

# Air Cargo Fundamental Competencies Program

## Developing the Core Skills for Professional Air Cargo Operations

15 DAYS DIPLOMA PROGRAM | MAX 16 PARTICIPANTS | Available Languages: DE+EN

AIR CARGO MANAGEMENT

AVIATIONNOW.ACADEMY

### Description

Upon successful completion of all six tracks, participants are awarded the AviationNOW / TIACA Diploma. This certification confirms their solid understanding of the core principles of the air cargo industry and recognizes their readiness to operate confidently and responsibly within an international logistics environment.

This program is designed as a structured entry pathway into the world of air cargo. It provides a solid foundation by combining operational knowledge, regulatory awareness, safety compliance, and essential business skills. Participants gain a clear understanding of industry processes, terminology, and standards while developing practical competencies for daily operations. The program covers onboarding fundamentals, air cargo basics, compliance essentials, Dangerous Goods regulations, negotiation skills, and introductory management principles. Emphasis is placed on accuracy, safety, responsibility, and professional communication — all critical elements in a highly regulated industry. By building competence step by step, the program ensures that newcomers establish a reliable base for long-term professional development in air cargo.

### Target group

- Entry-level professionals and career starters in air cargo
- New employees at airlines, freight forwarders, cargo agents and logistics providers
- Junior staff preparing for operational responsibility
- Employees transitioning into air cargo roles from related logistics sectors

**Class location:** worldwide in-company  
**Included:** course material, AviationNow Diploma

### Learning objectives

- Introduction to the structure, stakeholders and operational environment of the global air cargo industry
- Understanding core air freight processes from booking to delivery, including documentation and terminology
- Insight into international regulatory frameworks and basic compliance responsibilities
- Acquisition of fundamental Dangerous Goods knowledge according to IATA 7.3 (Functions C+F incl. Radioactive)
- Understanding safety standards, quality requirements and operational risk awareness
- Application of essential communication and coordination skills in daily cargo operations
- Development of structured negotiation techniques for customer and partner interactions
- Understanding basic commercial principles including cost structures and service positioning
- Insight into the role of data accuracy, documentation quality and operational precision
- Strengthening professional responsibility, reliability and compliance mindset
- Application of introductory management principles within air cargo teams and processes
- Development of a solid professional foundation to enable confident performance and long-term career growth in air cargo

### Course outcomes

- Structured learning pathway with continuous knowledge validation and performance feedback
- Demonstration of operational competence through practical case work and compliance-based exercises
- Certified foundational qualification confirming readiness for responsible performance in air cargo operations



# Air Cargo Onboarding

## for logistics companies and the shipping industry

1 DAY VIRTUAL CLASS | MIN PARTICIPANTS | Available Languages: DE+EN+FR+HU

AIR CARGO BASICS

AVIATIONNOW.ACADEMY

### Description

Discover the fundamentals of air freight and gain a clear understanding of the processes that drive global air cargo operations. The Air Cargo Onboarding Course introduces the essential workflows of air freight, from export to import, and provides insight into the key stakeholders and systems involved in international air cargo logistics.

The course provides a structured overview of the entire air freight value chain and explains how the different operational steps are connected. Participants learn about the processes from order acceptance and cargo handling to customs clearance and the safe delivery of goods at destination. In addition to understanding both export and import procedures, the course introduces the most important documentation, security requirements and regulatory frameworks that govern air cargo transport. Particular attention is given to special cargo requirements such as dangerous goods handling, temperature-controlled logistics and consolidation solutions used in modern air freight operations. Participants also gain insight into current technological developments and sustainability initiatives that are shaping the future of the air cargo industry. This course creates a solid foundation for anyone starting to work in air cargo logistics.

### Target Group

- Lateral entrants to the air freight industry
- New employees from all departments in air freight forwarders and production companies
- People with an interest in air freight processes

**Class location:** Virtual Course

**Included:** course material, certificate

### Learning Objectives

- Introduction to the basics of the air freight industry and understanding its importance in global trade
- Getting to know the procedures and processes of an air freight forwarder in export and import
- Overview of the necessary documents in air freight, including air waybill and customs documents
- Understanding customs clearance processes and relevant regulations for the international movement of goods
- Introduction to safety regulations and dangerous goods regulations according to the IATA DGR
- Recognizing the importance of sustainability in aviation and emission-reducing logistics solutions
- Overview of technological developments and digitalization trends, such as e-commerce and real-time tracking
- Familiarization with consolidation processes to optimize costs and freight capacities
- Insight into the special requirements of cold chain logistics for temperature-sensitive goods

### Learning Outcomes

- Understanding of the basic structure of the air cargo value chain and the key steps from export to import within global air freight logistics.
- Knowledge of the main stakeholders, systems and documents involved in air cargo operations, as well as the basic regulatory and security requirements governing international shipments.
- Basic understanding of typical operational workflows in air freight and the role of documentation, customs procedures and cargo handling within daily air cargo activities.



# Air Cargo Basics 5.0

## for logistics companies and the shipping industry

4 DAYS CLASSROOM | MIN PARTICIPANTS | Available Languages: DE+EN+FR+HU

AIR CARGO BASICS

AVIATIONNOW.ACADEMY

### Description

Become an air cargo expert and understand the operational processes as well as the key framework conditions for the shipment of air cargo consignments! The Air Cargo Basic Course 5.0 provides a solid understanding of the entire transport chain.

The course follows the typical chronological processes within the supply chain of an air cargo shipment and enables participants to understand each step of the process in a practical way. Participants also gain an overview of the key stakeholders involved in air cargo transport and their roles within the logistics chain. Over four intensive training days, participants receive a comprehensive overview of the complex methods, procedures and responsibilities within air cargo logistics, while also learning about current developments and trends in the industry. Topics such as digitalization, increasing security requirements and changing market conditions are also addressed. Participants acquire solid basic knowledge of safe, efficient and cost-effective transport in accordance with current legislation as well as the requirements of critical supply chains. Practical examples and exercises provide additional insight into the daily challenges of the air cargo industry. This knowledge creates a comprehensive understanding of the processes within air cargo logistics.

### Target Group

- Air freight forwarders
- Employees of logistics departments in the shipping and loading industry
- Employees and new entrants to the air freight industry
- People with an interest in air freight
- Graduates of the Air Cargo Onboarding course

**Class location:** Classroom training worldwide in-company

**Included:** course material, certificate

### Learning Objectives

- Introduction to the air cargo transport chain, understanding the key stakeholders and familiarization with industry terminology
- Mapping end-to-end process overviews of air cargo transport along the supply chain
- Learning about country-specific and transport regulations as well as becoming familiar with customs documentation for export and import
- Understanding the "Ready for Carriage" status and applying correct cargo acceptance procedures
- Understanding and completing the Air Waybill (AWB)
- Acquiring basic knowledge of TACT (The Air Cargo Tariff)
- Calculating air freight rates and determining shipment costs
- Overview of aircraft structures and Unit Load Devices (ULD)
- Insight into the requirements of special cargo and analysis of stakeholder responsibilities and liabilities
- Understanding basic security requirements and regulatory frameworks within the air cargo industry
- Introduction to current trends and developments in global air cargo logistics

### Learning Outcomes

- Understanding of the fundamental processes of the air cargo supply chain – from shipment acceptance and handling to delivery at the final destination.
- Knowledge of the key stakeholders, documents and regulatory requirements in air cargo, as well as their importance for safe and efficient transport.
- Fundamental understanding of operational processes in air cargo and the typical procedures involved in daily air freight operations.



# Trade Compliance Foundations

## from Compliance Awareness to Risk-Based Decision Making

### Description

Navigate the complexities of global trade with confidence and develop the compliance awareness required in today's highly regulated logistics environment. Trade Compliance Foundations – Track 1 provides a practical and forward-looking introduction to the rules, risks, and responsibilities that shape international trade and supply chain operations.

The course explores how export controls, sanctions regimes, and global trade regulations directly influence logistics, air cargo, and supply chain decisions. Participants gain a clear understanding of the regulatory landscape and learn how compliance requirements translate into everyday operational realities. Through real-world examples and logistics scenarios, the training highlights how routing choices and supply chain relationships can create regulatory exposure for logistics providers and trade professionals. Participants also learn how trade compliance programs are structured and how risk-based approaches help organizations identify and manage compliance risks effectively. Particular attention is given to recognizing red flags, understanding enforcement expectations, and developing the judgment needed to make defensible decisions in complex international environments. By the end of the course, participants will have built a strong foundation in trade compliance and will be equipped with the awareness and practical tools required to support compliant and responsible global logistics operations.

### Target Group

- Professionals with operational or decision-making roles in regulated trade and logistics.
- Varying levels of prior compliance knowledge, course is designed for both beginners and experienced practitioners.
- Typically busy professionals with limited time for training, hence preference for bite-sized content.

**Class location:** Online via LearnWorlds LMS

**Included:** course material, certificate

This course is delivered in collaboration with AITHEA GmbH.

### Learning Objectives

- Introduction to the global trade compliance landscape and its relevance for logistics and supply chain operations
- Understanding the role of export controls, sanctions regimes, and international trade regulations
- Learning how logistics providers are affected by global compliance frameworks and enforcement actions
- Identifying common compliance risks in routing, transshipment structures, and international trade flows
- Understanding the structure and purpose of trade compliance programs within logistics organizations
- Applying risk-based thinking to operational decision-making in regulated supply chains
- Recognizing warning signals and red flags related to sanctions exposure and export control risks
- Understanding how trade compliance interacts with logistics operations, customs processes, and supply chain partners
- Developing the ability to communicate compliance risks effectively across operational and management teams
- Building a practical understanding of how regulatory expectations influence real-world logistics decisions

### Learning Outcomes

- Understanding of the global trade compliance landscape and its impact on logistics and supply chain operations.
- Knowledge of key regulatory frameworks including sanctions regimes, export controls, and international trade regulations.
- Ability to recognize compliance risks in logistics operations, including routing structures, transshipment scenarios, and shipment flows.

### MODULES

Intro to Trade Compliance in Global Logistics-Rules, Risks & Realities

How to Build a Trade Compliance Program for a Logistics Company

Global Trade Rules 101-Key Agreements & Conventions You Should Know

Red Flags in Routing- Transshipment Risks Explained

The Basics of a Holistic Risk-Based Approach in Trade Compliance

# DG Initial IATA 7.3 Function C+F incl Radioactive

Forwarder and operator personnel responsible for processing and accepting dangerous goods consignments



36 TEACHING UNITS COURSE | MIN. PARTICIPANTS | Available Languages: DE+EN

DANGEROUS GOODS

## Dangerous Goods Training Redefined

As a training provider certified by Austro Control, we stand for the highest regulatory standards and training that combines international requirements with state-of-the-art didactics. Our trainings in accordance with IATA 7.1–7.10 correspond to the globally valid IATA functions – listed in Austria as Function Codes A–O (formerly personnel categories 1–12).

This creates the foundation for global compliance – combined with a training approach that develops competence sustainably.

## Competence instead of classroom lectures

Because we teach more than regulations.

We develop **competence, decision-making strength and operational confidence** for everyday practice.

Our programs are consistently based on the **CBTA standard (Competency-Based Training and Assessment)**. Interactive learning formats, real case studies, practical scenarios and intensive hands-on training replace traditional classroom lectures.

We create learning environments that encourage participation, strengthen critical thinking and ensure sustainable safety in the handling of dangerous goods.

## Our structured training process

Quality begins before the first day of training.

Before every initial course, a training needs analysis must be carried out. The objective is to evaluate whether the planned course is actually the appropriate one for the function, responsibility and activities of the participating person. We are happy to support you with this analysis and provide individual advice to ensure the optimal qualification.

After each training we ask for feedback in order to continuously improve our programs and adapt them to new regulatory and operational requirements. For us, quality is a dynamic process.

## Our Commitment

Building dangerous goods competence that is not only compliant – but future-ready.

## Target group

- Forwarder, Operator and GHA personnel

**Class location:** Classroom training in Europe, or worldwide in-company

**Included:** course material, certificate

# Change Management in Air Logistics

## Understanding change and its impact on people, processes, and operations

### Description



Change is a constant in air logistics, driven by evolving market demands, digitalization, regulatory developments, and increasing operational complexity. This course provides a structured and accessible introduction to change management within air logistics environments, helping participants understand how change impacts people, processes, and daily operations. It focuses on building a clear foundation of how change is initiated, managed, and implemented in real operational contexts.

Participants gain practical insights into the key drivers of change, typical challenges in implementation, and the role of communication, coordination, and stakeholder involvement. The course connects change management directly to operational realities, ensuring that concepts are not only understood but also applicable in day-to-day work environments. A strong emphasis is placed on developing the mindset required to navigate change effectively. Participants learn to recognize patterns, question established ways of working, and approach challenges with a more flexible and solution-oriented perspective. This includes developing the ability to move beyond conventional thinking patterns and no longer be constrained by predefined assumptions. Through practical examples and structured discussions, participants build confidence in understanding and supporting change processes within their organizations.

### Target group



- Junior professionals in airlines, ground handling, and logistics operations
- Employees transitioning into new roles or responsibilities
- Operational staff involved in process or organizational changes
- Professionals seeking a structured understanding of change in air logistics environments

**Class location:** Classroom training in Europe, or worldwide in-company

**Included:** course material, certificate

### Learning objectives



- Understand the concept of change management and its relevance in air logistics operations
- Identify key drivers of change, including market developments, digitalization, and regulatory requirements
- Understand how change impacts people, processes, and operational performance
- Recognize typical challenges and resistance in change situations and how they can be addressed
- Understand the role of communication, coordination, and stakeholder involvement in successful change processes
- Develop the ability to adapt to new situations and support change initiatives in operational environments
- Learn to question existing processes and identify opportunities for improvement
- Develop the ability to move beyond conventional thinking patterns and no longer be constrained by predefined assumptions
- Understand the basic steps and phases of structured change processes
- Strengthen collaboration and alignment within teams during change situations
- Gain confidence in navigating and contributing to change in daily operational contexts

### Course outcomes



- Improved understanding of change processes and their impact on operations, people, and performance
- Enhanced ability to adapt to change and support transformation initiatives in air logistics environments
- Increased confidence in navigating change situations and contributing to continuous improvement

### MODULES

Introduction to Change in Air Logistics

Drivers and Impact of Change

People, Processes and Operational Effects

Structured Change Processes and Approaches

Managing Resistance and Challenges

Communication and Stakeholder Involvement

Adapting to Change in Operational Environments

Continuous Improvement and Future Outlook

Final workshop presentation and certification

# Air Cargo Management

Understanding the business landscape, from operations to strategy and performance

AVIATION NOW  
ACADEMY



3 DAYS COURSE | MIN PARTICIPANTS | Available Languages: DE+EN

AIR CARGO MANAGEMENT

AVIATIONNOW.ACADEMY

## Description

**Air cargo management requires a comprehensive understanding of how operations, strategy, finance, and customer requirements interact within a complex and constantly evolving global industry. This course provides a structured and integrated overview of the air cargo business, helping participants understand how different functions and processes are connected and how they collectively influence performance and competitiveness.**

Participants gain insights into key industry structures, market dynamics, and the roles of major stakeholders across the air cargo value chain. The course explores how operational processes, strategic decision-making, financial performance, and customer requirements are interlinked and must be managed in alignment. A strong focus is placed on understanding performance drivers such as efficiency, cost structures, revenue management, and service quality. Participants learn how these factors impact profitability, operational reliability, and long-term business success. In addition, the course introduces current trends and future developments, including digitalization, data-driven logistics, and evolving market demands, helping participants understand how the industry is transforming and what this means for organizations and roles. Through practical examples and structured discussions, participants develop a holistic view of the air cargo business and its key management principles.

## Target group

- New entrants and career changers entering the air cargo industry
- Junior professionals in airlines, logistics, and ground handling operations
- Employees seeking a broader understanding of the air cargo business
- Operational staff transitioning into more business-oriented roles
- Professionals aiming to understand how different functions interact within air cargo organizations

**Class location:** Classroom training in Europe, or worldwide in-company

**Included:** course material, certificate

## Learning objectives

- Understand the overall structure and ecosystem of the air cargo industry and its key stakeholders
- Identify how operations, strategy, finance, and customer requirements are interconnected
- Understand key market dynamics, demand drivers, and competitive forces in air cargo
- Gain insight into basic strategic frameworks such as SWOT and competitive positioning
- Understand the fundamentals of revenue management, cost structures, and profitability drivers
- Identify key performance indicators (KPIs) and their role in measuring operational and business performance
- Understand the role of operational processes, compliance, and quality in achieving performance targets
- Gain awareness of customer needs, service expectations, and their impact on business success
- Understand the basics of sales, marketing, and value creation in air cargo
- Explore the impact of digitalization, data, and automation on the air cargo industry
- Develop the ability to see connections across functions and think in a more integrated and business-oriented way
- Build a foundation for further development in operational, strategic, or leadership roles

## Course outcomes

- Comprehensive understanding of the air cargo business and how key functions interact to drive performance
- Improved ability to interpret operational, financial, and strategic aspects of air cargo operations
- Increased confidence in contributing to business decisions and understanding industry developments

