevant stakeholders to develop 		

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		<p>on and/or checked baggage</p> <ul style="list-style-type: none"> • Assist customers and passengers to operate bag-drop facilities • Ensure all baggage falls within Free Baggage Allowance (FBA) for specific airlines and classes • Inform customers and passengers of excess baggage charges and perform relevant transactions • Tag baggage based on Standard Operating Procedures (SOPs) and specifications • Operate conveyer belts for delivery of baggage • Assist customers and passengers with baggage claims and queries • Coordinate with relevant stakeholders and/or departments to retrieve lost baggage 	<p>passenger and baggage handling standards</p> <ul style="list-style-type: none"> • Offer detailed explanations to customers for items which are prohibited on board the aircraft • Retrieve baggage information using global tracing and matching baggage systems such as the Societe Internationale de Telecommunications Aeronautiques (SITA) WorldTracer • Bring passengers through baggage security screening procedures 	<p>overall baggage service delivery models</p> <ul style="list-style-type: none"> • Resolve grievances regarding mishandled baggage • Implement systematic baggage service procedures during flight disruptions and irregular operations • Propose new baggage service technologies and/or systems to enhance baggage service delivery 		
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