



**Penang Freight Forwarders Association**  
( *Persatuan Wakil-wakil Penghantaran Kargo Pulau Pinang* )  
(HRDF Registered Training Centre)

## IATA - Cargo Introductory Course



**2 Days Training**

**Date: 1 & 2 February 2013**

**Fee: RM1, 200.00 Only**

**(Inclusive of Lectures, IATA Training Kits & Exam)**

**Course Enrolment Dateline: 5<sup>th</sup> December 2012**

## ✈ Introduction

The IATA Diploma guarantees a high standard of training and has gained worldwide recognition and acceptance as a quality product by the world's airlines and air cargo forwarding associations. It is a unique qualification for anyone wishing to make a career in the air cargo business.

This is the definitive course to start your career in the cargo industry. By taking this course you will gain a thorough understanding of cargo agencies and airline operations, including industry terminology and abbreviations, world geography and how to maximize the use of space in aircraft holds. Additionally, the course teaches fundamental air cargo acceptance procedures and you will learn to calculate basic rates, fees and charges and offer accurate advice to clients regarding shipments in accordance with IATA Resolutions.

## ✈ Course Objectives

During this study you will gain a broad understanding of cargo agency and airline operations. You will also become familiar with related subjects such as industry terminology and abbreviations, world geography and air cargo acceptance.

After successful completion of the course, you will be able to do the following:

- ✈ Give appropriate guidance to clients concerning air freight shipments in accordance with the IATA rules and procedures;
- ✈ Make appropriate arrangements and reservation for air cargo shipments in accordance with the IATA rules and procedures;
- ✈ Correctly apply published rates and charges for air cargo shipments in accordance with the applicable IATA resolutions;
- ✈ Complete air waybills accurately and in accordance with the applicable IATA resolution;
- ✈ Prepare shipments ready for carriage in accordance with the applicable IATA resolution.

*Student successful in the examination will receive a worldwide recognised IATA Diploma.*

## ✈ For Whom Is The Air Cargo Course Intended?

The course has been designed primarily for the operations staff of international air cargo agents but will also be useful to:

- ✈ All sales and marketing staff of cargo agents and air freight forwarders (consolidators);
- ✈ The sales, reservations, and acceptance staff of airlines, airport handling, and surface transportation companies;

- Shipping department staff of manufacturers, wholesalers, importers, and exporters; and
- Junior and middle management staff of cargo agents, airlines, and manufacturers who wish to expand or refresh their knowledge of current international air cargo rating procedures.

Persons holding the IATA Cargo Introductory Diploma are considered qualified under the terms of the applicable IATA resolution and have a strong competitive advantage in applying to work for IATA Cargo Agency.

Recommended Pre-requisite: A good understanding of written English, world geography, and basic mathematics are essential.

The course materials and examination are published by IATA in English only.

## ✈ Course Contents

The course is based on current industry tariffs and publications. It covers the following subjects and objectives:

### ➤ **Unit 1 – Industry Regulations**

Upon completion you will understand the role and functions of:

- ICAO;
- National Aviation Authorities;
- IATA; and
- FIATA;

### ➤ **Unit 2 – The Air Cargo Agency**

This unit consists of the following sections:

- The IATA cargo agent;
- The consolidator;
- Operations;
- Service functions;
- Organisations;
- Liability.

This unit enable you to understand the difference between an IATA cargo agent and a consolidator, their respective functions and the relationship between the air cargo agent and his customers, on one hand, and the airline on the other.

### ➤ **Unit 3 – World Geography**

The unit consists of the following sections:

- Geography and IATA 3-letter codes of cities and airports;
- Time differences;
- Calculation of transportation time.

You can expend your expertise by consulting a complete edition of The Air Cargo Tariff (TACT) Rules, Section 7 - Information by Countries, where all customs airports for each country are listed.

After studying this unit you will be able to name and locate countries and principal cities worldwide, apply correctly the IATA 3-letter city and airport codes and understand the time differences and calculate times between any given points, and transportation time of a flight.

#### ↗ **Unit 4 – Use of Guides**

This unit provides a survey of the guide used in air cargo transportation and it describes its structure and presentation. The subject matter of this unit and unit 5 and 6 are essential for unit 7 “Air Cargo Acceptance” in which the subjects of all three units will be applied to specific areas.

Upon completion of this unit, you will be able to use the guides and construct unpublished transfer connections for air cargo shipments.

#### ↗ **Unit 5 – Aircraft**

This unit describes some of the physical characteristics of current aircraft types used in the transportation of cargo and the effects of these characteristics on the acceptance of cargo because of their weight dimensions and weight. After completion of this unit, you will be able to describe aircraft characteristics; use the loading charts reproduced in Section 8.2 of the TACT Rules and list the different types of Unit Load Devices (ULD) together with their weight and volume restrictions.

#### ↗ **Unit 6 – Handling Facilities**

At the end of this unit you will be able to list the most common equipment and facilities for air cargo and aircrafts handling, customs clearance, storage and loading/unloading facilities for different airports by using TACT Rules, Section 7.

#### ↗ **Unit 7 – Air Cargo Acceptance**

This unit emphasises the various factors which must be taken into consideration when accepting a shipment for carriage by air by fulfilling “ready for carriage” condition. It covers;

- Instruction for carriage;
- Acceptance based on the Shipper’s Letter of Instruction (SLI);
- Acceptance of special cargoes.

At the end of this unit, you will be able to make cargo booking with airlines in accordance with the applicable IATA rules and procedures.

#### ↗ **Unit 8 – Cargo Booking Procedure**

This unit introduces you to airline booking systems and procedures. It tells you why, how and when a booking should or must be made.

At the end of this unit, you will be able to make cargo bookings with airlines in accordance with the applicable IATA rules and procedures.

## ➤ Unit 9 – Cargo Automation

After going through this unit, you will be to list the main functions of SITA and to give a general description of Cargo-IMP, EDI, UN/EDIFACT, CCS, CARGO 2000 and e-freight.

## ➤ Unit 10 – Air Cargo Rates and Charges

This unit covers:

- The Air Cargo Tariff (TACT);
- IATA's geographical areas and sub-areas;
- The Chargeable weight;
- Currencies;
- Rates and charges;
- General rules;
- Minimum charges;
- General cargo rates (GCR)
- Specific commodity rates (SCR)
- Class rates;
- The lower charge in higher weight category principle;
- Precedence of rates and charges;
- Valuation charges;
- Charges collect shipments;
- Disbursements;
- Other charges and fees.

This is the largest unit of the training programme and requires the longest study time. In this unit you will learn how to apply published rates to normal consignments, based on the use of TACT Rules and Rates.

After completion of this unit, you will be able to identify IATA's areas and sub areas. Further on you will be capable to apply the through rates and charges, based on the IATA resolutions to normal cargo shipments as published in the TACT.

## ➤ Unit 11 – Air Waybill

This unit teaches you how to correctly complete air waybills (AWB) for the different types of commodities covered in this introduction in air cargo training. The unit covers:

- The airlines air waybill;
- The neutral air waybill;
- Functions of the airline and neutral air waybill;
- Completion of the airline and neutral air waybill;
- Labelling and marking.

An accurately completed air waybill is the final aim of the instruction contained in this course. At the end of this unit you will be able to complete air waybills in accordance with IATA resolutions for the type of shipments covered in this course.

## ✈ Examination Procedures

- Students are allowed 2 attempts to pass the examination within the 18-month enrolment period.
- A second failure will cause the enrolment to be cancelled
- Examinations are held in March, June, September and December of each year at Penang Freight Forwarders Training Centre.
- Examinations occur during a 2.5-hour morning sitting
- Students are allowed 2 attempts to pass the examination within the 18-month enrolment period.
- A second failure will cause the enrolment to be cancelled.

## ✈ Registering of Examination

PFFA will enrol for the exam on behalf of students for the exam.

Course Enrolment Dateline: 5<sup>th</sup> December 2012

Exam Registration Dateline: 30 December 2012

## ✈ Day of Examination

Expected to be in the week of 4<sup>th</sup> – 10<sup>th</sup> (One Day Exam) March 2012

Result day: 24<sup>th</sup> April 2012

## Trainers Profile:

### 1) Lee Wei Koon

Mr Lee Wei Koon is the current sub-committee Chairman of Education & Training of Penang Freight Forwarders Association (PFFA). He also serves PFFA as the Seafreight Board Member and Executive Council Member.

He holds the IATA/FIATA Diploma in Aircargo Introductory Course (with distinction) 1992, IATA/FIATA Diploma in Aircargo Rating 1994 and ICS Diploma in Fitness & Nutrition 1996. He is also a member of International Who's Who Historical Society.

He is a trainer with PFFA since 2006 and has attended the UNESCAP Training of Trainers Program in Port Klang in 2006 and in Bangkok in 2009. He recently completed the FIATA Training of Trainers held in Port Klang with Merit in 2010.

With over 19 years work experience in the freight forwarding industry, he has covered sales, operations, and is currently the Managing Director of local leading forwarding and packing company.

### 2) Mr. Wong Kim Chuan

Mr. KC Wong was the Education and Training Chairman of Penang Freight Forwarders Association (PFFA) from 2007 to 2009. He has been elected by the PFFA members as the Airfreight Board Member (year 2005 -2007 and 2007 – 2009) and Executive Council Member for year 2007 – 2009.

He has been in the airlines cargo and airfreight forwarding industry with multi-national companies for over two decades with 10 years in senior managerial position. He possesses solid and extensive experience in the airfreight operations besides having good hands-on experience in the sales and marketing.

Mr. KC Wong is the certified trainer by FIATA (International Federation of Freight Forwarders Associations), UNESCAP (United Nations, Economic and Social Commission for Asia and the Pacific), UNCTAD (United Nations Conference on Trade and Development), Cathay Pacific Airways Corporation and also the branch level 1 trainer in his corporate employment.

He has been actively involved in the in-house training programmes for the staff and their customers. In year 2006 and 2010, Mr. KC Wong supported Penang Freight Forwarders Association (PFFA) in the industry development programme, Foundation Course in Freight Forwarding, Logistics and Multimodal Transport, jointly organised with Federation of Malaysian Freight Forwarders (FMFF), and endorsed by the UNESCAP.

He has developed effective management and good leadership skills and trained up successors and staff of his corporate employment. His 10 years involvement in senior management level of airfreight forwarding industry has enable him to unleash effective skills in mentoring and coaching of his staff.

### 3) Kor Hock Choon

Mr Kor Hock Choon is the current Hon. Secretary General of Penang Freight Forwarders Association (PFFA) since 2005. He also serves PFFA as the Airfreight Board Member and Executive Council Member of FMFF.

He is a trainer with PFFA since 2006 and has attended the UNESCAP Training of Trainers Program in Port Klang in 2006. He recently completed the FIATA Training of Trainers held in Port Klang with Merit in 2010. With over 26 years work experience in the freight forwarding industry from rank and file, he is covering administration, finance, sales and operations, and is currently the General Manager of Japanese freight forwarder and based in Penang.

We look forward to work with your esteem organization to make the above arrangement successful and mutually beneficial.

## Contact Details

### **Penang Freight Forwarders Association**

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