CARGO SKILLS & PROCEDURES
// AIR CARGO TRAINING COURSE
DURATION: 28H

Training of cargo operations and ground handling staff, station managers, shippers, cargo agents, consolidators, freight forwarders and other agencies involved in the transport of cargo, cargo instructors and instructional designers responsible for cargo training.

Duration	28 hours
Location	at customer's location and at the training centre (theory)
Monitoring	attendance list signed every day & certificate at the end of the course
Assessment	exam & certificate of completion

COURSE OBJECTIVES

- Identify air cargo industry terms and expressions
- Understand specific country and carrier regulations and the use of IATA's TACT manual
- Accept cargo consignment and utilize the procedures involved in handling special cargo
- Gain knowledge of the condition of carriage
- Complete an air waybill to IATA standards
- Apply basic rating principals
- Deliver consistent quality of service to customers

COURSE DESCRIPTION

- 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: booking, acceptance, shipment documentation, export/import documentation, delivery, tracing

- Special load overview: live animals, perishables, human remains, high value and dangerous goods

- Cargo documentation: air waybill, house air waybill, flight manifest, shipper's letter of instruction

- Basic rating: general cargo rates, specific commodity rates and class rates

- Carrier's liability and valuation

- Customer service skills.

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