

Overview

This standard is about responding to passengers who have reported lost, theft or damage involving their baggage following a flight or during flight transfers. This involves investigating the loss, theft or damage, communicating with colleagues and processing the necessary documentation. This also involves being able to explain the claim compensation procedures to passengers and taking the necessary action to investigate the lost, theft or damaged baggage situation for the passenger and action which will be taken by your organisation/airline as a result.

This standard is for those working in airports whose role involves responding to reports of lost, theft from or damaged baggage.

When you have completed this standard, you will be able to demonstrate your knowledge of and ability to:

- Respond to reports of lost, theft from or damaged baggage

Performance criteria

You must be able to:

1. Respond to passengers who report lost, theft from or damaged baggage in line with organisational/airline procedures
2. Follow organisational/airline procedures for investigating reports of lost, theft from or damaged passenger baggage
3. Explain the lost, theft from or damaged baggage investigation and claims procedures to passengers and confirm their understanding
4. Interact with passengers in a way that promotes your organisation's/airline's customer service values
5. Take action to resolve the lost, theft from or damaged baggage situation to meet passenger needs
6. Communicate with colleagues as required when responding to reports of lost, theft from or damaged baggage
7. Report safety or security concerns in relation to passengers' baggage in line with organisational/airline procedures
8. Complete and process the required documentation in relation to the lost, theft from or damaged baggage in line with organisational/airline procedures and relevant legal requirements

Knowledge and understanding

You need to know and understand:

1. How to respond to passengers who report lost, theft from or damaged baggage
2. The types of organisation/airline equipment used to handle baggage and the possible damage that may occur from the use of that equipment
3. Your organisation's/airline's procedures for investigating reports of lost, theft from or damaged baggage
4. Your organisation's/airline's claims procedures and how to explain them to customer in a way they will understand
5. How to interact with passengers in a way that promotes your organisation's customer service values
6. The action to take to resolve the lost, theft from or damaged baggage situation to meet the needs of your passengers
7. When and how to communicate with colleagues when responding to reports of lost, theft from or damaged baggage
8. Your organisation's/airline's procedures for reporting safety or security concerns in relation to passengers' baggage
9. Your organisation's/airline's and the relevant legal requirements for completing and processing documentation in relation to the lost, theft from or damaged baggage

Scope/range

Lost baggage includes:

- a) Baggage which has not arrived in the baggage area after a flight
- b) Baggage which has not been transferred in line with passenger movements

Respond to reports of lost, theft from or damaged baggage

Developed by People 1st

Version Number 2

Date Approved 30 Jun 2021

Indicative Review Date 30 Jun 2026

Validity Current

Status Original

Originating Organisation GoSkills

Original URN GSKAOG25

Relevant Occupations Transport Drivers and Operatives, Transport Operations and Maintenance

Suite Aviation Operations on the Ground

Keywords passengers, baggage, lost, damage
