

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

TSC Category	Ground Handling Services and Operations					
TSC	Baggage Loading and Unloading Administration					
TSC Description	Manage baggage loading and unloading activities to and from the aircraft in accordance with loading plans and Standard Operating Procedures (SOPs)					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	ATP-GSO-1006-1.1	ATP-GSO-2006-1.1	ATP-GSO-3006-1.1	ATP-GSO-4006-1.1	ATP-GSO-5006-1.1	
	Carry out baggage loading and unloading operations according to load or off-load job sheets	Monitor baggage loading and unloading activities to facilitate delivery of baggage	Administer baggage loading and unloading activities to ensure adherence to safety standards and Standard Operating Procedures (SOPs)	Review processes to ensure efficiency of baggage loading and unloading operations and alignment with international standards	Drive the implementation of new equipment and/or technologies to enhance efficiency and effectiveness of baggage loading and unloading operations	
Knowledge	<ul style="list-style-type: none"> Key terms used in aircraft load and off-load job sheets Layouts and features of assigned aircraft cargo holds Types of equipment used for loading and unloading baggage Basic functions of automated loading and unloading equipment Safety standards and Standard Operating Procedures (SOPs) for loading and unloading baggage Dangerous Goods Regulations (DGR) 	<ul style="list-style-type: none"> Principles underpinning aircraft load and off-load job sheets Purposes, uses and interpretation of aircraft load and off-load job sheets Layouts and features of aircraft cargo holds across various aircraft types Usage of automated loading and unloading equipment Safety standards and Standard Operating Procedures (SOPs) for loading and unloading baggage Radiotelephony (RTF) communication protocols Classification of hazardous materials and dangerous goods Dangerous Goods Regulations (DGR) 	<ul style="list-style-type: none"> Principles underpinning aircraft load and off-load job sheets Layouts and features of aircraft cargo holds across various aircraft types Functionalities and troubleshooting of automated equipment and aircraft loading systems Safety standards and SOPs for loading and unloading baggage Radiotelephony (RTF) communication protocols Classification of hazardous materials and dangerous goods Instructions and safety standards for operating loading and unloading equipment of Original Equipment Manufacturers (OEMs) Dangerous Goods Regulations (DGR) 	<ul style="list-style-type: none"> Safety standards and Standard Operating Procedures (SOPs) for loading and unloading baggage Performance requirements for baggage loading and unloading operations SOPs to manage baggage delays Investigation techniques to uncover causes of baggage delays Cost impact of baggage delays Dangerous Goods Regulations (DGR) Local and international guidelines such as International Civil Aviation Organisation (ICAO) Annex for Safe Transport of Dangerous Goods by Air 	<ul style="list-style-type: none"> Features and functionalities of current and new baggage loading and unloading equipment New technologies and trends in the area of baggage loading and unloading Cost-benefit analysis Dangerous Goods Regulations (DGR) Local and international guidelines such as International Civil Aviation Organisation (ICAO) Annex for Safe Transport of Dangerous Goods by Air 	

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

			<ul style="list-style-type: none"> Standard protocols to manage mishandled baggage such as damaged baggage and baggage without tags Procedures to replace unserviceable baggage loading systems 			
Abilities	<ul style="list-style-type: none"> Carry out checks on baggage labels to tally against allocated flights Interpret aircraft load or off-load job sheets Identify equipment required to load and unload baggage Operate automated loading and unloading equipment Execute loading and unloading of baggage based on loading plans 	<ul style="list-style-type: none"> Review aircraft load or off-load instruction reports to ensure compliance with SOPs Monitor day-to-day loading and unloading activities for assigned teams Ensure all loading and unloading activities adhere to loading plans Monitor staff in operating automated equipment 	<ul style="list-style-type: none"> Supervise teams to load and unload baggage according to safety standards and SOPs Oversee baggage loading and ensure secure loading on aircraft Perform checks on functionality of aircraft loading systems and submit requests for replacement of unserviceable systems Manage mishandled baggage during loading and unloading activities 	<ul style="list-style-type: none"> Evaluate organisational SOPs for loading and unloading operations against international standards and best practices Measure capabilities of resources to perform baggage loading and unloading operations Collaborate with stakeholders to maximise resources for baggage loading and unloading operations Investigate causes of baggage delays and propose solutions to mitigate future delays 	<ul style="list-style-type: none"> Formulate recommendations to enhance efficiency and effectiveness of baggage loading and unloading operations Lead research to determine the feasibility of implementing new equipment and/or technologies for baggage loading and unloading operations Determine cost impact of implementing new equipment and/or technologies for baggage loading and unloading operations 	