Title	Demonstrate knowledge of processes for dealing with damaged baggage		
Level	2	Credits	2

Purpose	People credited with this unit standard are able to: identify situations where baggage damage may occur; identify company liability and costs associated with damaged baggage; and describe the process for identifying and reporting damaged baggage.

Classification	Aviation > Ramp Operations

Available grade	Achieved

Guidance Information

All tasks are to be carried out in accordance with enterprise procedures, the enterprise being the organisation carrying out the work. Enterprise procedures referred to in this unit standard are the applicable procedures found in the following: enterprise exposition; manufacturer publications; Government and local body legislation; airworthiness authority requirements.

Outcomes and performance criteria

Outcome 1

Identify situations where baggage damage may occur.

Performance criteria

1.1   Situations where baggage may be damaged are identified.

    Range   may include but is not limited to – pre-existing damage, damage by automated sorting system, damage during manual sorting, damage during loading, damage during flight, damage on unloading.

Outcome 2

Identify company liability and costs associated with damaged baggage.

Performance criteria

2.1   Legal liability and costs to company are identified.

       Range   may include but is not limited to – limited release waivers, international liability limits, costs of damaged baggage claims.

Outcome 3

Describe the process for identifying and reporting damaged baggage.

Performance criteria

3.1   Process for identifying and reporting damaged baggage is described.

       Range   may include but is not limited to – documentation, follow-up, finalisation.

Planned review date	31 December 2027

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	16 October 2009	31 December 2018
Review	2	16 March 2017	31 December 2024
Review	3	27 October 2022	N/A

Consent and Moderation Requirements (CMR) reference	0125

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

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.