



# Cargo Skills and Procedures

5-day classroom course (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 skill set to participants

---

## Target audience

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

## 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

## Prerequisites

The recommended level of language proficiency is ICAO Operational Level 4 for courses in English or the equivalent level for other languages.

## Recommended level

- Entry-level
- Intermediate

## Certificate awarded

---

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

## Table of contents

---

### 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
- 

### 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

---

### Cargo rates and charges

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

### 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
- 

### Group exercise

---

### Final examination

---

