

**SKILLS FRAMEWORK FOR AIR TRANSPORT
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Cargo Operations					
TSC	Air Cargo Operations Management					
TSC Description	Manage and implement processes and activities to build and develop air cargo operations					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	ATP-CAO-1001-1.1	ATP-CAO-2001-1.1	ATP-CAO-3001-1.1	ATP-CAO-4001-1.1	ATP-CAO-5001-1.1	
	Follow processes and procedures to execute air cargo operations activities	Monitor air cargo operations activities to ensure the timely receipt and delivery of cargo based on Service Level Agreements (SLAs)	Administer controls for safety and security of people, cargo and environments at air cargo terminals and facilities	Analyse air cargo ground handling services and operations to identify areas for enhancements	Establish strategic partnerships with key stakeholders to develop air cargo operations strategies	
Knowledge	<ul style="list-style-type: none"> Standard Operating Procedures (SOPs) and requirements for cargo handling Cargo safety and security standards and procedures Warehousing management Airline geography Local and international guidelines such as International Air Transport Association (IATA) Air Cargo Tariffs and Rules (TACT), Live Animals Regulations (LAR) and International Civil Aviation Organisation (ICAO) Annex for Safe Transport of Dangerous Goods by Air 	<ul style="list-style-type: none"> Standard Operating Procedures (SOPs) and requirements for cargo handling Cargo safety and security standards and procedures Warehousing management Roles and responsibilities of different stakeholders in air logistics Principles of load planning SLA management Airline geography Local and international guidelines such as International Air Transport Association (IATA) Air Cargo Tariffs and Rules (TACT), Live Animals Regulations (LAR) and International Civil Aviation Organisation (ICAO) Annex for Safe 	<ul style="list-style-type: none"> Air cargo operations management frameworks Principles of load planning Cargo safety and security standards and procedures Warehousing management Service Level Agreement (SLA) management Airline geography Common causes of and solutions to air cargo irregularities Local and international guidelines such as International Air Transport Association (IATA) Air Cargo Tariffs and Rules (TACT), Live Animals Regulations (LAR) and International Civil Aviation Organisation (ICAO) Annex for Safe 	<ul style="list-style-type: none"> Air cargo operations management frameworks Information Technology (IT) applications in air cargo operations Warehousing management Service Level Agreement (SLA) management Concept of air cargo revenue management Airline geography Local and international guidelines such as International Air Transport Association (IATA) Air Cargo Tariffs and Rules (TACT), Live Animals Regulations (LAR) and International Civil Aviation Organisation (ICAO) Annex for Safe Transport of Dangerous Goods by Air 	<ul style="list-style-type: none"> Air cargo operations management frameworks Strategies of different stakeholders involved in air cargo operations Stakeholder management Negotiation tools and techniques Service Level Agreement (SLA) management Warehousing management Airline geography Local and international guidelines such as International Air Transport Association (IATA) Air Cargo Tariffs and Rules (TACT), Live Animals Regulations (LAR) and International Civil Aviation Organisation (ICAO) Annex for Safe Transport of Dangerous Goods by Air 	

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		Transport of Dangerous Goods by Air	Transport of Dangerous Goods by Air			
Abilities	<ul style="list-style-type: none"> Identify essential data and documentation for air cargo handling and shipments Complete Live Animals Acceptance Checklists Check the accuracy of customers' and forwarders' Air Waybills (AWB) Complete master AWB for loading and shipments Address discrepancies in documentation for air cargo handling and shipments Accept or reject shipments due to discrepancies in documentation Adhere to established processes and procedures for air cargo operations 	<ul style="list-style-type: none"> Determine routing plans for air cargo shipments Calculate published rates and air cargo tariffs for customers and forwarders Monitor the on-time departures of cargo shipments and release of Unit Load Devices (ULDs) based on SLAs Ensure acceptance of freight is received before flight close-out time and within SLAs Ensure delivery requests are handled as per timings stated in SLAs Conduct checks to ensure hazardous materials and dangerous goods are stowed in accordance with IATA safety regulations Investigate air cargo claims for lost or missing cargo 	<ul style="list-style-type: none"> Supervise day-to-day air cargo ground handling services and operations Coordinate and resolve air cargo operations irregularities such as missing documents and cargo Assess adherence of air cargo operations to established Standard Operating Procedures (SOPs) and safety requirements 	<ul style="list-style-type: none"> Develop Standard Operating Procedures (SOPs) for the execution of air cargo ground handling services and operations Oversee the acquisition and/or implementation of IT applications and systems to enhance air cargo operations Utilise process improvement tools and theories to refine air cargo ground handling services and operations Benchmark air cargo operations against international best practices and standards Propose solutions to optimise airline slots and schedules for air cargo shipments 	<ul style="list-style-type: none"> Build strategic partnerships with customers, forwarders, airlines, airport agencies and regulators Stay abreast of trends within the air cargo industry Drive overall air cargo operations strategies Develop strategies to gain competitive advantage in air cargo ground handling services and operations Formulate profitable pricing strategies for air cargo ground handling services Negotiate SLAs and price points with airlines, customers and forwarders 	