

# CARGO SKILLS & PROCESSES

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

## Course Format & Fee

- >> This classroom course provides **5 days (40 hours)** of instruction delivered by an **official IATA Instructor**.
- >> Student performance will be based on an assessment

**Regular – \$ 3100**

**IATA Members – \$ 2790**

**DNA - \$ 2170**

## Course content

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

## What you will learn

### ***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.

## Who should attend

This course is recommended for: 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

## Certificate awarded

An IATA Certificate of Completion is awarded to participants obtaining a grade of 70% or higher on all exercises and exams. A special distinction is awarded to participants obtaining a grade of 90% or higher.

## Bird Academy IATA RTP

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