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| Unit Title: Airport Baggage Facilities | | |
| URN: M/601/6482 |  |  |
| Credit Value: 2 |  |  |
| Level: 2 |  |  |

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|  | **Assessment Method** | **Evidence Ref.**  **Page number, Method** | **Assessor Decision**  **Sign and Date** |
| **You must be able to:** | | | |
| **1. Be able to follow procedures for baggage discrepancies.** | | | |
| 1.1 Assist passengers who report a baggage discrepancy. |  |  |  |
| 1.2 Complete documentation for baggage discrepancies. |  |  |  |
| 1.3 Describe the procedures to follow for different types of baggage discrepancies. |  |  |  |
| 1.4 Describe effective communication techniques. |  |  |  |
| 1.5 Explain the function of the World Tracer System. |  |  |  |
| 1.6 Explain how to deal with unclaimed and unattended baggage in the baggage hall. |  |  |  |
| 1.7 Identify relevant people to provide support. |  |  |  |

**Learner declaration of authenticity:**

I declare that the work presented for this unit is entirely my own work.

Learner signature: Date:

**Assessor sign off of completed unit:**

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this unit.

Assessor name:

Signature: Date: