

ICTQual AB



Qualification Specification

ICTQual AB International Level 3 Certificate in Airport Cargo



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ICTQual AB's

International Level 3 Certificate in Airport Cargo

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Qualification Specification about

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About ICTQual AB's

ICTQual AB is a distinguished awarding body based in the United Kingdom, dedicated to fostering excellence in education, training, and skills development. Committed to global standards, ICTQual AB's provides internationally recognized qualifications that empower individuals and organizations to thrive in an increasingly competitive world. Their offerings span diverse industries, including technical fields, health and safety, management, and more, ensuring relevance and adaptability to modern workforce needs.

ICTQual AB's delivers high-quality educational solutions through a network of Approved Training Centres worldwide. Their robust standards and innovative teaching methodologies equip learners with practical knowledge and skills for personal and professional growth. With a mission to inspire lifelong learning and drive positive change, ICTQual AB's continuously evolves its programs to stay ahead of industry trends and technological advancements.

Course Overview

The ICTQual AB International Level 3 Certificate in Airport Cargo is a globally relevant 5-credit qualification. It is specifically designed to equip learners with the advanced operational knowledge and practical skills essential for contemporary airport cargo management. Recognizing the increasing complexity and technology-driven nature of global air cargo operations, this program offers a structured and flexible pathway for learners to build competence, confidence, and industry credibility. The curriculum is centered on the critical processes of air cargo logistics, which include comprehensive documentation, proper storage, safe handling procedures, and rigorous compliance with international customs and freight forwarding regulations. Crucially, the course also emphasizes the development of essential workplace skills, such as effective communication, safety awareness, and operational coordination, which are vital for success in the demanding, high-pressure environments of airports and logistics centers worldwide.

Objectives:

Upon successful completion of this qualification, learners will be able to:

- **Manage Cargo Documentation:** Efficiently process and handle all necessary documentation for air freight, ensuring full compliance with both local and international regulations.
- **Implement Handling Procedures:** Apply industry best practices for the safe, secure, and highly efficient storage and physical handling of diverse types of cargo within the airport and warehouse environment.
- **Ensure Regulatory Compliance:** Effectively support and adhere to complex customs, security, and freight forwarding regulations, which are critical for smooth global trade operations.
- **Apply Safety Protocols:** Demonstrate a deep and practical awareness of the specific safety and security procedures required in airside and cargo terminal operations.
- **Develop Workplace Skills:** Enhance essential operational capabilities, including productive teamwork, clear communication, and efficient coordination, necessary for success within a fast-paced logistics team.

Aims:

The overarching aims of the ICTQual AB International Level 3 Certificate in Airport Cargo are to:

- **Enhance Global Employability:** Equip learners with skills and knowledge that are directly transferable, practical, and highly sought after by employers across the international aviation and logistics sectors.
- **Build Industry Competence:** Address the rising global demand for skilled personnel by providing a robust and professionally accredited educational foundation in high-precision cargo operations.
- **Facilitate Career Progression:** Provide a clear and recognized progression route, preparing learners for potential supervisory responsibilities and offering a solid base for pursuing higher-level qualifications in aviation and logistics management.
- **Promote Operational Excellence:** Cultivate a skilled workforce capable of upholding the highest standards of precision, safety, and efficiency, which are fundamental to achieving operational excellence in airport cargo handling.

Targeted Audience:

This qualification is ideal for a diverse range of individuals committed to a career in the aviation logistics and cargo sector, irrespective of their prior experience:

- **Industry Freshers:** Individuals who are seeking to enter the aviation logistics sector and require essential foundational knowledge and professional accreditation to start their career, aiming for entry-level positions such as Airside Logistics Assistant or Trainee Cargo Handler.
- **Working Professionals:** Current professionals in related fields like warehousing or general logistics, or those already in aviation, who are seeking to formalize their existing skills, gain a globally recognized qualification, and enhance their career prospects toward advanced roles like Cargo Operations Coordinator or Freight Documentation Officer.
- **Career Changers: Individuals** from other sectors looking to transition into the dynamic and technology-driven field of air cargo management, targeting positions in airports, freight terminals, courier hubs, and logistics centres worldwide, including roles like Warehouse Supervisor.

The flexible delivery model ensures the qualification's accessibility and relevance for learners across diverse global contexts.

Certification Framework

Qualification title	ICTQual AB International Level 3 Certificate in Airport Cargo
Course ID	M0045
Total Qualification Time	50
Guided Learning Hours	25
Grading Type	Pass / Fail
Competency Evaluation Assessment	<p>Coursework / Assignments / Verifiable Experience</p> <p>The assessment and verification process for ICTQual AB's qualifications involves two key stages:</p> <p>Internal Assessment and Verification:</p> <ul style="list-style-type: none">✓ Conducted by the staff at the Approved Training Centre (ATC) to ensure learners meet the required standards through continuous assessments.✓ Internal Quality Assurance (IQA) is carried out by the centre's IQA staff to validate the assessment process. <p>External Quality Assurance:</p> <ul style="list-style-type: none">✓ Managed by ICTQual AB's verifiers, who periodically review the centre's assessment and IQA processes. <p>Verifies that assessments are conducted to the required standards and ensures consistency across centres</p>

Entry Requirements

To enrol in ICTQual AB International Level 3 Certificate in Airport Cargo, learner must meet the following entry requirements:

- ✓ **Age Requirement:** Learners must be at least 16 years of age at the time of enrolment.
- ✓ **Educational Background:** Learner should have successfully completed secondary education or hold an equivalent qualification. Prior study in aviation, logistics, or transport is beneficial but not mandatory.
- ✓ **Professional Experience:** No formal work experience is required. However, learners with basic exposure to airport operations or cargo handling may find the course especially valuable for career advancement.
- ✓ **English Proficiency:** As the course is delivered in English, learners must demonstrate functional proficiency in reading, writing, speaking, and listening to participate effectively in training, assessments, and operational communication.
- ✓ **Additional Requirements:** Learners should have a genuine interest in airport cargo operations, logistics, and aviation services. Basic skills in teamwork, time management, and attention to detail are recommended. Some centres may request a short personal statement or informal interview to confirm programme suitability.

Qualification Structure

This qualification comprises 3 mandatory units. Candidates must successfully complete all mandatory units to achieve the qualification.

Mandatory Units	
Unit Ref#	Unit Title
M0045-01	Airport Cargo Operations and Service Quality
M0045-02	Cargo Movement, Tracking, and Customer Coordination
M0045-03	Health, Safety, and Regulatory Compliance in Cargo Operations

Centre Requirements

To ensure quality training delivery, centres must adhere to the following standards:

1. Centre Approval

- ✓ Centres must be formally approved by ICTQual AB's before delivering this qualification.
- ✓ Approval involves a review of facilities, policies, and staff qualifications.

2. Qualified Staff

- ✓ **Tutors:** Must hold a Level 5 or higher qualification (e.g., Higher National Diploma, Bachelor's degree, or equivalent) in Aviation Management, Logistics, Supply Chain Management, or a closely related field.
- ✓ **Assessors:** Must hold a recognized assessor qualification (e.g., CAVA, AVRA) or equivalent)
- ✓ **Internal Quality Assurers (IQAs):** Must hold a recognized IQA qualification (e.g. Level 4 Award in the IQA and Level 4 Certificate in Leading the IQA) and experience to oversee assessment standards.

3. Learning Facilities

Centre must offer:

- ✓ Private study areas and internet-enabled workspaces (for blended or physical delivery)
- ✓ Academic and pastoral support for learners
- ✓ Administrative support must be available to manage enrolment, tracking, and learner queries efficiently

4. Health and Safety Compliance

- ✓ All training facilities must comply with health and safety regulations.
- ✓ Centres must conduct regular risk assessments for practical activities.

5. Learning Resources

- ✓ **Course Materials:** Approved textbooks, study guides, and digital content must align with the qualification standards.

- ✓ **Assessment Tools:** Templates and guidelines must be provided to ensure standardized evaluation processes.
- ✓ **E-Learning Support:** Centres offering online or blended learning must implement an effective Learning Management System (LMS).

6. Assessment and Quality Assurance

- ✓ Centres must ensure assessments meet ICTQual AB's competency standards.
- ✓ Internal quality assurance (IQA) must be conducted to maintain consistency.
- ✓ External verifiers from ICTQual AB's will review assessment and training practices.

7. Learning Support

- ✓ **Qualification Guidance:** Support for coursework and assignments.
- ✓ **Career Pathway Assistance:** Information on progression opportunities in sustainability and energy sectors.
- ✓ **Accessibility Support:** Accommodations for learners with disabilities or language barriers.

8. Policies and Compliance

Centres must uphold the following policies in accordance with ICTQual AB's standards:

- ✓ Equality, Diversity, and Inclusion Policy.
- ✓ Health and Safety Policy.
- ✓ Safeguarding and Learner Protection Policy.
- ✓ Complaints and Appeals Procedure.
- ✓ Data Protection and Confidentiality Policy.

9. Reporting Requirements

- Centres must provide ICTQual AB's with regular reports on learner registrations, progress, and certification outcomes.
- Assessment records must be maintained for external auditing and quality assurance purposes.

Support for Candidates

Centres should ensure that materials developed to support candidates:

- ✓ Facilitate tracking of achievements as candidate's progress through the learning outcomes and assessment criteria.
- ✓ Include information on how and where ICTQual AB's policies and procedures can be accessed.
- ✓ Provide mechanisms for Internal and External Quality Assurance staff to verify and authenticate evidence effectively.

This approach ensures transparency, supports candidates' learning journeys, and upholds quality assurance standards.

Assessment

This qualification is competence-based, requiring candidates to demonstrate proficiency as defined in the qualification units. The assessment evaluates the candidate's skills, knowledge, and understanding against the set standards. Key details include:

1. Assessment Process:

- ✓ Must be conducted by an experienced and qualified assessor.
- ✓ Candidates compile a portfolio of evidence that satisfies all learning outcomes and assessment criteria for each unit.

2. Types of Evidence:

- ✓ Observation reports by the assessor.
- ✓ Assignments, projects, or reports.
- ✓ Professional discussions.
- ✓ Witness testimonies.
- ✓ Candidate-produced work.
- ✓ Worksheets.
- ✓ Records of oral and written questioning.
- ✓ Recognition of Prior Learning (RPL).

3. Learning Outcomes and Assessment Criteria:

- ✓ **Learning Outcomes:** Define what candidates should know, understand, or accomplish upon completing the unit.
- ✓ **Assessment Criteria:** Detail the standards candidates must meet to demonstrate that the learning outcomes have been achieved.

This framework ensures rigorous and consistent evaluation of candidates' competence in line with the qualification's objectives.

Unit Descriptors

M0045-01- Airport Cargo Operations and Service Quality

This unit covers the full operational flow of air cargo, focusing on processes from acceptance to final delivery. Learners will master procedures like booking confirmation, cargo preparation, and the use of Unit Load Devices (ULDs). A primary objective is delivering high service quality by understanding the impact of delays, managing discrepancies, and implementing effective communication with all stakeholders, including shippers and consignees. The unit equips learners to manage daily tasks efficiently while ensuring customer satisfaction and upholding the reputation of airport logistics services.

Learning Outcome:

Assessment Criteria:

- | | |
|--|---|
| 1. Understand the key functions and workflows involved in airport cargo operations. | 1.1 Describe the three main stages (acceptance, warehousing, delivery) of the airport cargo handling workflow.
1.2 Explain the purpose of key cargo documentation, such as the Air Waybill (AWB) and Manifest.
1.3 Interpret a standard operating procedure (SOP) for processing inbound cargo. |
| 2. Apply service quality principles to cargo handling and customer interaction. | 2.1 Identify and explain four principles of good service quality (e.g., reliability, responsiveness) relevant to cargo operations.
2.2 Demonstrate professional communication etiquette when dealing with a complex customer query.
2.3 Use a service quality checklist to evaluate a simulated cargo acceptance process.
2.4 Propose a solution to a defined service delay problem that aligns with customer needs. |
| 3. Demonstrate efficiency and professionalism in managing inbound and outbound cargo. | 3.1 Complete a complex cargo acceptance form accurately and on time.
3.2 Select and justify the appropriate storage location for different types of general cargo (e.g., volume, weight).
3.3 Initiate the correct procedures for handling an irregular or non-routine shipment (e.g., oversized item). |
| 4. Support timely cargo processing through coordination with ground handling teams. | 4.1 Communicate clear and concise load instructions to the ground handling supervisor for a specific flight.
4.2 Evaluate the impact of a resource shortage (e.g., fewer staff) on the cargo processing timeline.
4.3 Track and report the status of a specific batch of cargo to the ground handling team using the correct terminology. |

- | | |
|---|---|
| | 4.4 Suggest a minor improvement to the current handover process between the warehouse and the ramp team. |
| 5. Recognise the impact of service quality on operational performance and customer satisfaction. | <p>5.1 Explain how cargo damage caused by poor handling directly affects the airline's reputation and financial performance.</p> <p>5.2 Interpret basic feedback (e.g., from a customer survey) to identify areas for service improvement.</p> <p>5.3 Justify the need for accurate documentation as a key driver for both efficiency and customer trust.</p> |
| 6. Monitor cargo movement to ensure accuracy, speed, and compliance with service standards. | <p>6.1 Use the designated tracking system to verify the current location and status of a specific shipment.</p> <p>6.2 Identify a deviation from the expected movement timeline and autonomously initiate a reporting procedure.</p> <p>6.3 Compare actual cargo processing times against established service level agreements (SLAs).</p> <p>6.4 Summarise the key compliance checks required during the cargo dispatch process.</p> |
| 7. Promote teamwork and communication in cargo zones to enhance service delivery. | <p>7.1 Participate effectively in a team scenario to solve a complex, non-routine cargo issue (e.g., misrouted shipment).</p> <p>7.2 Provide constructive guidance to a new team member on an unfamiliar cargo procedure.</p> <p>7.3 Use clear, professional communication to resolve a minor conflict between two operational teams.</p> |
| 8. Contribute to continuous improvement initiatives in airport cargo operations. | <p>8.1 Suggest a feasible procedural change to reduce errors in a defined part of the workflow.</p> <p>8.2 Collect and present basic data (e.g., error rates) to support a proposed improvement.</p> <p>8.3 Review the effectiveness of a recently implemented change (e.g., a new documentation method).</p> <p>8.4 Explain the value of regular team feedback sessions in identifying areas for continuous improvement.</p> |

M0045-02- Cargo Movement, Tracking, and Customer Coordination

This unit addresses the technical aspects of physical cargo handling and maintaining logistics visibility. Learners will acquire skills in secure storage, loading, and unloading, with special attention to handling dangerous, temperature-sensitive, or valuable goods. A core element involves utilizing tracking systems and technology for real-time shipment monitoring. The unit emphasizes strong customer coordination, enabling learners to proactively manage tracing inquiries, provide updates, and swiftly resolve logistical issues in collaboration with freight forwarders and customs agents, ensuring smooth and timely cargo transit.

Learning Outcome:	Assessment Criteria:
1. Understand the end-to-end process of cargo movement within airport environments.	<ul style="list-style-type: none">1.1 Map the typical journey of an export shipment from acceptance to aircraft loading.1.2 Explain the purpose of a Unit Load Device (ULD) and its role in efficient movement.1.3 Identify the key decision points and handovers between different internal teams during cargo movement.
2. Apply tracking systems and documentation procedures to monitor cargo flow.	<ul style="list-style-type: none">2.1 Use a standard cargo tracking system to generate a status report for multiple shipments.2.2 Correctly complete the paperwork required for a transshipment (transfer cargo).2.3 Investigate a discrepancy between the physical cargo count and the manifest data.2.4 Review a set of cargo documents for completeness and compliance with procedural requirements.
3. Communicate effectively with internal teams and external customers regarding cargo status.	<ul style="list-style-type: none">3.1 Draft a professional email update for a customer regarding a scheduled shipment delay.3.2 Use appropriate technical vocabulary when coordinating a special handling requirement with the warehouse team.3.3 Actively listen to and correctly summarise a customer's complex concern over the phone.
4. Resolve basic customer queries and coordinate updates on shipment progress.	<ul style="list-style-type: none">4.1 Exercise judgment to determine if a customer query is within the scope of own authority to resolve.4.2 Successfully resolve a defined common customer issue (e.g., incorrect contact details).4.3 Coordinate with the relevant department (e.g., customs) to get an accurate status update for a customer.4.4 Log and document a customer interaction, including the resolution steps taken, using the correct system.

5. Support the use of digital tools for cargo tracking and reporting.

- 5.1 Demonstrate the ability to input and retrieve key data from a designated digital cargo management system.
- 5.2 Explain the benefits of using an electronic Air Waybill (e-AWB) compared to a paper AWB.
- 5.3 Assist a colleague in navigating and using a new digital reporting feature.

6. Recognise the importance of transparency and responsiveness in customer coordination.

- 6.1 Explain how proactive updates on potential issues (e.g., flight changes) build customer trust.
- 6.2 Describe the appropriate response time for different types of customer communication (e.g., email, phone call).
- 6.3 Identify the key information to include in a status update to ensure full transparency.
- 6.4 Justify the use of clear, simple language when communicating complex operational details to a customer.

7. Assist in managing delays, discrepancies, and service recovery procedures.

- 7.1 Follow the established procedure for reporting a significant cargo discrepancy (e.g., shortage or over-shipment).
- 7.2 Propose a short-term action to mitigate the customer impact of a major flight delay.
- 7.3 Draft a formal apology and explanation as part of a service recovery process.

8. Promote customer satisfaction through accurate cargo handling and proactive communication.

- 8.1 Identify at least two actions during the acceptance phase that prevent future customer dissatisfaction.
- 8.2 Create a checklist for proactive communication points during a shipment's lifecycle.
- 8.3 Describe how attention to detail in documentation (accuracy) directly contributes to customer satisfaction.
- 8.4 Summarise the steps for providing a final, successful delivery notification to the consignee.

M0045-03- Health, Safety, and Regulatory Compliance in Cargo Operations

This unit focuses on ensuring safe, secure, and legally compliant cargo operations. Learners will gain detailed knowledge of international aviation security requirements and national customs regulations, including screening processes. Essential workplace health and safety practices specific to airside and warehouse environments are covered, focusing on risk assessment, safe equipment operation, and emergency procedures. By emphasizing rigorous adherence to IATA regulations and local laws, this unit ensures learners can effectively identify, mitigate, and report hazards, supporting an operation that is consistently secure and fully compliant with all governing bodies.

Learning Outcome:

Assessment Criteria:

- | | |
|---|---|
| 1. Understand health and safety protocols relevant to airport cargo environments. | 1.1 Identify and explain the meaning of three common safety signs and markings found in a cargo zone.
1.2 Describe the correct procedure for reporting a near-miss or unsafe working condition.
1.3 State the purpose and correct use of personal protective equipment (PPE) in a specific cargo scenario.
1.4 Explain the risk associated with different types of workplace accidents (e.g., slips, trips). |
| 2. Apply safe handling techniques for general, fragile, and hazardous cargo. | 2.1 Demonstrate the correct manual handling technique for lifting a medium-weight item, adhering to protocol.
2.2 Interpret the basic markings and labels on a fragile shipment to determine the correct stacking and movement method.
2.3 Select the correct segregation and storage area for a defined Class 9 (Miscellaneous Hazardous Material) shipment. |
| 3. Recognise regulatory requirements for cargo movement, storage, and documentation. | 3.1 Identify the key governing body (e.g., IATA, ICAO) responsible for international air cargo regulations.
3.2 Explain the importance of the Shipper's Declaration for Dangerous Goods documentation.
3.3 Compare the regulatory requirements for domestic cargo versus international cargo.
3.4 Describe the specific storage conditions required by regulation for a temperature-sensitive shipment. |
| 4. Support compliance with national and international aviation cargo standards. | 4.1 Use a checklist to verify that a shipment meets all security screening requirements before loading. |

- 5. **Identify risks and hazards in cargo zones and report them appropriately.**
 - 4.2 Explain the role of a known consignor in the secure supply chain.
 - 4.3 Review a set of cargo documents to ensure compliance with the current security and screening standards.
 - 5.1 Conduct a basic risk assessment of a designated area, identifying at least four potential hazards.
 - 5.2 Prioritise the immediate actions required when a major spill of an unknown substance is discovered.
 - 5.3 Complete a formal incident report detailing a workplace hazard that could lead to injury.
 - 5.4 Suggest a preventative measure to reduce the risk of vehicle accidents in a busy area.
- 6. **Promote a safety-first culture through awareness and responsible behavior.**
 - 6.1 Deliver a short safety briefing to a small group of colleagues on a specific hazard (e.g., vehicle movement).
 - 6.2 Act as a role model by consistently wearing and using the correct PPE.
 - 6.3 Gently correct a colleague who is observed performing an unsafe procedure, following company guidelines.
- 7. **Assist in inspections, audits, and documentation checks for regulatory compliance.**
 - 7.1 Prepare and organise the required documentation (e.g., training records, SOPs) for a routine audit.
 - 7.2 Correctly complete a security checklist during a physical cargo inspection.
 - 7.3 Respond professionally and accurately to a simple question from an auditor about a daily procedure.
 - 7.4 Use a record-keeping system to verify the validity of a required security training certificate.
- 8. **Contribute to secure and lawful cargo operations through adherence to procedures.**
 - 8.1 Apply the Chain of Custody procedures when handling high-value or sensitive cargo.
 - 8.2 Explain the consequences of non-compliance with customs declaration procedures.
 - 8.3 Take responsibility for ensuring all security seals on a ULD are correctly applied and recorded before departure.

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