



AIR CARGO TRAINING PROGRAMME

// CARGO INTRODUCTORY COURSE

DURATION: 6 MONTHS

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Audience	anyone who would like to develop a solid foundation by learning the fundamentals of cargo skills and procedures
Duration	6 months (on-job training included)
Eligibility	based on application
Qualifications	SC and above
Beginning date of courses	March and September
Closing date for enrolment	February and August

AIM

- 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, understand IATA Geography, TACT, OAG and other manuals
- Apply basic rating principals
- Deliver consistent quality of service to customers.

COURSE CONTENT

- Overview of air cargo industry regulations
- Identify air cargo terms and Expressions
- World geography and calculation of transportation times
- Aircraft structure, layout, limitation, and Unit Load Device (ULD) Handling facilities, space maximisation in aircraft holds
- Procedures: booking, acceptance, shipment documentation, export/import documentation, delivery, tracing
- Understand how to use industry manuals to check routings
- 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 and variations
- Customer service skills

Additional courses

- Dangerous Goods: DGR cat. 8
- Aviation safety & security
- Customer service
- Grooming

On-job training

- Discover the different areas of airport businesses
- Work with airport staff on their daily tasks
- Familiarisations.

