

Title	Manage passenger luggage		
Level	2	Credits	4

Purpose	People credited with this unit standard are able to: describe carrier responsibilities and liabilities for loss of, or damage to, luggage; receive and stow passenger luggage; unload passenger luggage; and describe procedures for dealing with left luggage and suspicious packages.
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Classification	Commercial Road Transport > Passenger Service
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Available grade	Achieved
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Guidance Information

- 1 Legislation relevant to this unit standard includes:
Carriage of Goods Act 1979;
Land Transport Act 1998;
Land Transport Rule: Operator Licensing 2007;
Land Transport Rule: Passenger Service Vehicles 1999.
- 2 Any new, amended or replacement Acts, regulations, Rules, standards, codes of practice, or Waka Kotahi NZ Transport Agency requirements or conditions affecting this unit standard will take precedence for assessment purposes, pending review of this unit standard.
- 3 Definition
Organisational requirements include any legal requirements, standards, codes of practice, company and/or site procedures, industry best practice, and manufacturers' instructions. These must be available to candidates, providers, and assessors.

Outcomes and performance criteria

Outcome 1

Describe carrier responsibilities and liabilities for loss of, or damage to, luggage.

Performance criteria

- 1.1 Carrier's responsibility for luggage is described in accordance with legal requirements.
- 1.2 Carrier's maximum liability for loss of, or damage to, luggage is described in accordance with legal requirements.

- 1.3 Procedures for dealing with situations regarding loss of, or damage to, luggage are described in accordance with legal and organisational requirements.

Range problem noticed by carrier, complaint from passenger.

Outcome 2

Receive and stow passenger luggage.

Performance criteria

- 2.1 Luggage is checked to ensure it is adequately and correctly labelled.

Range may include – name, address, destination of owners, tour group labels.

- 2.2 Number of pieces of luggage presented and/or identified by each passenger is noted and their condition is recorded in accordance with organisational requirements.

- 2.3 Luggage is loaded in accordance with organisational requirements.

Range luggage of passengers leaving first can be unloaded with minimum handling of other bags, heavy items placed at the bottom and lighter and softer baggage on top, load conforms to the legal carrying capacity of the vehicle.

- 2.4 Safe lifting procedures are employed.

Range may include – help sought to lift heavy weights, knees bent and back kept straight, load lifted using thigh muscles and without reaching, load placed to minimise reaching.

- 2.5 Luggage is secured in the luggage compartment to avoid movement, scuffing, soiling, and/or damage to any luggage and/or damage to the vehicle and to conform to the Passenger Service Vehicle Rule 1999.

- 2.6 Luggage compartment is closed and secured.

Outcome 3

Unload passenger luggage.

Performance criteria

- 3.1 Luggage of each passenger is identified and its condition checked as it is unloaded.

- 3.2 Luggage is positioned as required by passengers or tour guide.

- 3.3 Responsibility for luggage, once unloaded, is transferred in accordance with organisational requirements.

Range may include but is not limited to transfer to – owner, tour guide, hotel or motel staff, linking transport service staff.

Outcome 4

Describe procedures for dealing with left luggage and suspicious packages.

Performance criteria

- 4.1 Procedures for dealing with left luggage are described in accordance with organisational requirements.
- 4.2 Procedures for dealing with a suspicious package are described in accordance with organisational requirements.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	25 May 1999	31 December 2023
Review	2	24 July 2002	31 December 2023
Review	3	20 May 2011	31 December 2023
Review	4	16 April 2015	31 December 2023
Review	5	27 May 2021	31 December 2023

Consent and Moderation Requirements (CMR) reference

0092

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.