

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – CARGO ASSISTANT			
Sector	Air Transport		
Sub-Sector	Airport		
Track	Cargo Operations		
Occupation	Cargo Operations Operator		
Job Role	Cargo Assistant		
Job Role Description	<p>The Cargo Assistant is responsible for administering air cargo operations such as handling incoming and outgoing cargo and verifying import and export documents and airworthiness standards. He/She transfers cargo within the warehouses including storing and stowing dangerous goods in designated cargo areas. He also ensures compliance with all safety and/or security standards.</p> <p>Besides being physically strong to lift heavy packages, the Cargo Assistant also possesses a valid driving licence to operate technical equipment. He works outdoors under all weather conditions as well as works in shifts to accommodate round-the-clock flight arrivals and departures. He possesses good communication skills to work effectively with the team.</p>		
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks	Performance Expectations (For legislated / regulated occupations)
	Administer air cargo operations	Check incoming shipments and outgoing cargo against import and export documents	In accordance with: Singapore Qualified Driving Licence (Class 3)
		Process shipments in accordance with established weights and volumes	
		Perform assembly and disassembly of Unit Load Devices (ULDs)	
		Weigh ULDs for the development of cargo load plans	
		Store cargo in warehouses according to storage plans and cargo requirements	
		Ensure cargo is fit for shipments and meets airworthiness standards	
Maintain warehouse operations	Transfer and move cargo within the warehouses		
	Comply with height, weight and special handling requirements when stacking, moving and arranging items on pallets according to storage plans		
Manage hazardous	Screen cargo for hazardous materials and/or dangerous goods		

	materials and/or dangerous goods	Identify breaches of Standard Operating Procedures (SOPs) involving transfer of hazardous materials and/or dangerous goods		
		Stow hazardous materials and/or dangerous goods in the designated warehouses		
	Uphold safety and/or security standards	Interpret and follow individual safety and security standards in the workplace		
		Identify and report breaches of safety and security standards in the workplace		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Accident and Incident Response Management	Level 1	Communication	Basic
	Air Cargo Operations Management	Level 1	Teamwork	Basic
	Aircraft Turnaround Coordination	Level 1	Interpersonal Skills	Intermediate
	Cargo Receipt and Inspection	Level 1	Service Orientation	Basic
	Cargo Tracking Systems Administration	Level 2	Digital Literacy	Basic
	Cargo Transit and Transshipment Management	Level 2		
	Cargo Warehouse Operations	Level 2		
	Change Management	Level 1		
	Dangerous Goods Management	Level 1		
	Ground Handling Services and Operations Management	Level 1		
	Hazard and Risk Control and Policy Management	Level 2		
	Human Factors Management	Level 2		
	Human-Robot Collaboration	Level 2		
	Import and Export Documentation Administration	Level 1		
	Inclement Weather Operations and Planning	Level 1		
	Innovation Management	Level 2		

	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 1	
	Internet of Things Application	Level 2	
	Learning and Development	Level 1	
	Process Improvement and Optimisation	Level 2	
	Stakeholder Management	Level 1	
	Technology Application	Level 1	
	Unit Load Devices Operations	Level 1	
Programme Listing	For a list of Training Programmes available for the Air Transport sector, please visit: www.skillsfuture.sg/skills-framework/air-transport		

The information contained in this document serves as a guide.