



Australian Government

Department of Education, Employment and Workplace Relations

AVIW2008B Conduct baggage handling operations

Revision Number: 1

AVIW2008B Conduct baggage handling operations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to conduct baggage handling operations in accordance with OH&S and other regulatory requirements, including handling the baggage using correct manual handling techniques, and identifying unusual or abnormal baggage and taking appropriate action to deal with it and/or report it in accordance with workplace procedures and relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant OH&S and other relevant regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of operational procedures and OH&S and other relevant regulations during baggage handling operations at commercial airports across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Handle baggage

- 1.1 Baggage handling is conducted in accordance with operational priorities and requirements and directions from supervisor/team leader
- 1.2 Correct manual handling principles and techniques are applied at all times when handling various types, weight and shape of baggage
- 1.3 Baggage tags are checked to identify if bag is marked heavy or fragile
- 1.4 Baggage is lifted and manoeuvred in accordance with OH&S and workplace procedures relevant to the tag indications on the baggage
- 1.5 Baggage with unusual shape or perceived hazard is identified and appropriate assistance sought from other team members to lift and move the baggage concerned
- 1.6 Baggage is stacked on or in the cart/ belt/container in accordance with OH&S and other relevant regulatory requirements and workplace procedures
- 1.7 Late baggage is collected, handled and delivered to aircraft in accordance with workplace procedures

2 Deal with abnormal baggage handling situations

- 2.1 Baggage identified as heavy, fragile or having other unusual characteristics is handled in accordance with the workplace procedures and regulatory requirements specified for the type of baggage concerned
- 2.2 Baggage with an unintelligible or missing tag is identified and processed/reported in accordance with the procedures for the baggage handling system concerned
- 2.3 Baggage which has been damaged is identified and reported/processed in accordance with workplace procedures
- 2.4 Baggage found to be leaking suspicious or potentially dangerous substances is isolated and reported in accordance with workplace procedures and regulatory requirements
- 2.5 Baggage suspected of being a security risk is immediately isolated/reported in accordance with workplace procedures and regulatory requirements
- 2.6 Problems that may occur during baggage handling operations are identified and appropriate action is taken to rectify and/or report the problem in accordance with the workplace procedures and regulatory requirements
- 2.7 Safety hazards in the baggage handling work area are identified and appropriate action is taken to minimise/eliminate the risk in accordance with OH&S procedures and workplace hazard

ELEMENT

PERFORMANCE CRITERIA

control strategies

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- The principles of safe and effective baggage handling
- Features and differences in various types of baggage handling equipment used at Australian airports
- Workplace procedures for baggage handling operations
- Manufacturers instructions for relevant equipment used during baggage handling operations
- Risks that exist when carrying out baggage handling operations and related risk control procedures and precautions
- Problems that may occur when carrying out baggage handling operations and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when conducting baggage handling operations
- Read and interpret instructions, regulations, procedures and other information relevant to baggage handling operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to baggage handling operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting baggage handling operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when conducting baggage handling operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when conducting baggage handling operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when conducting baggage handling operations
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or

REQUIRED KNOWLEDGE AND SKILLS

damage to goods or equipment

- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to conduct baggage handling operations

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Baggage handling operations may be carried out:	• in any allowable operating and weather conditions • at both major airports and regional airports • within a fully manual process or in conjunction with automated baggage handling/management equipment • in relation to any aircraft types in service in Australia • in accordance with enterprise and operational requirements
Performance may be demonstrated on:	• appropriately simulated baggage handling situations • an operational baggage handling situation at an airport
Persons consulted during baggage handling operations may include:	• other members of the baggage handling team(s) • supervisors and managers • check-in staff • aircrew • technical staff
Baggage may include:	• passengers' baggage • containers/cans loaded with passengers' baggage/freight • freight
Hazards that may exist when carrying out baggage handling operations may include, but are not restricted to:	• use of incorrect lifting techniques for the baggage concerned • heavy baggage • overweight baggage • baggage of unusual shape or physical size • incorrectly labelled baggage • baggage containing illegal substances • baggage found to be a security risk • moving belts and automated baggage equipment • moving airport vehicles and tugs in the vicinity of baggage handling areas • jet blast • noise • dust
Required personal protective equipment may include, but is not restricted to:	• hearing protection • safety gloves • safety footwear • protective clothing
Equipment involved in baggage	• baggage cart

RANGE STATEMENT

handling operations may include:	• barrow • baggage belts • baggage containers or cans • automated baggage handling systems
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:	• company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may include:	• sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to baggage handling operations • OH&S regulations • workplace procedures and instructions and job specification • baggage handling checklists • emergency procedures • flight schedules • local instructions • manufacturers specifications and instructions relevant to baggage handling equipment • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	• relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to baggage handling operations • relevant Australian Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to baggage handling operations • Civil Aviation Act • local instructions • relevant OH&S legislation • environmental protection legislation • relevant security regulations • relevant Australian Standards • industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field W - Equipment and Systems Operations