

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

TSC Category	Ground Handling Services and Operations					
TSC	Baggage Handling Operations					
TSC Description	Manage overall baggage handling operations according to safety standards and Standard Operating Procedures (SOPs)					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	ATP-GSO-1005-1.1	ATP-GSO-2005-1.1	ATP-GSO-3005-1.1	ATP-GSO-4005-1.1		
	Perform manual lifting, handling and delivery of baggage to and from allocated aircraft	Monitor baggage handling operations to ensure timely delivery of baggage to and from aircraft	Supervise all baggage handling activities to ensure compliance with safety standards and Standard Operating Procedures (SOPs)	Oversee resource allocation for baggage handling operations and develop solutions to respond to baggage security threats		
Knowledge	<ul style="list-style-type: none"> • Techniques for manual handling of different types of baggage • Types of irregular baggage and security threats • Appropriate baggage weight for manual lifting • Standard Operating Procedures (SOPs) for handling all baggage • Processes for handling interline baggage • Concept of Baggage Handling System (BHS) • Baggage contingency plans • Local and international guidelines such as International Air Transport Association (IATA) Live Animals Regulations (LAR) and arrival Baggage Presentation Timing (BPT) 	<ul style="list-style-type: none"> • Techniques for manual handling of different types of baggage • Principles for the safe and effective handling of baggage • Types and interpretation of baggage labels • Classification and prohibition of baggage and/or items from aircraft • Appropriate baggage weight for manual lifting • Standard Operating Procedures (SOPs) for handling irregular or late baggage • Processes for handling interline baggage • Usage of Baggage Handling System (BHS) • Unit Load Devices (ULDs) threshold limits • Internal and external dimensions of ULDs • Baggage contingency plans 	<ul style="list-style-type: none"> • Classification and principles underlying the prohibition of baggage and/or items from aircraft • Airport security SOPs for baggage handling • Regulatory and safety standards for baggage handling procedures • SOPs for handling irregular or prohibited baggage and/or baggage security threats • Emergency response plans and procedures in airports • Processes for handling interline baggage • Usage of Baggage Handling System (BHS) • Unit Load Devices (ULDs) threshold limits • Dangerous Goods Regulations (DGR) • Baggage contingency plans • Local and international guidelines such as International Air 	<ul style="list-style-type: none"> • Job roles and processes involved in baggage loading and unloading operations • Risks associated with baggage handling operations such as baggage delays and damages • Risk control procedures and precautions • International best practices for handling baggage security threats • Processes for handling interline baggage • Usage of Baggage Handling System (BHS) • Unit Load Devices (ULDs) threshold limits • Concepts of Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) • Dangerous Goods Regulations (DGR) • Baggage contingency plans 		

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		<ul style="list-style-type: none"> Local and international guidelines such as International Air Transport Association (IATA) Live Animals Regulations (LAR) and arrival Baggage Presentation Timing (BPT) 	<p>Transport Association (IATA) Live Animals Regulations (LAR) and arrival Baggage Presentation Timing (BPT)</p>	<ul style="list-style-type: none"> Local and international guidelines such as International Air Transport Association Live Animals Regulations (LAR) and arrival Baggage Presentation Timing (BPT) 		
Abilities	<ul style="list-style-type: none"> Place baggage in appropriate storage areas Identify and report irregular baggage and/or security threats Assess baggage weight and dimensions to determine safe and suitable manual lifting methods Apply proper lifting and handling techniques during manual transfer of baggage Deliver baggage to allocated aircraft and/or conveyer belts 	<ul style="list-style-type: none"> Conduct checks to ensure baggage is secure in aircraft cargo holds before departures Report baggage irregularities to supervisors Address baggage mishandling incidents Complete relevant documentation for baggage handling 	<ul style="list-style-type: none"> Inspect baggage handling operations to ensure adherence to safety standards and SOPs Resolve complaints regarding late baggage in collaboration with relevant stakeholders and/or departments Provide advice to relevant departments and/or stakeholders on responding to baggage security threats Coordinate resources to manage flight waiting situations Manage exceptional baggage handling requirements according to procedures 	<ul style="list-style-type: none"> Develop resource allocation plans for baggage handling operations to fulfil agreed KPIs and SLAs Detect baggage security risks and threats Evaluate the impact of mishandled baggage on stakeholders such as the airport community, airlines and passengers Oversee the investigation of incidents and discrepancies to determine root causes of delays to baggage handling operations Propose control measures to mitigate risk exposure for baggage handling operations 		