

CURRICULUM

FOR THE TRADE OF

Ground Operations Executive- Air Cargo

UNDER

APPRENTICESHIP TRAINING SCHEME



GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP
DIRECTORATE GENERAL OF TRAINING

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1. ACKNOWLEDGEMENT

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1. FFFAI
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4. CAI
5. ASAA

2. BACKGROUND

2.1 Apprenticeship Training Scheme under Apprentice Act 1961

The Apprentices Act, 1961 was enacted with the objective of regulating the programme of training of apprentices in the industry by utilizing the facilities available therein for imparting on-the-job training. The Act makes it obligatory for employers in specified industries to engage apprentices in designated trades to impart Apprenticeship Training on the job in industry to school leavers and person having National Trade Certificate (ITI pass-outs) issued by National Council for Vocational Training (NCVT) to develop skilled manpower for the industry. There are five categories of apprentices namely; **trade apprentice, optional trade apprentice, graduate, technician and technician (vocational) apprentices.**

Qualifications and period of apprenticeship training of trade apprentices and optional trade apprentices vary from trade to trade. The apprenticeship training consists of basic training followed by practical training. At the end of the training, the apprentices are required to appear in a trade test conducted by NCVT and those successful in the trade tests are awarded the National Apprenticeship Certificate.

The period of apprenticeship training for graduate (engineers), technician (diploma holders and technician (vocational) apprentices is one year. Certificates are awarded on completion of training by the Department of Education, Ministry of Human Resource Development.

2.2 Changes in Industrial Scenario

Recently we have seen huge changes in the Indian industry. The Indian Industry registered an impressive growth during the last decade and half. The number of industries in India have increased manifold in the last fifteen years especially in services and manufacturing sectors. It has been realized that India would become a prosperous and a modern state by raising skill levels, including by engaging a larger proportion of apprentices, will be critical to success; as will stronger collaboration between industry and the trainees to ensure the supply of skilled workforce and drive development through employment. Various initiatives to build up an adequate

infrastructure for rapid industrialization and improve the industrial scenario in India have been taken.

2.3 Reformation

The Apprentices Act, 1961 has been amended and brought into effect from 22nd December, 2014 to make it more responsive to industry and youth. Key amendments are as given below:

- Prescription of number of apprentices to be engaged at establishment level instead of trade-wise.
- Establishment can also engage apprentices in optional trades which are not designated, with the discretion of entry level qualification and syllabus.
- Scope has been extended also to non-engineering occupations.
- Establishments have been permitted to outsource basic training in an institute of their choice.
- The burden of compliance on industry has been reduced significantly.

3. RATIONALE

Air Cargo industry has been at the crux of the development of the economy. With the diminishing of trade boundaries between countries and opening up of the bilateral trade country has seen a boost in the sector. With the need to increase the speed of the transportation of goods with new concepts of logistics, there has been a boom in the transportation of goods by air. New types of aircrafts , Connectivity, Increased capacities and increased safety procedures governing the air transportation of the cargo has allowed the air cargo industry to experiment with the growth of the sector.

1. Air cargo transportation is very critical and specialized and hence need a greater degree of understanding and learning to Identify, Accept, Document, Transport , Store and Deliver the cargo.
2. The course helps acquire knowledge of understanding the query, receiving the cargo, acceptance of the cargo and process the cargo for storage and then transportation.
3. The course will allow the candidate to be prepared with a sense of responsibility as the Air cargo mode is very sensitive in approach.
4. The candidate will be able to understand all statutory requirements in relation to the acceptance and dispatch of the cargo.
5. The course will provide ability to use the modern technology and IT infrastructure in streamlining the process.
6. This will provide basis for meeting the organizational requirements.
7. Ensure that there is no error in processing of the cargo for upliftment.
8. Ensure maximum safety process
9. Ensure full clarity in documentation preparation.
10. Ability to understand the supervisor and management requirements for better co-ordination within the organization.

11. Ability to have good communication skills with all stake holders for smooth functioning in day to day activities.
12. MIS generation, reporting and projection of loads based on market preferences.
13. Maintain database of clients and stake holders for future business propositions.
14. New route identification and co-ordination with management for increased business volumes.
15. Claim procedures and ability for resolution.
16. Ability to deal with all statutory bodies at the airport to maintain compliance.

4. JOB ROLES

The air cargo ground operations executive will be the first point of contact for the acceptance, preparation, dispatch, storage, and delivery of the cargo by Air.

The candidate will need to understand the airline operations, type of aircrafts and their limitations analyze and accept cargo, prepare the air cargo for loading onto the aircraft, Complete the documentation with respect to the cargo acceptance, manifesting on board the flight, Segregation of cargo based on the type. Identify and accept DG cargo.

The candidate will also have to escort the cargo to the aircraft and ensure correct loading positions in the aircraft and adherence to aircraft limitations.He/she will also need to ensure safety procedure is followed while loading and unloading the cargo.

Once the cargo is arrived at destination, the executive is expected to maintain records and/ handover the cargo to the custodians of the warehouse, Inform the clients of the arrival of cargo, and ensure correct delivery of the cargo

The executive is expected to know the documents required at the time of acceptance of the cargo, follow state and statutory regulations, Air Waybill preparation, booking of cargo on the space management/ booking software of the airline.

After the completion of the program, the participant will be able to:

- Be familiar with the basics of Air cargo industry
- Have a clear understanding of the fundamental principles and regulations governing the activities in the processing of air cargo
- Understand the Delivery Methods of aircrafts and ULD's
- Be able to read and understand the TACT Rules, Rates Manuals and other IATA publications used in air cargo industry worldwide
- Read, interpret the information correctly and execute an Air Waybill as per IATA standards

- Understand the various booking procedures and documentations required in air cargo transportation
- Gain knowledge of the legality of the Conditions of Contract
- Accept air cargo shipments and handle Special Cargo, DG Cargo as per the regulations

5. LEARNING OUTCOMES

A. GENERIC OUTCOME

- ❖ Recognize & comply safe working practices, environment regulation and housekeeping.
- ❖ Work in a team, understand and practice soft skills, technical English to communicate with required clarity.
- ❖ Understand and explain the concept in quality tools and labour welfare legislation and apply such in day to day work to improve productivity & quality.
- ❖ Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.
- ❖ Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth.
- ❖ Understand and apply basic computer working, basic operating system and uses internet services to get accustomed & take benefit of IT developments in the industry.

B. SPECIFIC OUTCOME

Person at end of apprenticeship program will be able to

- ❖ to understand the airline operations, Type of aircrafts and their limitations
- ❖ Explain the basics of Air cargo industry
- ❖ analyze and accept cargo,
- ❖ prepare the air cargo for loading onto the aircraft,
- ❖ Complete the documentation with respect to the cargo acceptance,
- ❖ manifesting on board the flight,
- ❖ Segregation of cargo based on the type
- ❖ . Identify and accept DG cargo.
- ❖ to escort the cargo to the aircraft and ensure correct loading positions in the aircraft and adherence to aircraft limitations
- ❖ to ensure safety procedure is followed while loading and unloading the cargo.

- ❖ expected to maintain records and/ handover the cargo to the custodians of the warehouse,
- ❖ Inform the clients of the arrival of cargo, and ensure correct delivery of the cargo
- ❖ expected to know the documents required at the time of acceptance of the cargo,
- ❖ Prepare airway bill and booking of cargo on the space management/ booking software of the airline.
- ❖ Follow the fundamental principles, state and statutory regulations governing the activities in the processing of air cargo
- ❖ Identify and explain the Delivery Methods of aircrafts and ULD's
- ❖ Follow and use the TACT Rules, Rates Manuals and other IATA publications of air cargo industry worldwide
- ❖ Read, interpret the information correctly and execute an Air Waybill as per IATA standards
- ❖ Follow the booking procedures and documentations required in air cargo transportation
- ❖ Gain knowledge of the legality of the Conditions of Contract .and use the same.
- ❖ Accept air cargo shipments and handle Special Cargo, DG Cargo as per the regulations.

6. GENERAL INFORMATION

1. Name of the Trade : **Ground Operations Executive
(Air Cargo)**
2. Duration of Apprenticeship Training : **15 Months**
 - (i) Basic Training : 03 Months
 - (ii) Practical Training : 12 Months
3. Duration of Basic Training : 03 months
4. Duration of Practical Training : 12 Months
5. Entry Qualification : Passed 12th class examination under 10+2 system of education or its equivalent.

6. Selection of Apprentices : The apprentices will be selected as per the Apprentices Act amended time to time

7. Rebate : Trainee pass-outs from PMKVY or MES-SDI

or

Any central Government/state government approved scheme in

course/trade/module relevant to the proposed optional trade.

Note: Industry may impart training as per above time schedule, however this is not fixed. The industry may adjust the duration of training considering the fact that all the components under the syllabus must be covered. However the flexibility should be given keeping in view that no safety aspect is compromised and duration of industry training to be remains as 1 year.

7. COURSE STRUCTURE

Training duration details: -

Time (in months)	1-3	4-15
Basic Training	Block- I	-----
Practical Training (On - job training)	----	Block - II

Components of Training	Duration of Training in Months														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Basic Training Block - I															
Practical Training Block - II															

8. SYLLABUS

8.1 BASIC TRAINING (BLOCK – I)

DURATION: 03 MONTHS

GENERAL INFORMATION

1. Name of the Trade : **Ground Operations Executive
(Air Cargo)**

2. Name of the subject **Professional Skills and Professional
Knowledge (Trade Practical and Trade theory)**

3. Hours of Instruction : 390 Hrs (270 + 120)

4. Batch size : 30

5. Power Norms : 4 KW

6. Space Norms : 25 Sq. m

7. Examination : The internal assessment will be held on
completion of the Block.

8. Instructor Qualification :

Degree/Diploma in any stream, from recognized university/Board with one/two-year post qualification experience respectively in the relevant field.

And Holding a G Card issued by Customs with minimum 8 years work experience in Customs Clearance.

8. Tools, Equipment's & Machinery required: - As per Annexure – I

BASIC TRAINING (BLOCK – I)

Trade:Ground Operations Executive (Air Cargo)

8.1.1 DETAIL SYLLABUS OF PROFESSIONAL SKILLS & PROFESSIONAL KNOWLEDGE

Sl. No.	Professional Skills (Trade Practical) 270 hrs	Professional Knowledge (Trade Theory) 120 hrs
1.	Practical to cargo acceptance	Introduction to Logistics
2.	Understanding freight documentation (AWB, cargo manifest, DGD, NOTOC, etc.) and practicals to fill the various documents.	Introduction to the Air Cargo Industry
3.	Identifying cargo which can be accepted	Short Understanding of the concept of Supply chain and just in time process and importance of Air Cargo in supply chain.
4.	Visit to the Airline cargo warehouse	IATA city and airport codes. Understanding various types of aircrafts viz passenger aircraft , Cargo freighters, Combi- versions
5.	Practical application of acceptance of the cargo	Understanding Equipment's used for Loading and unloading.
6.	Document preparation.	Knowing The types of ULD's and their capacities.Aircraft floor loading limitations
7.	Labeling and marking of all cargo accepted.	Domestic Cargo and International Air Cargo, identifying the difference and process to be followed

8.	Preparation of cargo manifest and notification to load controller.	Understanding various types of aircrafts viz passenger aircraft , Cargo freighters, Combi- versions
9.	Security screening and storage of the sanitized cargo for transportation.	Aircraft floor loading limitations
10.	ULD control / bulk loading instruction preparation as per notification from load control.	Introduction to various types of documents viz Air Waybills, Manifests, Challans,IGM, EGM, Warehouse registers etc
11.	EGM preparation for international cargo.	Domestic Cargo and International Air Cargo, identifying the difference and process to be followed
12.	Informing Customs and custodians about cargo movement and arranging for upliftment time slots as per flight timings.	TACT Book reading and understanding airport and airline requirements.
13.	Requisitioning of loading equipment	Acceptance; weighing and dimensions calculation.
14.	Co-coordinating with all the statutory bodies for completion of all formalities.	Cargo rate construction (Routing independent of Rating)
15.	Escorting of Cargo to the Ramp and then to the aircraft	Importance of correct loading procedures.
16.	Practical of supervision of Cargo Loading as per the load control.	Departure cargo and Arrival cargo Warehousing , segregation of cargo,
17.	For Arrival Cargo.If International bonded cargo- Filing of Pre IGM for incoming cargo Loads	Cabin Loading and Bulk Loading Departure cargo and Arrival cargo

18.	Offloading of the cargo as per Arrival manifest and taking custody of special cargo.	Warehousing, segregation of cargo.IGM, EGM and other customs regulations.
19.	Tallying and storage of Cargo as per type in warehouse.In case of international bonded cargo- Handover of the cargo to the custodians with the IGM details.	Special Cargo Viz. Valuable Cargo, Human Remains, Live Cargo, DG Cargo identification and brief handling procedures.
20.	Intimation of arrival cargo to the clients.Evaluation of Practical and Theory	DG Regulations on Dangerous Goods,Hazard Classification, Markings & Identification and Hazard Labels.
21.	Adherence to policies and statutory requirement for the delivery of cargo.	Class 1 - Explosive (Division 1.1, 1.2, 1.3, 1.4 (except 1.4S), 1.5, 1.6) and Class 1 - Explosive (Division 1.4S).
22.	In case of any legal claims, processing of the claims.	Class 2 - Flammable Gas (Division 2.1) ,Class 2 - Non-Flammable, Non-Toxic Gas (Division 2.2) and Class 2 - Toxic Gas (Division 2.3).
23.	Knowledge of the various booking engines used by the airlines for booking and acceptance of the cargo	Class 3 - Flammable Liquid.
24.	Evaluation of Practical and Theory	Class 4 - Flammable Solid (Division 4.1) ,Class 4 - Substance Liable to Spontaneous Combustion (Division 4.2) and Class 4 - Substance which in Contact with Water emit Flammable Gases (Division 4.3). Class 5 - Oxidizing Substance (Division 5.1) andClass 5 - Organic Peroxide (Division 5.2). Class 6 - Toxic Substance (Division 6.1)

		<p>and Class 6 - Infectious Substance (Division 6.2).</p> <p>Class 7 - Radioactive (Category I - White), Class 7 - Radioactive (Category II - Yellow). And Class 7 - Radioactive (Category III - Yellow).</p> <p>Class 8 - Corrosive</p> <p>Class 9 - Miscellaneous Dangerous Goods, Handling Label, Magnetized Material (MAG), Cargo Aircraft Only (CAO), Package Orientation (This Way Up). and Cryogenic Liquid (RCL).</p> <p>Acceptance procedure,</p> <p>Handling Advice, Documentation and Shipper's Declaration for Dangerous Goods.</p> <p>Dangerous Goods Acceptance Check Sheet, Air Waybill (AWB).</p> <p>Notification of Dangerous Goods to the Captain (NOTOC).</p>
<p>Revision & Internal Assessment</p>		

BASIC TRAINING (BLOCK – I)

8.1.2 EMPLOYABILITY SKILLS

GENERAL INFORMATION

1. Name of the Trade : **Ground Operations Executive
(Air Cargo)**
2. Name of the subject : **Employability Skills**
3. Applicability : ATS - Mandatory for fresher only
4. Hours of Instruction : 110 Hrs.
5. Examination : The examination will be held at the end of
two years Training by NCVT.
6. Instructor Qualification :
 - i) MBA/BBA with two years' experience or graduate in sociology/social welfare/Economics with two years' experience and trained in Employability skills from DGT Institute.

And

Must have studied in English/Communication Skill and Basic Computer at 12th / diploma level

OR
 - ii) Existing Social Study Instructor duly trained in Employability Skills from DGT Institute.

BASIC TRAINING (BLOCK – I)

8.1.2.1 DETAIL SYLLABUS OF EMPLOYABILITY SKILLS

Topic No.	Topic	Duration (in hours)
	English Literacy	15
1	Pronunciation : Accentuation (mode of pronunciation) on simple words, Diction (use of word and speech)	
2	Functional Grammar Transformation of sentences, Voice change, Change of tense, Spellings.	
3	Reading Reading and understanding simple sentences about self, work and environment	
4	Writing Construction of simple sentences Writing simple English	
5	Speaking / Spoken English Speaking with preparation on self, on family, on friends/ classmates, on know, picture reading gain confidence through role-playing and discussions on current happening job description, asking about someone's job habitual actions. Cardinal (fundamental) numbers ordinal numbers. Taking messages, passing messages on and filling in message forms Greeting and introductions office hospitality, Resumes or curriculum vita essential parts, letters of application reference to previous communication.	
	I.T. Literacy	15
1	Basics of Computer Introduction, Computer and its applications, Hardware and peripherals, Switching on-Starting and shutting down of computer.	
2	Computer Operating System Basics of Operating System, WINDOWS, The user interface of Windows OS, Create, Copy, Move and delete Files and Folders, Use of External memory like pen drive, CD, DVD etc., Use of Common applications.	
3	Word processing and Worksheet Basic operating of Word Processing, Creating, opening and closing Documents, use of shortcuts, Creating and Editing of Text, Formatting the Text, Insertion & creation of Tables. Printing document. Basics of Excel worksheet, understanding basic commands, creating simple worksheets, understanding sample worksheets, use of simple formulas and functions, Printing of simple excel sheets	

4.	<p>Computer Networking and INTERNET</p> <p>Basic of computer Networks (using real life examples), Definitions of Local Area Network (LAN), Wide Area Network (WAN), Internet, Concept of Internet (Network of Networks),</p> <p>Meaning of World Wide Web (WWW), Web Browser, Web Site, Web page and Search Engines. Accessing the Internet using Web Browser, Downloading and Printing Web Pages, Opening an email account and use of email. Social media sites and its implication.</p> <p>Information Security and antivirus tools, Do's and Don'ts in Information Security, Awareness of IT - ACT, types of cyber-crimes.</p>	
	Communication Skill	25
1	<p>Introduction to Communication Skills</p> <p>Communication and its importance</p> <p>Principles of Effective communication</p> <p>Types of communication - verbal, non-verbal, written, email, talking on phone.</p> <p>Nonverbal communication -characteristics, components-Para-language</p> <p>Body - language</p> <p>Barriers to communication and dealing with barriers.</p> <p>Handling nervousness/ discomfort.</p> <p>Case study/Exercise</p>	
2	<p>Listening Skills</p> <p>Listening-hearing and listening, effective listening, barriers to effective listening guidelines for effective listening.</p> <p>Triple- A Listening - Attitude, Attention & Adjustment.</p> <p>Active Listening Skills.</p>	
3	<p>Motivational Training</p> <p>Characteristics Essential to Achieving Success</p> <p>The Power of Positive Attitude</p> <p>Self-awareness</p> <p>Importance of Commitment</p> <p>Ethics and Values</p> <p>Ways to Motivate Oneself</p> <p>Personal Goal setting and Employability Planning.</p> <p>Case study/Exercise</p>	
4	<p>Facing Interviews</p> <p>Manners, Etiquettes, Dress code for an interview</p> <p>Do's & Don'ts for an interview</p>	
5	<p>Behavioral Skills</p> <p>Organizational Behavior</p> <p>Problem Solving</p> <p>Confidence Building</p> <p>Attitude</p> <p>Decision making</p> <p>Case study/Exercise</p>	

	Entrepreneurship skill	15
1	Concept of Entrepreneurship Entrepreneurship- Entrepreneurship - Enterprises:-Conceptual issue Entrepreneurship vs. Management, Entrepreneurial motivation. Performance & Record, Role & Function of entrepreneurs in relation to the enterprise & relation to the economy, Source of business ideas, Entrepreneurial opportunities, The process of setting up a business.	
2	Project Preparation & Marketing analysis Qualities of a good Entrepreneur, SWOT and Risk Analysis. Concept & application of Product Life Cycle (PLC), Sales & distribution Management. Different Between Small Scale & Large Scale Business, Market Survey, Method of marketing, Publicity and advertisement, Marketing Mix.	
3	Institutions Support Preparation of Project. Role of Various Schemes and Institutes for self- employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non financing support agencies to familiarizes with the Policies /Programs& procedure & the available scheme.	
4	Investment Procurement Project formation, Feasibility, Legal formalities i.e., Shop Act, Estimation & Costing, Investment procedure - Loan procurement - Banking Processes.	
	Productivity	10
1	Productivity Definition, Necessity, Meaning of GDP.	
2	Affecting Factors Skills, Working Aids, Automation, Environment, Motivation How improves or slows down.	
3	Comparison with developed countries Comparative productivity in developed countries (viz. Germany, Japan and Australia) in selected industries e.g. Manufacturing, Steel, Mining, Construction etc. Living standards of those countries, wages.	
4	Personal Finance Management Banking processes, Handling ATM, KYC registration, safe cash handling, Personal risk and Insurance.	
	Occupational Safety, Health & Environment Education	15
1	Safety & Health Introduction to Occupational Safety and Health importance of safety and health at workplace.	
2	Occupational Hazards Basic Hazards, Chemical Hazards, Vibro-acoustic Hazards, Mechanical Hazards, Electrical Hazards, Thermal Hazards. Occupational health, Occupational hygienic, Occupational Diseases/ Disorders & its prevention.	

3	Accident & safety Basic principles for protective equipment. Accident Prevention techniques - control of accidents and safety measures.	
4	First Aid Care of injured & Sick at the workplaces, First-Aid & Transportation of sick person	
5	Basic Provisions Idea of basic provision of safety, health, welfare under legislation of India.	
6	Ecosystem Introduction to Environment. Relationship between Society and Environment, Ecosystem and Factors causing imbalance.	
7	Pollution Pollution and pollutants including liquid, gaseous, solid and hazardous waste.	
8	Energy Conservation Conservation of Energy, re-use and recycle.	
9	Global warming Global warming, climate change and Ozone layer depletion.	
10	Ground Water Hydrological cycle, ground and surface water, Conservation and Harvesting of water	
11	Environment Right attitude towards environment, Maintenance of in -house environment	
	Labour Welfare Legislation	5
1	Welfare Acts Benefits guaranteed under various acts- Factories Act, Apprenticeship Act, Employees State Insurance Act (ESI), Payment Wages Act, Employees Provident Fund Act, The Workmen's compensation Act.	
	Quality Tools	10
1	Quality Consciousness : Meaning of quality, Quality Characteristic	
2	Quality Circles : Definition, Advantage of small group activity, objectives of quality Circle, Roles and function of Quality Circles in Organization, Operation of Quality circle. Approaches to starting Quality Circles, Steps for continuation Quality Circles.	
3	Quality Management System : Idea of ISO 9000 and BIS systems and its importance in maintaining qualities.	
4	House Keeping : Purpose of Housekeeping, Practice of good Housekeeping.	
5	Quality Tools Basic quality tools with a few examples	

8.2 PRACTICAL TRAINING (ON-JOB TRAINING)

DURATION: 12 MONTHS

GENERAL INFORMATION

- 1 Name of the Trade : **Ground Operations Executive
(Air Cargo)**
- 2 Duration of On-Job Training :As per Apprentices Act amended time to time.
- 3 Examination :
 - i) The internal assessment will be held on completion of the block
 - i) NCVT exam will be conducted at the end of Apprenticeship Training
- 4 Instructor Qualification :

Degree/Diploma in any stream from recognized university/Board
With one/two-year post qualification experience in the relevant field.
- 5 Infrastructure for On-Job Training: As per Annexure – II

8.2.1 BROAD SKILL COMPONENT TO BE COVERED DURING ON-JOB TRAINING

(Detail Syllabus for Practical Training / ON - JOB TRAINING)

Duration: (12 months)

- ❖ Familiarization of the airport premises and cargo areas with regards to secure and non-secure locations.
- ❖ Understanding the cargo warehouse and various parts of the warehouse with regards to storage and handling of cargo.
- ❖ Understand hierarchy and organizational structure to ensure smooth communication across all departments and colleagues and subordinates.
- ❖ Understand the safety procedures required at every stage of the process.
- ❖ Understand the various documents and their importance in the day to day activities.
- ❖ Practice good communication skills with regards to Email, letters and other information to stake holders.
- ❖ Reporting to Manager/ Supervisor for job allocations and intimate progress on the jobs assigned.
- ❖ Maintain log of activities carried out as per reporting manager.
- ❖ Study of the aircraft loading positions and various Unit Load devices with respect to carrying capacities and loading limitations.
- ❖ Interact with the customs, custodians and warehouse in-charge regarding arrival and departure cargo.
- ❖ Understand the concepts of IGM, EGM, Flight load planning, Container Pallet Load plan etc
- ❖ Practical preparation of IGM and EGM
- ❖ Acceptance of cargo
 - a. Checking physical condition of cargo, Labelling, Marking, Orientation, Acceptance weights, Fastening etc
 - b. Preparation of Airway Bill with details of the cargo
 - c. Checking of Security declarations, packing list etc to identify or understand if cargo can be accepted by air.
 - d. Intimating security department to screen cargo for acceptance .
 - e. Manifesting of the cargo
 - f. Information to load control for finalization with details of the ULD and Weight Information.
 - g. Information to customs and custodians of the flight schedules.
 - h. Escorting of sanitized cargo to the flight.

- i. Ensuring Loading as per the Container pallet location manifest.
- j. Cargo manifest and documentation handover to crew .
- k. Inform the warehouse if any discrepancy.
- ❖ Arrival Cargo
 - a. Inform custodians of the arrival cargo with details from the online cargo software
 - b. Sorting of cargo as per arrival manifest. Hazardous, Non Hazardous, perishable, Temperature sensitive Cargo, Valuable cargo , DGR etc
 - c. Arrival information and issuance of delivery order.
 - d. Updating of cargo software and closure of cases
 - e. Raising of discrepancy reports for short /excess arrivals
 - f. Damage and irregularities information to senior as well as origin station.
- ❖ Record keeping and updating of Warehouse Logs
- ❖ ULD tallying and inventory updating on cargo software to
- ❖ Learning Cargo Interline messaging FHL, SSM , FWB to destination stations
- ❖ Dangerous Good Cargo
 - a. Acceptance, Marking, Labeling Identifying of DG Cargo
 - b. Checklist preparation
 - c. Preparation of NOTOC (Notification to commander)
- ❖ Understand Security procedures and follow regulations in line with the safety procedures laid by DGCA.
- ❖ Periodic assessment every quarter for improvement in benchmarks
- ❖ Maintain and report any financial transactions with regards to the billing acceptance of cargo and delivery of cargo.
- ❖ In the event of claims arising out of damage, shortage, mishandling of cargo, maintain all records, photographs and communication to shipper, client and origin stations.
- ❖ Ensure all governmental regulations, company procedures, and safety and security requirements are followed.
- ❖ Maintain competitor information for reporting to seniors for future projections.

9.ASSESSMENT STANDARD

9.1 Assessment Guideline:

Appropriate arrangements should be made to ensure that there will be no artificial barriers to assessment. The nature of special needs should be taken into account while undertaking assessment. Due consideration to be given while assessing for team work, avoidance/reduction of scrape/wastage and disposal of scarp/wastage as per procedure, behavioral attitude and regularity in training.

The following marking pattern to be adopted while assessing:

- a) Weightage in the range of 60-75% to be allotted during assessment under following performance level:

For this grade, the candidate with occasional guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of an acceptable standard of craftsmanship.

In this work there is evidence of:

- Good skill levels in the use of hand tools, machine tools and workshop equipment
- Many tolerances while undertaking different work are in line with those demanded by the component/job.
- A fairly good level of neatness and consistency in the finish
- Occasional support in completing the project/job.

- b) Weightage in the range of above75%- 90% to be allotted during assessment under following performance level:

For this grade, the candidate, with little guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of a reasonable standard of craftsmanship.

In this work there is evidence of:

- good skill levels in the use of hand tools, machine tools and workshop equipment
- The majority of tolerances while undertaking different work are in line with those demanded by the component/job.
- a good level of neatness and consistency in the finish
- little support in completing the project/job

c) Weightage in the range of above 90% to be allotted during assessment under following performance level:

For performance in this grade, the candidate, with minimal or no support in organization and execution and with due regard for safety procedures and practices, has produced work which demonstrates attainment of a high standard of craftsmanship.

In this work there is evidence of:

- High skill levels in the use of hand tools, machine tools and workshop equipment
- Tolerances while undertaking different work being substantially in line with those demanded by the component/job.
- A high level of neatness and consistency in the finish.
- Minimal or no support in completing the project

10. FURTHER LEARNING PATHWAYS

Employment opportunities:

On successful completion of this course, the candidates shall be gainfully employed in the following industries:

1. Airports / Land Ports.
2. Customs Brokers Agency.
3. Forwarding Companies.
4. Airlines.
5. Courier Companies.
6. AirPort Ground Handling Agency
7. Airport Operator

ANNEXURE – I

TOOLS & EQUIPMENTS FOR BASIC TRAINING

INFRASTRUCTURE FOR PROFESSIONAL SKILL & PROFESSIONAL KNOWLEDGE

Trade : **Ground Operations Executive**
(Air Cargo)

TRAINEES TOOL KIT:-

Sl. No.	Name of the items	Quantity (indicative)
1.	Computers	
2.	Printers	
3.	Scanners	
4.	Smart Phone	
5.	Photocopier Machine	

Note: *In case of basic training setup by the industry the tools, equipment and machinery available in the industry may also be used for imparting basic training.*

INFRASTRUCTURE FOR ON-JOB TRAINING

5. Trade : Ground Operations Executive (Air Cargo)

Actual training will depend on the existing facilities available in the establishments. However, the industry should ensure that the broad skills defined against On-Job Training part (i.e. 12 months) are imparted. In case of any shortfall, the concerned industry may impart the training in cluster mode/ any other industry/ at ITI.

GUIDELINES FOR INSTRUCTORS AND PAPER SETTERS

1. Due care to be taken for proper & inclusive delivery among the batch. Some of the following method of delivery may be adopted:
 - A) LECTURE
 - B) LESSON
 - C) DEMONSTRATION
 - D) PRACTICE
 - E) GROUP DISCUSSION
 - F) DISCUSSION WITH PEER GROUP
 - G) PROJECT WORK
 - H) INDUSTRIAL VISIT

2. Maximum utilization of latest form of training viz., audio visual aids, integration of IT, etc. may be adopted.

3. The total hours to be devoted against each topic may be decided with due diligence to safety & with prioritizing transfer of required skills.

ANNEXURE - IV

List of Basic Training providers recommended by LSC		
S.No	Name of Basic Training Providers	Location
1	Allcargo Logistics Limited	Tamil Nadu/Maharashtra
2	Alliance Institute of Advanced Pharmaceutical and Health Sciences	Telangana/Andhra Pradesh
3	Artem institute of logistics and transports	Tamil Nadu
4	Confederation of indian industry(CII) INSTITUTE OF LOGISTICS	PAN India
5	Daksya Academy Pvt Ltd	PAN India
6	Darcl Parable	Haryana
7	De Unique Educational Society (Softdot Institute)	PAN India
8	Degain Group	Maharashtra
9	Express Industry Council of India	PAN India
10	Green Earth Logistics Pvt. Ltd.	Tamil Nadu
11	INNOVISION LIMITED	PAN India
12	JBS Academy Pvt Ltd.	Gujarat
13	Nidan Technologies Private Limited	Maharashtra/Madhya Pradesh
14	People XL(Jobs connect hr solutions Pvt. Ltd)	South India
15	Premier Center for Competency Training	Tamil Nadu
16	Safeducate Learning Pvt. Ltd.	PAN India
17	Shri Technologies	PAN India
18	ST.BRITTO'S COLLEGE	Tamil Nadu
19	SynchroServe Global Solutions Private Limited	Telangana/Andhra Pradesh
20	Telangana Jagruthi	Telangana
21	TVS Training & Services Private Limited	Tamil Nadu
22	UPDATER SERVICES PVT LTD	South India

ANNEXURE - V

List of Assessment Agency for basic training recommended by LSC		
SL.NO.	Name of Assessment Agency	Location
1	Hemsen EXIM LLP	PAN India
2	Eduworld Consultants Pvt. Ltd,	
3	CII (Confederation of Indian Industry)	
4	Induslynk Training Services Private Limited (Mettl)	
5	Manipal City & Guilds Pvt Ltd	
6	GreenArrows Safety Management (P) Ltd	
7	I-Vintage solutions Pvt. Ltd.	
8	CoCubes Technologies Pvt Ltd	
9	Samhit Assessments & research foundation	
10	Formac Software Services	
11	Unison Academy	
12	Prima Competencies Pvt. Ltd	
13	Brisk Mind Pvt Ltd	
14	Edu Vantage Pvt. Ltd.	
15	Lead Assessment	
16	C & K Management Limited	
17	Krish Networks	
18	Society for education and Environmental training	
19	D'Pariksha	
20	Anagha Solutions	
21	Ashvi Consulting	
22	Shri Guru Hargovind Society	

