



Cargo Skills and Procedures

 Classroom and In-Company Course (5 days/40 hours)

Do you want to become an air cargo expert and understand the operational framework and processes to ship cargo by air? Air cargo transportation is all about ensuring critical supply chains are not disrupted, meanwhile guaranteeing the transportation is conducted in a safe and profitable way. At the same time the applicable laws and regulations need to be respected.

Over five days you will greatly enhance your knowledge on the complex methods and procedures applied in the global air cargo industry. You will acquire solid cargo knowledge, helping you and your company to face the challenges of your highly competitive working environment.

Objectives

Upon completion of this course you will be able to:

- Understand the specific air cargo 'language' and terms
- Outline the end-to-end process overview of air cargo transportation from booking up to delivery to the consignee
- Use IATA's The Air Cargo Tariff and Rules (TACT) manuals for specific country and carrier regulations
- Apply the correct cargo acceptance procedures
- Understand the conditions of carriage
- Complete an air waybill, the official contract of carriage
- Calculate air transportation charges
- Provide a basic customer service skills set to participants

Target audience

- Air cargo professionals
- Air cargo handling agents
- Air cargo general sales agents
- Air cargo forwarders

Recommended level

- Beginner to Advanced

Key topics

- Overview of air cargo industry regulations
- World geography and calculation of transportation times
- Aircraft structure, layout, limitation, and Unit Load Device (ULD)
- Handling facilities
- Procedures
- Special cargo
- Cargo documentation
- Basic rating
- Carrier's liability and valuation
- Customer service skills

Activities

- Group exercise
- Final examination

Certificate awarded

An **IATA Certificate** is awarded upon successful completion of the course and final examination.

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Course schedule

Day 1

- **Air cargo industry regulations**
- **Air cargo agency**
- **World geography**
 - Geography and IATA 3-letter code, IATA areas and sub-areas
 - Calculation of transportation time
- **TACT manual overview**
- **Aircraft**
 - Aircraft structure
 - Loading limitations
- **Handling facilities**
 - Airports
 - Cargo terminal

Day 3

- **Cargo rates and charges**
 - TACT manual
 - Chargeable weight
 - Currencies
 - Minimum charges
 - General cargo rates
 - Specific commodity rates
 - Class rates

Day 5

- **Group exercise: cargo process simulation**
- **Final examination**

Day 2

- **Cargo booking process**
 - Booking
 - Acceptance
 - Shipment documentation
 - Export/import documentation
 - Delivery
 - Tracing
- **Customer service excellence**
- **Cargo acceptance**
 - Instruction of carriage
 - Special cargo: live animals, perishable, high valuable, human remains
- **Cargo security overview**

Day 4

- **The air waybill**
- **Condition of carriage overview**
- **Cargo process and documentation**
 - Shipment documentation
 - Cargo build-up process
 - Loading/unloading
 - Manifesting
 - Export/import process and documentation
 - Delivery

This course can be customized for your company and delivered at the location of your choice.
Request in-company training