

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

TSC Category	Ground Handling Services and Operations					
TSC	Baggage Lost and Found Operations					
TSC Description	Provide quality services and execute appropriate actions to ensure timely delivery and recovery of lost baggage					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	ATP-GSO-1007-1.1	ATP-GSO-2007-1.1	ATP-GSO-3007-1.1	ATP-GSO-4007-1.1		
	Attend to lost baggage enquiries and carry out checks to identify incorrectly loaded baggage	Utilise Baggage Reconciliation Systems (BRS) to track lost baggage and arrange for the delivery	Coordinate with overseas airports' baggage services teams to arrange for recovery of lost baggage	Analyse baggage lost and found incidents and develop measures to mitigate future baggage lost and found occurrences		
Knowledge	<ul style="list-style-type: none"> Organisation's customer service guidelines Functionality of Radio Frequency Identification (RFID) scanners Standard Operating Procedures (SOPs) for baggage handling Local and international guidelines such as International Air Transport Association (IATA) resolutions for baggage handling, processes and baggage prorates 	<ul style="list-style-type: none"> Organisation's customer service guidelines Organisation's policies on baggage lost and found claims Operations of BRS Standard Operating Procedures (SOPs) for baggage handling Local and international guidelines such as International Air Transport Association (IATA) resolutions for baggage handling, processes and baggage prorates 	<ul style="list-style-type: none"> Organisation's customer service guidelines Organisation's policies on baggage lost and found claims Operations of Baggage Reconciliation Systems (BRS) Standard Operating Procedures (SOPs) for baggage handling Procedures to arrange for baggage recovery from overseas airports Documentation standards for baggage recovery activities Local and international guidelines such as International Air Transport Association (IATA) resolutions for baggage handling, processes and baggage prorates 	<ul style="list-style-type: none"> Organisation's customer service guidelines and operating models Organisation's policies on baggage lost and found claims Operations of Baggage Reconciliation Systems (BRS) Emerging trends and new technologies in baggage tracking systems Cost and financial analysis Causes of lost baggage Standard Operating Procedures (SOPs) for baggage handling Local and international guidelines such as International Air Transport Association (IATA) resolutions for baggage handling, processes and baggage prorates 		

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<p>Abilities</p>	<ul style="list-style-type: none"> Attend to customer queries regarding lost baggage Report lost baggage to relevant authorities Perform checks on station and baggage storage areas for stray or lost baggage Utilise RFID scanners to identify incorrectly loaded baggage Prepare reports for lost or found baggage Retrieve lost and found baggage from incoming flights Transport baggage to baggage lost and found storage areas 	<ul style="list-style-type: none"> Attend to escalated customer queries regarding lost baggage Process minor claims for lost or damaged baggage Conduct checks on reports and maintain records for lost baggage Initiate tracing procedures for passengers' lost baggage Utilise BRS to track locations of lost baggage Update passengers on the progress of search and delivery of lost baggage Arrange for delivery of lost baggage to customers 	<ul style="list-style-type: none"> Process major claims for lost or damaged baggage Coordinate with overseas airports' baggage services teams to arrange for air transport and recovery of lost baggage Review lost baggage reports and records to ensure adherence to documentation standards Conduct research on new baggage tracking systems and propose implementation of new systems to relevant stakeholders 	<ul style="list-style-type: none"> Analyse cost impact of lost baggage and baggage recovery activities Develop plans to minimise cost impact of lost baggage and baggage recovery activities Identify new trends and technologies in baggage tracking and determine feasibility of implementing new technologies for the organisation Analyse causes of lost baggage and develop plans to mitigate future occurrences Collaborate with airport authorities and other relevant stakeholders to determine standards for baggage recovery activities 		
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