



# Cargo Skills and Procedures

## 5-day classroom course (40 hours)

This course can be [customized for your company](#) and delivered at the location of your choice.

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

## Associated diplomas

You may also apply this course toward an IATA Diploma in [Special Cargo Handling](#).

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

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