

Title	Process fragile and oversize baggage items for carriage by air		
Level	3	Credits	3

Purpose	People credited with this unit standard are, for carriage on an aircraft, able to: identify handling procedures for fragile and oversize baggage items, and process fragile and oversize baggage items.
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Classification	Aviation > Airport Customer Service
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Available grade	Achieved
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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.

Outcomes and performance criteria

Outcome 1

Identify handling procedures for fragile and oversize baggage items for carriage on an aircraft.

Performance criteria

- 1.1 Items requiring the use of the limited release tag are identified, and the limited release tag is explained.

Range evidence is required for three different items.

- 1.2 Items for which liability will not be accepted are identified and reasons why are stated.

Range evidence is required for three different items.

- 1.3 Packaging requirements for fragile items are identified.

Range evidence is required for three different fragile items.

- 1.4 Allowable dimensions for oversize items are identified.

Range evidence is required for three different oversize items.

Outcome 2

Process fragile and oversize baggage items for carriage on an aircraft.

Range fragile baggage item, oversize baggage item;
evidence is required for one of each.

Performance criteria

2.1 Passenger is greeted and travel documentation is checked.

2.2 Passenger is informed of item handling requirements.

Range may include but is not limited to – use of limited release tag, heavy item tag, consequences if passenger refuses to sign.

2.3 The item is examined and any pre-existing damage is recorded.

Range may include but is not limited to – broken handles, straps or latches, scratches, dents, rips, tears.

2.4 Limited release tag is completed.

2.5 Tags are attached to the item.

Range may include but is not limited to – limited release tag, fragile tag, heavy item tag.

2.6 The item is introduced into baggage system.

Range may include but is not limited to – baggage belt, baggage trolley, storage area.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	15 April 2011	31 December 2019
Review	2	29 March 2018	N/A
Rollover and Revision	3	29 June 2023	N/A

Consent and Moderation Requirements (CMR) reference	0028
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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.