



# Cargo Skills and Procedures

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

**Develop a solid foundation for your cargo career by learning the fundamentals of Cargo skills and procedures.**

Operating procedures in the air cargo field may seem complex in terms of the methods used for the handling and shipment of air cargo. This is a step-by-step training course that will provide you with a solid cargo knowledge, skills and capabilities, leading to a more efficient working environment.

## Objectives

- Gain familiarity with air cargo industry terms and expressions
- Understand aircraft routings and the use of IATA's TACT Manual
- Be able to accept cargo consignments and utilize the procedures involved in handling special cargo
- Gain knowledge of Condition of Carriage
- Be able to understand and complete an Air Waybill to IATA standards
- Apply basic rating principals
- Deliver consistent quality of service to customers

## Target audience

- Cargo operations and ground handling staff
- Cargo operations and station managers
- Shippers, cargo agents, consolidators, freight forwarders and other agencies involved in the transport of dangerous goods
- Instructional designer and instructor responsible for cargo training

## Certificate awarded

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

## Key topics

- Overview of Air Cargo industry regulations
- World geography and calculation of transportation times
- Aircraft: structure, layout, payload, limitation, and Unit Load Device (ULD)
- Unit Load Device (ULD): types, sizes, weights, identification, acceptance standards and more
- Handling facilities
- Procedures: booking, acceptance, security inspection, shipment documentation, manifesting, Export/Import documentation, delivery, tracing
- Special load overview: live animals, perishables, human remains and dangerous goods
- Cargo Documentation: Air Waybill, House Air Waybill, Flight Manifest, and more
- Basic Rating: general cargo rates, specific commodity rates, and class rates
- Air Waybill, Shipper's Declaration for Dangerous Goods and Notification to Captain

## Activities

- Group exercise to simulate cargo processes from booking to delivery
- Customer service exercises
- Final examination



## Breakdown by session

### 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 2

- Cargo booking process
- 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

### Day 5

- Group Exercise: Cargo Process Simulation
- Final Examination