

ICTQual AB



Qualification Specification

International Level 3 Diploma in Airport Cargo



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ICTQual AB's

International Level 3 Diploma 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 Diploma in Airport Cargo is a robust and comprehensive training program comprising 30 credit hours. This diploma is meticulously designed to provide learners with an in-depth understanding and practical expertise in the critical area of airport cargo operations and logistics. Airport cargo management is a cornerstone of global trade, demanding high levels of precision, strict compliance, and operational efficiency. This course addresses these requirements by covering essential topics such as cargo acceptance, international documentation, labelling standards, and regulatory frameworks. Learners will gain competencies in:

- Cargo flow coordination.
- Warehouse management.
- Safety compliance.
- Advanced operational planning and quality assurance.

The flexible delivery across ICTQual AB centres ensures learners can build professional credibility and enhance their employability, making them ready to meet the demands of the modern air cargo industry.

Objectives

Upon successful completion of the diploma, learners will be able to:

- **Master Fundamental Operations:** Acquire in-depth knowledge of core airport cargo processes, including acceptance, handling, and delivery.
- **Ensure Regulatory Compliance:** Understand and apply international documentation, labelling standards, and regulatory frameworks vital for compliant global cargo movement.
- **Develop Practical Skills:** Gain practical skills in efficient cargo flow coordination, strategic warehouse management, and strict safety compliance procedures.
- **Enhance Professional Competencies:** Strengthen essential soft skills, including problem-solving, communication, and leadership, highly valued within the aviation and logistics sector.

Aims

The primary aims of the ICTQual AB International Level 3 Diploma in Airport Cargo are to:

- **Prepare Learners for Advanced Roles:** Equip learners with the necessary knowledge and skills to successfully undertake advanced responsibilities within airport cargo operations and logistics.
- **Establish Career Pathways:** Provide freshers with a strong foundation to establish a rewarding career in the aviation industry.
- **Facilitate Professional Progression:** Enable existing professionals to enhance their expertise, securing career progression into supervisory or specialised roles.
- **Cultivate Industry-Ready Specialists:** Produce highly competent graduates who are fully prepared to navigate the complexities and technological demands of the global air cargo environment.

Targeted Audience

This qualification is suitable for a broad range of individuals, including:

- **Freshers and New Entrants:** Individuals aiming to establish a successful career in the aviation, logistics, or supply chain sectors, particularly those interested in airport cargo management.
- **Current Industry Professionals:** Those already working in airport operations, ground handling, freight forwarding, or logistics who seek to formally enhance their expertise, gain a recognised qualification, and progress into supervisory or specialised roles such as:
 - Cargo Supervisor
 - Documentation Officer
 - Warehouse Coordinator
 - Terminal Operations Specialist
- **Career Changers:** Individuals from related fields looking to transition their skills into the high-demand, specialized area of air cargo operations.

Certification Framework

Qualification title	ICTQual AB International Level 3 Diploma in Airport Cargo
Course ID	M0046
Total Qualification Time	300 Hours
Guided Learning Hours	150
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 Diploma in Airport Cargo, learner must meet the following entry requirements:

- ✓ **Age Requirement:** Learners must be at least 18 years of age at the time of enrolment.
- ✓ **Educational Background:** Learner should have completed secondary education or 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, cargo handling, or logistics may benefit from enhanced understanding and progression.
- ✓ **English Proficiency:** As the course is delivered in English, learners must demonstrate functional proficiency in reading, writing, speaking, and listening. This ensures full engagement with course content, 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 6 mandatory units. Candidates must successfully complete all mandatory units to achieve the qualification.

Mandatory Units	
Unit Ref#	Unit Title
M0046-01	Air Cargo Operations and Warehouse Management
M0046-02	Freight Documentation and E-AWB Systems
M0046-03	Dangerous Goods Handling and IATA Regulations
M0046-04	Airport Cargo Terminal and Ground Support Systems
M0046-05	Cargo Service Quality and Performance Standards
M0046-06	Customer Relations and Cargo Communication Skills

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

M0046-01- Air Cargo Operations and Warehouse Management

This unit provides a comprehensive overview of the end-to-end air cargo process, from acceptance to delivery. Learners will study efficient cargo handling protocols, optimal warehouse layout, inventory control, and advanced safety practices. It focuses on coordinating cargo flow, applying storage strategies for different freight types, and mastering operational efficiency to ensure timely and secure movement across the airport terminal environment.

Learning Outcome:

Assessment Criteria:

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| 1. Understand the end-to-end process of air cargo handling within airport environments. | 1.1 Describe the sequence of steps from cargo acceptance at the terminal to final loading onto the aircraft.
1.2 Identify the main operational and documentation points where delays commonly occur in the process.
1.3 Explain the role of at least four different parties (e.g., customs, airline, freight forwarder) involved in the handling process. |
| 2. Apply warehouse management principles to cargo storage, segregation, and retrieval. | 2.1 Correctly apply at least three common segregation rules for different types of cargo (e.g., food, hazardous materials).
2.2 Explain the use of a simple inventory location system (e.g., aisle, rack, level) during storage and retrieval.
2.3 Propose a solution for optimising storage space for a defined set of cargo shipments.
2.4 Follow procedures to safely and correctly retrieve a specified cargo item using the location system. |
| 3. Operate basic cargo handling equipment safely and efficiently under supervision. | 3.1 Conduct necessary pre-use checks on a basic handling equipment item (e.g., pallet jack) according to safety procedures.
3.2 Operate the equipment to move cargo between two designated points without causing damage or incident.
3.3 Comply with all site safety rules, including wearing personal protective equipment (PPE), during equipment operation. |
| 4. Support inventory control, cargo labelling, and movement tracking procedures. | 4.1 Accurately verify the physical count and description of a cargo shipment against its manifest.
4.2 Correctly apply required labels (e.g., destination, special handling) to a shipment following the movement instructions.
4.3 Use the tracking system to input or update the location status of a specific cargo unit. |

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| 5. Recognise the importance of temperature control, stacking, and cargo integrity. | <ul style="list-style-type: none">5.1 Identify three types of cargo that require temperature or special handling control and state the reason for the requirement.5.2 Apply safe stacking principles (e.g., heaviest at the bottom, stability) when building a practical cargo stack.5.3 Report any visible sign of damage or compromised integrity (e.g., wet box, broken seal) on a received unit following procedure.5.4 Select appropriate protection methods (e.g., plastic wrap, corner boards) for a defined type of cargo. |
| 6. Assist in coordinating inbound and outbound cargo flows within warehouse zones. | <ul style="list-style-type: none">6.1 Follow instructions to direct newly received inbound cargo to the correct staging or storage zone.6.2 Prepare the required documentation and stage the correct outbound cargo units for a specific flight or vehicle departure.6.3 Clearly communicate with a team member about potential issues or changes affecting flow coordination. |
| 7. Promote safety, accuracy, and efficiency in cargo storage and retrieval operations. | <ul style="list-style-type: none">7.1 Identify three potential hazards in the storage area and suggest a simple corrective action for each.7.2 Complete a defined cargo operation task within the standard time required for efficiency.7.3 Check the work of a colleague (e.g., labelling or weight calculation) to ensure accuracy against the manifest. |
| 8. Contribute to the smooth functioning of warehouse logistics and cargo turnaround. | <ul style="list-style-type: none">8.1 Describe how specific actions in their own role (e.g., quick weighing) directly affect the overall cargo turnaround time.8.2 Propose a minor, practical improvement to a current warehouse process (e.g., how tools are stored).8.3 Effectively manage a non-routine issue (e.g., a misrouted pallet) without causing a major delay to the overall schedule.8.4 Complete a shift-end log or handover note detailing all outstanding tasks or issues for the next team. |

M0046-02- Freight Documentation and E-AWB Systems

This unit equips learners with expertise in essential international air freight documentation. It covers the accurate completion and verification of the Master and House Air Waybill (AWB), manifest, and customs declarations. A key focus is the transition to and utilization of electronic Air Waybill (e-AWB) systems, including their legal, operational, and data compliance requirements for seamless global trade.

Learning Outcome:	Assessment Criteria:
1. Identify key freight documents including airway bills, cargo manifests, and customs forms.	<ul style="list-style-type: none">1.1 Correctly name and explain the main purpose of at least four key air cargo documents.1.2 Clearly distinguish between the use of a Master Airway Bill (MAWB) and a House Airway Bill (HAWB).1.3 Match a specific cargo procedure (e.g., delivery to consignee) to the relevant document needed.1.4 Locate and verify essential data fields (e.g., shipper details, commodity) on a sample Airway Bill.
2. Understand the structure, purpose, and legal status of the electronic airway bill (e-AWB).	<ul style="list-style-type: none">2.1 Describe the key data sections and required information in an e-AWB message.2.2 Explain the legal reason why an e-AWB is accepted as a formal contract of carriage.2.3 State two key practical advantages of using the e-AWB system compared to using paper documents.
3. Complete basic documentation for domestic and international cargo shipments.	<ul style="list-style-type: none">3.1 Accurately enter shipment details (e.g., chargeable weight, number of pieces) into a digital or paper form.3.2 Select the correct route, airline code, and flight number for a defined shipment destination.3.3 Generate a final Airway Bill or Manifest draft based on the collected cargo details.3.4 Check a completed document against the source information to ensure zero data errors.
4. Apply IATA and ICAO standards in freight documentation and digital processing.	<ul style="list-style-type: none">4.1 Apply the correct IATA coding rules for a given destination airport or currency in a document.4.2 Follow the correct procedure for handling and correcting discrepancies found on inbound documentation.4.3 Explain how a specific ICAO standard (e.g., related to security) influences the documentation needed.

- 5. Support the transition from paper-based to electronic cargo documentation systems.**
 - 5.1 Identify and explain one major challenge faced when moving from paper files to digital documentation.
 - 5.2 Successfully process both a digital document and a corresponding paper document for the same type of shipment.
 - 5.3 Guide a colleague through the basic steps of converting an existing paper file into a digital record.

- 6. Ensure accuracy and compliance in cargo data entry and transmission.**
 - 6.1 Use the official checklist to verify that all mandatory data fields are correctly completed before transmitting the data.
 - 6.2 Report a data entry error or potential compliance risk to the supervisor immediately.
 - 6.3 Follow the documented procedure for correcting transmitted data based on supervisor instructions.
 - 6.4 Select the correct transmission method (e.g., EDI, email) based on the recipient's requirements.

- 7. Communicate effectively with freight forwarders and documentation teams.**
 - 7.1 Write a clear and professional email to a freight forwarder requesting essential missing shipment details.
 - 7.2 Respond to a query about documentation status within the agreed internal service timeframe.
 - 7.3 Use correct industry terminology (e.g., consignee, routing, cut-off time) during all communications.

- 8. Promote efficiency and traceability through the use of e-AWB platforms.**
 - 8.1 Use the e-AWB system to successfully trace the movement and documentation status of a specific shipment.
 - 8.2 Propose one practical way the e-AWB process could be made faster or more efficient in a specific workplace scenario.
 - 8.3 Clearly explain to a customer how using the digital system improves shipment tracking and security.
 - 8.4 Maintain the digital filing system to ensure quick and easy retrieval of archived e-AWBs.

M0046-03- Dangerous Goods Handling and IATA Regulations

This mandatory unit introduces the principles of safely handling and transporting dangerous goods (DGR) in accordance with stringent IATA Dangerous Goods Regulations. Learners will identify dangerous goods classes, apply correct packaging, marking, labelling, and documentation procedures. The unit ensures proficiency in emergency response protocols and adherence to security and safety compliance.

Learning Outcome:

Assessment Criteria:

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| 1. Understand the classification and labelling of dangerous goods in air cargo. | 1.1 Correctly identify the Hazard Class and Division number for three different examples of dangerous goods.
1.2 Describe the significance of the UN number and the Proper Shipping Name (PSN) on DG documentation.
1.3 Match the correct danger label and handling label to a specified DG item based on its classification.
1.4 Explain why correct classification is the first essential step for safe handling procedures. |
| 2. Apply IATA Dangerous Goods Regulations (DGR) to cargo acceptance and handling. | 2.1 Use the DGR manual or quick reference guide to confirm if a specific DG item is permitted for air transport.
2.2 Verify that the Shipper's Declaration is correctly completed and matches the required package markings.
2.3 Reject a DG shipment based on a clearly identified non-compliance issue with the DGR (e.g., wrong label, leakage). |
| 3. Identify restricted, prohibited, and special-category items requiring special procedures. | 3.1 Name two common items that are completely forbidden from air transport and state the reason.
3.2 Recognise a special-category item (e.g., lithium batteries) and state the required special handling procedure.
3.3 Follow the internal process for seeking supervisor approval before accepting a restricted but permitted item. |
| 4. Support safe packaging, documentation, and segregation of hazardous materials. | 4.1 Check the external packaging integrity and suitability for a specified DG shipment (e.g., strong enough, correct closures). |

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| <p>5. Recognise the roles of shippers, carriers, and handlers in DG compliance.</p>

<p>6. Assist in inspections, reporting, and emergency response procedures.</p>

<p>7. Promote a safety-first culture in the handling of dangerous goods.</p>

<p>8. Ensure adherence to international safety and legal standards in DG operations.</p> | <p>4.2 Verify the correct segregation requirements (e.g., distance or isolation) when storing different DG classes together.</p> <p>4.3 Ensure all required DG documentation is correctly placed and accessible for the flight crew or inspectors.</p> <p>4.4 Report unsafe packaging or incorrect labelling discovered during the handling process to a supervisor.</p>
<p>5.1 Explain the primary legal responsibility of the shipper regarding DG (e.g., classification, correct documentation).</p> <p>5.2 Describe the main responsibilities of the cargo handler (e.g., acceptance checks, correct storage).</p> <p>5.3 Outline the immediate steps a carrier must take if a DG incident is discovered during flight.</p>
<p>6.1 Carry out a basic visual inspection of a DG package according to the acceptance checklist.</p> <p>6.2 Locate and demonstrate the use of the appropriate emergency response guide (ERG) for a simulated incident.</p> <p>6.3 Complete an accurate initial report of a DG discrepancy or minor incident following company protocol.</p> <p>6.4 Follow supervisor instructions to contain a simulated minor spill of a common hazardous substance.</p>
<p>7.1 Challenge a colleague or superior who is clearly not following a DG safety procedure.</p> <p>7.2 Clearly communicate the specific hazards (e.g., flammable, corrosive) of a DG item to all nearby team members.</p> <p>7.3 Maintain a tidy, well-marked, and obstruction-free DG storage and handling area.</p>
<p>8.1 State the potential legal consequence (e.g., fines, operational suspension) of non-compliance with DGR.</p> <p>8.2 Confirm that the latest version of the relevant DG regulations and internal procedures is available for use.</p> |
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- 8.3 Describe the process for reporting a suspected breach of DG regulations by another party.
- 8.4 Complete a self-check on a DG handling task to confirm full regulatory adherence before signing off.

M0046-04- Airport Cargo Terminal and Ground Support Systems

This unit explores the infrastructure and technology supporting modern air cargo. Learners will examine the design and function of cargo terminals, specialized handling equipment, and mechanized systems (MHS) for loading and build-up. It covers the efficient operation and maintenance of ground support systems and security screening technology critical for continuous cargo flow.

Learning Outcome:	Assessment Criteria:
1. Understand the layout, functions, and workflows of airport cargo terminals.	<ul style="list-style-type: none">1.1 Sketch the basic layout of the terminal, identifying the Receiving, Storage, and Airside zones.1.2 Describe the main function and importance of three different sections within the terminal (e.g., Customs area, Breakdown area).1.3 Explain the typical physical workflow for an Import cargo shipment passing through the terminal.
2. Identify key ground support equipment (GSE) used in cargo handling operations.	<ul style="list-style-type: none">2.1 Correctly name and describe the primary function of four different GSE types (e.g., Forklift, Dolly, Unit Load Device (ULD) Transporter).2.2 Select the correct and most appropriate GSE required for a specific task (e.g., moving a heavy pallet).2.3 Locate and confirm the basic operational readiness status (e.g., fluid levels, tyre condition) of a piece of GSE.
3. Support the coordination of cargo loading, unloading, and transfer activities.	<ul style="list-style-type: none">3.1 Follow the instruction to direct the correct cargo items to the specified aircraft position or ULD.3.2 Use the two-way radio or headset to communicate clear and necessary instructions to the ramp team during a transfer.3.3 Ensure the transfer area is safely prepared with all required equipment and safety barriers before operations begin.3.4 Report any immediate delays or unexpected changes in the coordination plan to the supervisor.
4. Apply safety protocols in the use of trolleys, dollies, ULDs, and conveyor systems.	<ul style="list-style-type: none">4.1 Secure a cargo load onto a dolly or trolley using the appropriate methods (e.g., nets, straps) to prevent movement.4.2 Perform a visual check on a ULD (e.g., structural integrity, latch function) before loading cargo.

5. Monitor cargo movement between aircraft, terminals, and storage areas.

4.3 Follow the required procedure for using or stopping a conveyor system in a safe manner.

5.1 Accurately record the time and location of a cargo unit moving from the terminal to the aircraft side.

5.2 Use the tracking system to monitor and report the current status of a high-priority shipment.

5.3 Recognise and report an unauthorised or unsafe movement of cargo within a controlled area.

5.4 Verify the security seals on a ULD before it is released from the terminal boundary.

6. Assist in maintaining equipment readiness and operational efficiency.

6.1 Complete the daily pre-use checklist for a designated GSE item, correctly reporting any faults found.

6.2 Follow the correct and safe procedure for refuelling or recharging a piece of equipment.

6.3 Ensure all used equipment is returned immediately to the designated parking/storage area after use.

7. Promote collaboration between cargo, ramp, and ground handling teams.

7.1 Successfully exchange crucial information (e.g., unexpected weight or piece count change) with a ramp team member.

7.2 Provide specific, constructive feedback to a colleague on how to improve communication during a transfer.

7.3 Use common industry language and standard hand signals correctly during ground operations.

8. Contribute to timely and secure cargo processing within terminal operations.

8.1 Complete a defined cargo processing step (e.g., X-ray screening or weighing) within the allocated time standard.

8.2 Propose a method to reduce waiting time in a specific bottleneck area (e.g., waiting for documentation sign-off).

8.3 Identify and report a security weakness (e.g., an unattended door or unescorted person) in the terminal area.

8.4 Apply all security seals and required markings to cargo and ULDs according to the company's security plan.

M0046-05- Cargo Service Quality and Performance Standards

This unit focuses on implementing and monitoring service excellence in the cargo environment. It covers key performance indicators (KPIs), adherence to Service Level Agreements (SLAs), and quality assurance practices. Learners will assess operational bottlenecks, apply corrective actions, and utilize industry standards to drive efficiency, minimize delays, and enhance overall supply chain reliability.

Learning Outcome:	Assessment Criteria:
1. Understand the principles of service quality in airport cargo operations.	<ul style="list-style-type: none">1.1 Define at least three core elements of service quality (e.g., reliability, responsiveness, accuracy) in the cargo industry.1.2 Explain the direct positive or negative impact of service quality on the customer's decision to use the company again.1.3 Describe the link between following Standard Operating Procedures (SOPs) and maintaining consistent service quality.
2. Apply key performance indicators (KPIs) to monitor cargo service delivery.	<ul style="list-style-type: none">2.1 Correctly calculate the actual result for a defined KPI (e.g., Documentation Accuracy Rate) using provided data.2.2 Compare the calculated result against the target goal and clearly state if the performance was met or missed.2.3 Suggest one operational factor that could be specifically improved to help meet a missed KPI target.2.4 Locate and report the current status of three key operational performance indicators from the tracking system.
3. Identify factors affecting cargo turnaround time, accuracy, and customer satisfaction.	<ul style="list-style-type: none">3.1 List three common operational causes of delays in the physical cargo turnaround process.3.2 Identify two common sources of documentation errors that can negatively affect shipment accuracy.3.3 Describe how a slow response to an enquiry can reduce a customer's satisfaction.
4. Support continuous improvement initiatives in cargo handling and documentation.	<ul style="list-style-type: none">4.1 Participate actively in a team discussion by providing specific feedback on a current process inefficiency.4.2 Accurately implement a minor process change (e.g., a revised checklist) as directed by the supervisor.

- 5. Promote compliance with service level agreements (SLAs) and operational benchmarks.**
 - 4.3 Track and report the results of a new initiative (e.g., recording the number of errors) over a defined period.
 - 4.4 Use a simple problem-solving method to explore the root cause of a repeated failure or error.
 - 5.1 Identify which SLA applies to a specific shipment type based on its priority or customer contract.
 - 5.2 Explain the consequence (e.g., penalty fee) of failing to meet a key SLA with a major client.
 - 5.3 Prioritise an urgent task over a routine one based on the time-critical nature of its SLA deadline.
- 6. Assist in reporting service delays, discrepancies, and corrective actions.**
 - 6.1 Complete the official form/system to accurately log a service delay, stating the precise reason.
 - 6.2 Propose a specific, achievable corrective action for a documented handling discrepancy (e.g., mis-weighing).
 - 6.3 Follow supervisor instructions to contact a customer with an explanation and apology for a reported delay.
 - 6.4 Complete the necessary administrative steps to action a proposed corrective measure.
- 7. Contribute to quality assurance processes and performance audits.**
 - 7.1 Successfully present the required documentation and evidence for a specific audited process when asked.
 - 7.2 Conduct a peer-review check on a colleague's completed task to assure quality standards are met.
 - 7.3 Accurately answer questions from an auditor about a standard operating procedure (SOP).
 - 7.4 Suggest one way to make an existing SOP clearer or easier for a new employee to follow.
- 8. Enhance operational excellence through attention to detail and service consistency.**
 - 8.1 Demonstrate a methodical, step-by-step, and error-free approach when checking an important shipment manifest.
 - 8.2 Complete the same task (e.g., ULD build-up) consistently to the required standard on multiple occasions.
 - 8.3 Identify an inconsistency or conflict between two different SOPs and flag it to the supervisor for review.

M0046-06- Customer Relations and Cargo Communication Skills

This unit develops professional communication and customer relationship management skills vital for the cargo sector. It focuses on effective interaction with shippers, freight forwarders, airlines, and customs authorities. Learners will practice resolving shipment discrepancies, handling claims, providing proactive updates, and maintaining a high level of professional integrity in all client and stakeholder communications.

Learning Outcome:	Assessment Criteria:
1. Communicate effectively with customers, freight agents, and internal teams.	<ul style="list-style-type: none">1.1 Use clear, straightforward language when explaining a technical term (e.g., 'Volumetric Weight') to a customer.1.2 Tailor the communication style (e.g., formal email vs. casual phone call) appropriately for the recipient and situation.1.3 Provide a concise and complete update on cargo status via telephone or email using professional language.
2. Respond professionally to cargo-related enquiries, updates, and service issues.	<ul style="list-style-type: none">2.1 Acknowledge a customer enquiry in the official channel within the company's specified response time.2.2 Structure a written response using a professional format (greeting, clear answer, appropriate closing).2.3 Maintain a patient and professional manner when dealing with a customer who is frustrated or emotional.2.4 Accurately relay a complex update (e.g., reasons for a flight diversion) to all relevant internal teams.
3. Apply active listening and problem-solving techniques in customer interactions.	<ul style="list-style-type: none">3.1 Accurately summarise a customer's issue or request back to them to confirm complete understanding (active listening).3.2 Ask at least two relevant, probing questions to gather all necessary details before offering a solution.3.3 Propose at least two possible solutions for a simple, well-defined problem (e.g., a minor documentation error).
4. Support the resolution of complaints, delays, and documentation discrepancies.	<ul style="list-style-type: none">4.1 Document a complaint accurately in the official system, including the full details and customer expectation.

- 5. Promote a customer-focused approach in cargo handling and service delivery.**
 - 4.2 Follow the internal process for escalating a complaint that cannot be resolved immediately by the front line.
 - 4.3 Communicate the agreed resolution to the customer clearly, professionally, and in a timely manner.
 - 4.4 Complete the necessary follow-up work (e.g., filing a claim form) to action the proposed corrective measure.
- 6. Use appropriate communication channels for cargo updates and coordination.**
 - 5.1 Identify and fulfil a specific, reasonable customer request (e.g., holding cargo for a late truck).
 - 5.2 Describe how operational decisions (e.g., prioritising one shipment) are made while considering the customer's needs.
 - 5.3 Go beyond the minimum requirement (e.g., providing a proactive, unrequested update) to enhance the customer experience.
- 7. Maintain accurate records of customer interactions and service outcomes.**
 - 6.1 Select the correct communication channel (e.g., phone for urgency, email for official record) for a given situation.
 - 6.2 Verify that a critical update has been received and acknowledged by the intended recipient team or party.
 - 6.3 Follow the company's policy for official internal communication (e.g., using specific reporting templates).
 - 6.4 Ensure the confidentiality of customer data when transmitting updates via any channel.
- 8. Build trust and satisfaction through clear, timely, and courteous communication.**
 - 7.1 Log the key details of a phone conversation (e.g., date, topic, outcome) immediately after it concludes.
 - 7.2 File all written correspondence (emails, forms) into the designated digital or physical record system accurately.
 - 7.3 Retrieve a past customer interaction record quickly and accurately when requested by a manager.
- 8.1 Use positive and courteous language in all interactions, even when delivering bad news (e.g., a delay).
 - 8.2 Meet or exceed the promised deadline for providing an update or response to a customer.

- 8.3 Follow-up with a customer to confirm their satisfaction with the resolution provided.
- 8.4 Present all information in a clear, easy-to-read, and well-structured format.

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