



INDUSTRIAL SKILLS FRAMEWORK (IndSF) LOGISTICS AND WAREHOUSING

AIR FREIGHT | SEA FREIGHT | AIR CARGO

IN COLLABORATION WITH:





Published By,

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HRD CORP INDUSTRIAL SKILLS FRAMEWORK



About HRD Corp

Human Resource Development Corporation (HRD Corp) was established in 1993. As an agency under the Ministry of Human Resources, it is responsible for the collection of levy from key industries and the disbursement of training grants to registered employers through its internal mechanics known as the Human Resources Development Fund (HRDF). Today it has expanded its role to include training and development programmes for all Malaysian talents and employers, as well as providing income-generating opportunities to all communities in need.



About HRD Corp Industrial Skills Framework

The Industrial Skills Framework (IndSF) was developed by the Human Resource Development Corporation (HRD Corp) to support the industry in acquiring a skilled workforce that meet the level of competencies and experience needed by the industry.

The development is supported by the participation of subject matter experts that represent industry associations and employers of the Logistics and Warehousing Industry. This is done based on the underlying principles below:

1

Focus on all levels of Malaysian Skills Certification or its equivalent and above.

2

Accommodate the needs of in-service workers.

3

Built upon the National Occupational Skills Standard (NOSS).

4

Developed together with the industry and benchmarked against successful frameworks or model(s).

5

Meet the competency requirements of sectors currently covered under the PSMB Act 2001.

With the IndSF, employees and employers have the opportunity to enhance their skills for career progression. The levy utilisation process also becomes more guided as employers can choose from a list of industry-relevant training programmes that can provide a greater return on investment for their company.

ACKNOWLEDGEMENTS



This IndSF document will cover job positions under the following focus areas; a) Sea Freight b) Air Freight and c) Air Cargo.

A total of 36 Subject Matter Experts (SMEs) from various logistics and freighting organisations have shared their insights and knowledge in four (4) consecutive workshops that were conducted online via MS Teams. The development of this IndSF document was successfully concluded amidst a challenging pandemic-driven environment.

As such, HRD Corp is proud to publish IndSF document – IndSF Logistics and Warehousing which will serve as a reference for skills, competencies and training needs for corresponding job positions under the respective focus areas.

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We would like to thank all Subject Matter Experts who have contributed to the development of the Industrial Skills Framework document for the Logistics and Warehousing Industry. Their invaluable contributions and commitment during the development of this book are truly appreciated.

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LIM MEI SUAN	SELANGOR FREIGHT FORWARDERS & LOGISTICS ASSOCIATION (SFFLA)
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It has been almost two years since the Industrial Skills Framework (IndSF) initiative was introduced by HRD Corp. Today, we are proud to have successfully published seven IndSF documents. This proves that more industries out there are recognising the importance of having a comprehensive set of guidelines for skills, competencies, and training needs as well as suitable certification programmes for employees.

At HRD Corp, upskilling and reskilling continue to be our main priority, particularly amidst the pandemic. We are working hard to assist Malaysians from all walks of life, especially those who lost their jobs, to identify new career and income opportunities, especially as the country progressively moves into its recovery period. However, one of the major challenges in doing so is to understand the current talent requirements among industries and transfer that knowledge to the public. With this initiative, we aim to bridge this crucial gap on skills, talents and competencies between the industry and current or future employees.

Another significant change within many industries today is the shift towards embracing digitalisation in their business operations. The pandemic has led industries to consider remote working as an alternative, thereby reducing the need for a physical work environment. Some conventional roles have become obsolete while new ones have emerged to support this significant and rapid digital transformation within various industries. Such changes must be communicated to the Malaysian workforce to enable successful hiring based on new skills and competencies that are required by the industry. In line with this, HRD Corp is fully committed to engaging with more industries to come on board and work with us on the development of future IndSF documents.

Finally, I would like to take this opportunity to congratulate all subject matter experts from the industry for their tireless effort and dedication in developing the IndSF document for the Logistics and Warehousing. It is indeed a great honour to deliver this initiative to the Malaysian workforce. HRD Corp will continue to play a vital role in shaping a globally competitive and skilful Malaysian workforce, today and tomorrow.

DATUK SHAHUL DAWOOD
CHIEF EXECUTIVE,
HRD CORP



The Federation of Malaysian Freight Forwarders (FMFF) is honoured to be invited to and participate in the Human Resources Development Corporation (HRDCorp) Industry Skills Framework development for the Logistics and Warehousing Industry. The freight and logistics industry has always been an important pillar in the economy of a nation. Within the industry, freight forwarders have played a crucial role in supply chain operations to facilitate the coordination and arrangement with various logistic providers and agencies. This was done to ensure the arrival of cargoes to their destination. Hence, the workers in the industry strive very hard to improve efficiency and productivity to meet high consumer demands in an increasingly complex local market. Therefore, the development of the Industry Skills Framework (IndSF) in the Logistics and Warehousing industry by HRDCorp is a great step in the right direction. It is also a timely effort considering the need for developing highly skilled workers in the freight and logistics industry.

The role played by the workforce represents an indispensable part in enabling the movement of cargo from the manufacturer to the end-users. The availability of a skills framework would allow individuals working in the industry to explore learning opportunities and upskill their capabilities to progress in their respective career pathways. In addition, the framework will also serve as a guide to the development of quality and relevant content for training providers. This opens up the window of opportunity for a training centre to source experienced and qualified personnel to participate in nurturing highly skilled workers for the industry. To improve the industry, every party, from government to the private sector has to contribute and collaborate.

I highly encourage industry players to participate and promote continuous learning to enhance skills development in logistics and warehousing. Upskilling not only opens up the window of opportunities for businesses and their employees, it also contributes towards the development of the economy as Malaysia aspires to become a high-income nation.

ALVIN CHUA SENG WAH
PRESIDENT,
FEDERATION OF MALAYSIAN FREIGHT FORWARDERS



The development of the Industry Skills Framework (IndSF) in the Logistics and Warehousing industry represents a recognition of the importance of the sector to the economy of the nation. Many skilled workers have been looking forward to a chance to further their educational needs and build new skills in the face of changing market dynamics. The players and workers need to adapt and build digital skills to scale up their operations in a seamless and sustainable manner. By leveraging on technology, the freight and logistics companies will become more confident in meeting the demands of the market.

Therefore, the development of IndSF in the Logistics and Warehousing Industry is a very much welcome move to update existing knowledge with new skills requirements, job descriptions and scope of work for individuals in the industry. As a voice of the Selangor Logistics and Freight Forwarders Association (SFFLA), I highly applaud the initiative and encourage the companies in the industry to not only contribute but also participate to make the skills framework a benchmark for interested parties to learn from.

I hope all the staff and management in the industry will take the chance to “re-learn” what they have already known in the industry with the skills framework. The framework will no doubt enable a more visible career and learning pathway. As the saying goes, “Learning is a life-long process”. Thus, everyone should embark on the opportunity to enhance their capabilities with new skills and knowledge.

DATO' TONY CHIA HAN TEUN
PRESIDENT,
SELANGOR LOGISTICS AND FREIGHT FORWARDERS ASSOCIATION



The last two years have been very challenging for the aviation industry. Countries closed their borders to international travel. Airlines grounded many of their aircraft fleet. Yet in the midst of COVID-19 crisis, air cargo was the bright spot in the industry and a lifeline for many countries.

Air cargo has made it possible for critical life-saving medical supplies and vaccines to be transported across the globe. Supply chains could continue to function efficiently to support the global economy. And countries continued to receive the fresh supplies that we often take for granted – including seafood, eggs, and flowers. Many airlines reconfigured the cabins of their passenger aircraft to be able to carry more cargo.

The COVID-19 crisis has highlighted the importance of air cargo. That cargo play such a big part would not have been possible without the trained professionals who ensure various types of cargo can be transported safely and efficiently to their final destinations. These include dangerous goods, time and temperature sensitive cargo, and even live animals.

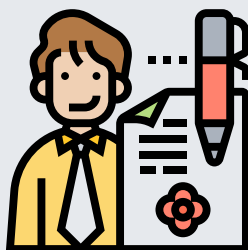
IATA is committed to the training and development of air cargo professionals through our various training programs. Partnering with the Human Resources Development Corporation to develop the Industrial Skills Framework for Logistics and Warehousing complements IATA's efforts by defining the skills framework needed for the air cargo and logistics industry in Malaysia. We hope this framework will help organizations design effective training programs for their employees and facilitate talent development and succession planning.

It has been a pleasure working with the various members in developing the Industrial Skills Framework for Logistics and Warehousing. We look forward to continuing to contribute to the growth of Malaysia's cargo and logistics sector.

PHILIP GOH
REGIONAL VICE PRESIDENT, ASIA-PACIFIC
INTERNATIONAL AIR TRANSPORT ASSOCIATION

GUIDELINES

The guidelines developed by HRD Corp sum up the three (3) focus areas covered and make it easier for users to understand the content of this document.



01

This document serves as a guide for individuals, employers and training providers to learn more about the knowledge, experience and skills mastery required in the water and sewerage services industry.

The prepared job matrix may serve as a reference for career progression within the industry.

02

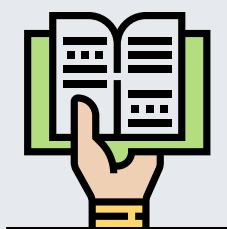


03

The Industrial Skills Framework for the Logistics and Warehousing Industry will focus on all levels of Malaysian Skills Certification or its equivalent.

It is a complementary document to the existing references developed by the National Occupational Skills Standard (NOSS) and Malaysian Qualification Framework (MOF).

04



05

This document focuses on job descriptions, and training needed in the Logistics and Warehousing Industry.

The Industrial Skills Framework document is not exhaustive and may be reviewed from time to time for continuous improvement, parallel with the latest changes within the industry.

06



BUSINESS OUTLOOK

I) FREIGHTING

According to the Impact of Public Policy on the Freight Transportation System (Report 6, revised), freighting or freight transportation is a movement goods from one area to another. Freight transportation allows production and consumption to occur at different locations.



Freight transportation can be considered from the perspective of both, demand and supply. Demand comes from businesses that need to move raw materials, supplies and finished goods. The businesses, called shippers, are the purchasers of freight transportation. The supply of freight transportation is provided by the infrastructure and the companies that move the goods are called carriers.²

II) CUSTOMS BROKERAGE



"Customs brokerage" or "customs agent" generally act as an intermediary between traders and customs in the customs clearance processes. While brokers support traders by providing all necessary documentation and undertaking formalities related to cargo clearance, customs brokers are also expected to maintain government interests by ensuring compliance with customs and other regulatory requirements and the collection of appropriate duties and taxes.³

Under the provisions of Section 90 of the Customs Act 1967, customs agents may act on behalf of importers and exporters to carry out the business to relieve goods from customs control. Customs agents consist of shipping agents and forwarding agents.⁴

BUSINESS OUTLOOK

Digital Adoption in Customs Brokerage and Freighting



As we undergo this unprecedented global event due to the COVID-19 pandemic, the shipping and freight industries have found it extremely challenging to navigate the supply and demand needs of their clients⁵. In an instance, air cargo right now is constrained with much of the capacity being cancelled as companies are limiting long-haul flights, putting remaining capacity at a premium.

Customs brokers in particular are experiencing a race towards their own digital transformation and how to harness the efficiencies and transparency it offers to better cater to their customers' needs. When global commerce re-emerges, there will be an explosive and immediate demand for customs brokerage services. Those that have digital tools, will be in a better position to service this rapid inflow of demand.

Though hopeful of the impact of sheltering in place and the efforts of the research and medical community in combatting the virus, it is clear that the impact of the pandemic on both, humanity and the global economy, will be felt for the long term. The current situation is putting an increased pressure on the entire logistics industry to modernise their practices to ensure competitiveness during this momentary and unforeseen disruption in the market.

DEMOGRAPHIC INFORMATION OF CUSTOMS BROKERAGE AND FREIGHTING UNDER HRD CORP

	FREIGHT FORWARDER	SHIPPING	TOTAL
No. of Registered Employers (1993-2020)	1,122	320	1,442
No. of Employees Covered (1993-2020)	57,795	16,881	74, 676
Levy Collected (Jan-Dec 20)	RM3.35 mil	RM17.67 mil	RM21.01 mil
Levy Utilisation (Jan-Dec 20)	54.2%	67.1%	65.0%
Financial Assistance (Jan-Dec 20)	RM6.22 mil	RM3.2 mil	RM9.42 mil
Training Places (Jan-Dec 20)	9,171	2,848	12,019

Source : HRD Corp Internal Database, as of 2020

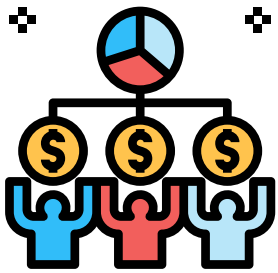
TOP FIVE (5) SKILLS AREAS TRAINED UNDER THE CUSTOMS BROKERAGE & FREIGHTING ACTIVITIES

2018	2019	2020
1) Safety and Health 2) Quality and Productivity 3) Team Building 4) Computer or IT 5) Audit of Tax	1) Safety and Health 2) Team Building 3) Quality and Productivity 4) Computer or IT 5) Strategic Management	1) Safety and Health 2) Legal and Law 3) Computer or IT 4) Purchasing or Logistics 5) Strategic Management

Source : HRD Corp Internal Database, 2018 - 2021

1 A Licensed Entity

Every country has its own laws that regulate the individuals that practice customs brokerage service. The Royal Malaysian Customs Department (RMCD) in Malaysia is the agency responsible for issuing accreditation guidelines for customs brokerage firms. A licensed service provider will guide to a seamless and trustworthy service that keeps shipping goals on the right track

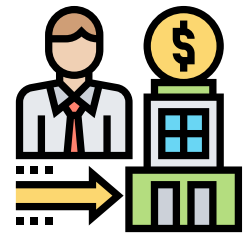


2 Excellent Organisation Skills

Being organised must always be a core trait of every customs brokerage firm and personnel. This will prevent unnecessary errors and ensures that the goods will be able to arrive at its destination on schedule.

3 Well-Educated and Trained

Similar to other professions, customs brokerage firms should spend a significant amount of time for training while keeping an ample amount of knowledge on different topics, (e.g., logistics and laws governing product transportation). This requires familiarisation with laws and regulations, including trade-related information, customs processes and requirements for clearing shipments.



4 Up-to-date with Recent Changes in Customs Policies and Freight Forwarding Process

Since the requirements for clearing shipments can change at any given time, many businesses are more inclined to hire customs brokers and freight forwarders as they tend to experience lesser problems when complying with the requirements because they are up to speed with the latest guidelines and policies.



5 Adequate Knowledge about Clientele Business

Reliable customs brokerage and freight forwarders can give expert advice that can save their clients a lot of resources when transporting goods in the future. ⁷



FUTURE SKILLSETS



Physical Internet (based on the IoT)

- Improves supply chain transparency, safety and efficiency as well as environmental sustainability through more efficient resource planning.



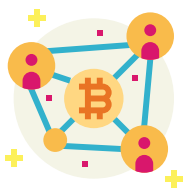
IT standards

- Creates greater digital efficiency and transparency



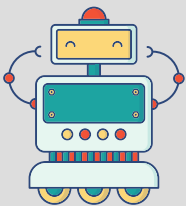
Data analytics

- Improves 'predictive maintenance'



Blockchain

- Enhances supply chain security (reduction of fraud)
- Reduces bottlenecks
- Reduces errors (no more paper-based documentation)
- Increases efficiency



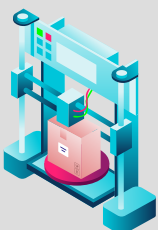
Robotics and Automation

- Increases efficiency in delivery and warehousing (including sorting and distribution centres)
- Reduces costs



UAVs/Drones

- Increases cost efficiency (use cases: inventory, surveillance and delivery)



3-D Printing

- Transports goods would mostly be raw materials⁸

CAREER PATHWAYS

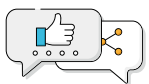
HRD Corp has identified two (2) main cores of the Customs Brokerage and Freightage specific career pathway, and each of them plays a crucial role in ensuring their client's goods travel efficiently, and arrive safely and on time, with the lowest possible cost.

i) Freight Network Management⁹



Freight management encompasses the technology, experience, human resources and knowledge utilised to facilitate effective, efficient and expeditious coordination between carriers and shippers, as well as ensure that goods are delivered on budget, and on time.

Primary Roles and Responsibilities:



Establishing contact as well as selecting, and engaging carriers and transportation companies



Negotiating terms and conditions, rates, and expectations associated with the transportation of goods



Preparing the appropriate labelling and paperwork to accompany all goods in transit



Dispatching and scheduling the carriers to pick up and deliver goods at desired times



Planning for optimisation of mode selection, vehicle routing and load balancing



Tracking the movement of these goods throughout the Supply Chain



Engaging and working with Customs Brokers and ensuring customs compliance



Ensuring the appropriate insurance is in place to cover the cost of goods in transit



Handling any freight claims



Managing and overseeing the receipt and payment of invoices associated with the transportation of goods



Looking for opportunities to optimise the movement of goods to improve delivery performance, reduce transit time and cost, as well as lower environmental impact.

ii) Logistics Management⁹

Logistics management is the governance of supply chain management functions that helps organisations plan, manage and implement processes to move and store goods.



Primary Roles and Responsibilities:



Order management, both with customers and suppliers



Materials handling, packaging and transportation management



Materials flow analytics and optimisation



Supplier relationship selection and management



End-to-end supply chain visibility and flow management



Strategic and tactical planning of all aspects of supply chain and materials movement



Inbound and outbound logistics



Warehouse and distribution centre planning and management



Asset (inventory, infrastructure) management



Supply chain network and node design and optimisation



Information flow, tracking and traceability management

What's the difference between Freight Management and Logistics Management?¹⁰

Logistics Management is an overarching and all-inclusive term. The scope of Logistics Management activities is vast and can cover a large number of activities and stakeholders. But it is inclusive of Freight, or Transportation, Management.



Freight Management is then a subset of Logistics Management. Without this component, there is no ability for Logistics Management to function and fulfil its objectives.

HRD CORP INITIATIVES

This section discusses the initiatives taken by HRD Corp in terms training programmes and schemes that has been made available to its egistered employers.

SKIM BANTUAN LATIHAN KHAS (SBL-KHAS)	Designed to assist employers in retraining and upskilling their employees in line with their operational and business requirements.
RECOGNITION OF PRIOR LEARNING (RPEL)	Enable workers to gain recognition for the skills, knowledge and experience acquired through working and learning. This will be assessed according to the levels determined by the Department of Skills Development (DSD). This will also help workers who do not have any formal certifications gain relevant knowledge, skills and experience in the workplace based on their competency.
ON-THE-JOB TRAINING (OJT)	Encourage a skilled worker/supervisor to train and equip a new employee with relevant skills. This will facilitate the transfer of skills, knowledge, and competencies that are needed for employees to perform a specific job within the workplace and environment.
INFORMATION TECHNOLOGY (IT)	Encourage employers to further retrain their employees in the field of information technology through financial assistance for the purchase of desktop or laptop, webcam and an internet connection for the first year.
INDUSTRIAL TRAINING SCHEME (ITS)	Provide financial assistance to undergraduates or trainees undergoing training at their chosen business organisation.
COMPUTER BASED TRAINING (CBT)	Enable employers to purchase or develop training software to retrain and upskill their workforce.
RISE4WRD FOR INDUSTRY4WRD	Increase the productivity of SME manufacturing companies with recommended steps from MITI's Readiness Assessment.

This section discusses the initiatives taken by HRD Corp in terms training programmes and schemes that has been made available to its egistered employers.



For Future Workers

FUTURE WORKERS TRAINING (FWT)

Enable employers to hire talents who can perform tasks with minimum supervision.

Strategic Initiatives



PLACE & TRAIN

Source and provide employment for workers by participating in value-added relevant training courses required by the selected industries.



B40 DEVELOPMENT

Equip B40 individuals with specific skills that will help them gain entrepreneurship skills.



UPSKILLING AND RESKILLING

Assist employers in training their workers in Digitalisation and IR 4.0 related courses.



SME DEVELOPMENT

Provide functional and operational training courses to support Small and Medium Enterprises.

MOVING FORWARD

Here is the breakdown of how the Industrial Skills Framework can guide employers, future talents and current employees in taking the next step forward.

EMPLOYER

Refer to the Skills Framework to find out about employees skills standards.

IDENTIFY

relevant/required training programmes and succession plans for the employees based on the occupation.

PLAN training sessions for employees and their career advancement.

FUTURE TALENT

Refer to the Skills Framework to find out about careers in the sector.

IDENTIFY the job opportunities in the sector along with career pathways attributes based on the occupation.

UNDERSTAND the skills required to perform the job and identify relevant training for professional self development.

IDENTIFY relevant training programmes.

TRAINING PROGRAMMES

Programmes that equip future talents with the relevant knowledge.

Programmes that will upskill/reskill the current employees.

CURRENT EMPLOYEE

Refer to the Skills Framework to find out how to chart their career progression.

IDENTIFY skill gaps in their current job role to upskill and reskill.

PLAN their career progression.



Embarking on a career



Lifelong learning to fulfill existing and emerging demands of the industry

FOCUS AREAS

There are three (3) critical focus areas in the Logistics and Warehousing Industry that have been identified during the development of this Industrial Skills Framework (IndSF) document. These are Sea Freight, Air Freight and Air Cargo.



SEA FREIGHT



AIR FREIGHT

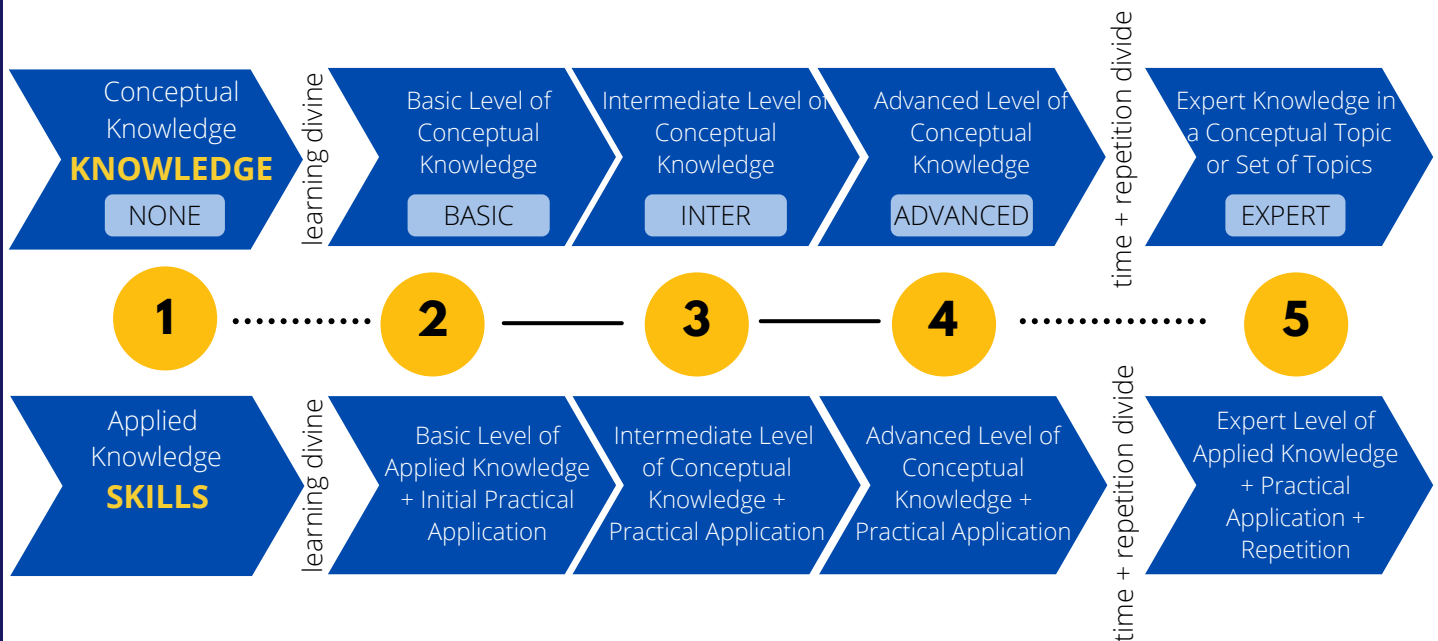


AIR CARGO

MALAYSIAN OCCUPATIONAL SKILLS QUALIFICATION FRAMEWORK (MOSQF) LEVEL DESCRIPTOR

No	Description
1	Competent in performing a range of varied work activities, most of which are routine and predictable.
2	Competent in performing a significant range of varied work activities in diverse context. Activities may be non-routine and require individual responsibility and autonomy.
3	Competent in performing a broad range of varied work activities in diverse context, most of which are complex and non-routine. There is considerable responsibility and autonomy. Control or guidance of others is often required.
4	Competent in performing a broad range of complex technical or professional work activities carried out in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present. Should possess a higher level of technical skills.
5	Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Requires very substantial personal autonomy and significant responsibility for the work of others. Must be able to perform substantial resource allocation. Able to demonstrate personal accountability for analysis and diagnosis, design, planning, execution and evaluation. Requires specialisation in particular technical skills area.
6	Achievement at this level reflects the ability to refine and use relevant understanding, methods and skills to address complex problems that have limited definition. It includes taking responsibility for planning and developing courses of action that reflects substantial change or development, as well as exercise broad autonomy and judgment. It also reflects an understanding of different perspectives, approaches of schools of thought and the theories that underpin them.
7	Achievement at this level reflects the ability to reformulate and use relevant understanding, methodologies and approaches to address problematic situations that involve many interacting factors. It includes taking responsibility for planning and developing courses of action that reflects substantial change or development, as well as exercising broad autonomy and judgment. It also demonstrates an understanding of theoretical and relevant methodological perspectives, and how they affect their sub-area of study or work.
8	Achievement at this level reflects the ability to develop original understanding, including within a sub-area of knowledge or professional practice. It reflects the ability to address problematic situations that involve many complexities and interacting factors through initiating, designing and undertaking research, development or strategic activities. It involves exercising broad autonomy, judgment and leadership in sharing responsibility for the development of a field of work or knowledge, or for creating substantial professional or organisational change. It also reflects a critical understanding of relevant theoretical and methodological perspectives and how they affect the field of knowledge or work.

REQUIRED COMPETENCY LEVEL



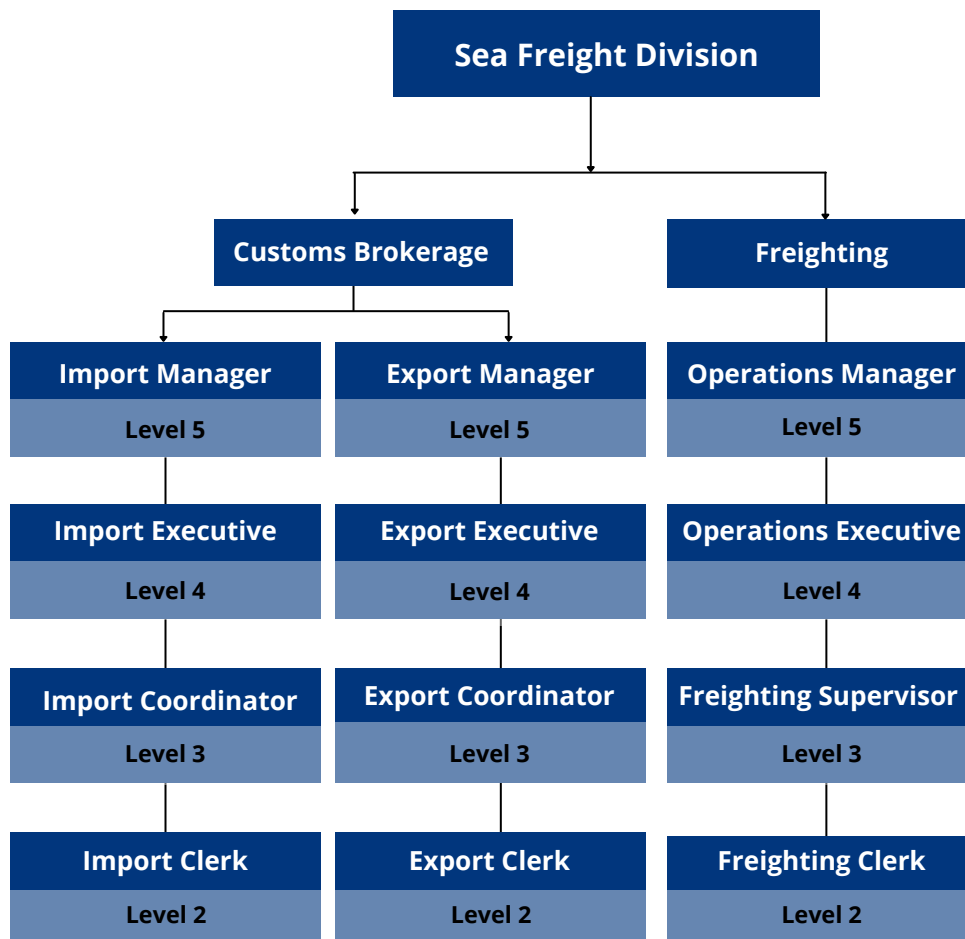
LEVEL	INDICATOR	DESCRIPTION
0	None	Denotes a lack of competence in a specific area or topic.
1	Basic	Denotes an understanding of fundamentals and some initial practical application.
2	Intermediate	Denotes a solid conceptual understanding and some practical application.
3	Advanced	Denotes significant conceptual knowledge and practical experience in performing a competency to a consistently high standard.
4	Expert	Denotes extensive knowledge, refined skill and prolonged experience in performing a defined competency at the highest standard.



FOCUS AREA I : SEA FREIGHT

I. CUSTOM BROKERAGE

II. FREIGHTING



CONTENT :

- CAREER PATHWAYS
- JOB DESCRIPTION
- SKILLS COMPETENCIES
- REQUIRED COMPETENCY LEVELS
- RECOMMENDED TRAINING PROGRAMMES

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Customs Brokerage (Sea Freight)		
	Job Title : Import Clerk		Level : 2
	Proposed Job Title : Junior Import Coordinator		
	Job Description :		
	<p>Import Customs</p> <ul style="list-style-type: none">• Receive and check complete import documents (NOA, BL, INVOICE & PACKING LIST) from customers.• Open new job file and note any instructions necessary for said shipment.• Check import status at port system.• Check with shipping lines on NOA, Invoice and actual ATA and formalities for release of Delivery Order.• Prepare data entry and submission to Customs based on supervisor and customer approval.• Print Customs Form and prepare full documents to handover to operation clerk for Customs process and approval.• Prepare Debit Note to customers for shipping line charges and Customs duty or sale tax (if needed).• Manage pre-alert and delivery to customers as per delivery SOP.• Bill customer and close completed job.• Monitor pending jobs and its status.		
	Soft Skills	Required Competency Level	Recommended Training
	Good administrative and organisational skills	2	Business Administrative Management;
	Good customer relationship skills	2	Customer Service Management, Complaint Handling;
	Good communications skills	2	English for Logistics;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Customs procedures and multimodal transport operations	2	Kursus Ejen Kastam (KEK); UNESCAP Certificate in Multimodal Transport Operators in Freight Forwarding;
Numeric skills	2	Numeracy Skills Training;
Documentation skills	2	Administrative Skills Training; Office Productivity Software;
Relevant skills and knowledge for reporting	2	Administrative Skills Training; Office Productivity Software;
Knowledge of OSHA procedures and regulations relevant to company operating procedures and processes	2	OSHA Training;
ICT skills	2	Customs Declaration Software;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Customs Brokerage (Sea Freight)		
	Job Title : Import Coordinator		Level : 3
	Proposed Job Title : Senior Import Coordinator		
	Job Description : <ul style="list-style-type: none"> • Confirm complete import documents (NOA, BL, INVOICE & PACKING LIST) from customer. • Confirm customer's instructions necessary for said shipment. • Understand Customs classifications, declarations and formalities. • Understand OGA requirements and formalities. • Liaise with terminals and shipping lines. • Approve Customs data entry and submission to Customs. • Confirm Debit Notes to customers for shipping line charges and Customs duty or sale tax (if needed). • Manage pre-delivery alert and delivery to customers as per SOPs. • Confirm billing to customer and close completed job. • Monitor pending jobs and its status. 		
	Soft Skills	Required Competency Level	Recommended Training
	Good attitude	3	Employee Attitude Training;
	Problem solving, analytical and adaptability skills	3	Effective Problem-Solving and Decision-Making;
	Good coordination skills	3	Operations Planning & Management;
	Good customer relationship skills	3	Customer Service Management, Complaint Handling;
	Good communication skills	3	English for Logistics;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Incoterms	3	Incoterms;
Customs and other government regulations and requirements	3	FIATA Module- Customs Procedures Kursus Ejen Kastam(KEK); Module-Maritime Transport; Module-Multimodal Transport; Module-Air Transport;
Knowledge and skills in truck and haulage arrangement	3	FIATA Module-Introduction to Logistics;
Numeracy skills	3	Numeracy Skills Training;
Documentation skills	3	Administrative Skills Training; Office Productivity Software;
Relevant skills and knowledge for reporting	3	Administrative Skills Training; Office Productivity Software;
Knowledge and skills in green technology and sustainability practices	3	FIATA Module-Transport Insurance; Module-Safety, Security & Dangerous Goods;
Knowledge of OSHA procedures and regulations relevant to company operating procedures and processes	3	OSHA Training;
ICT knowledge	3	FIATA Module-Information & Communication Technologies; Customs Declaration Software;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Customs Brokerage (Sea Freight)		
	Job Title : Import Executive		Level : 4
	Proposed Job Title : Import Executive		
	Job Description : <ul style="list-style-type: none"> • Verify invoice from shipper/supplier. • Verify packing list from shipper/supplier. • Verify bills of lading from consignee. • Verify delivery order (DO). • Check and approve the draft customs form. • Arrange shipping lines payment. • Arrange customs and duty payment. • Check insurance coverage. • Monitor acceptance of Notice of Arrival (NOA). • Ensure goods are delivered per consignee's instructions. 		
	Soft Skills	Required Competency Level	Recommended Training
	Good attitude	4	Employee Attitude Training;
	Problem solving, analytical and adaptability skills	4	Effective Problem-Solving and Decision-Making;
	Good coordination skills	4	Operations Planning & Management;
	Good customer relationship skills	4	Customer Service Management, Complaint Handling;
	Good communications skills	4	English for Logistics; English for Business;
	Managerial skills	4	Leadership;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Incoterms	4	Incoterms;
Customs and other government regulations and requirements	4	Customs Procedures Kursus Ejen Kastam(KEK); FIATA Modules - Maritime Transport; Multimodal Transport; Air Transport;
Manage Pre-alert/ Notice of Arrival (NOA)	4	FIATA Modules - Maritime Transport; Multimodal Transport; Air Transport; International Road Transport; International Rail Transport; Inland Waterway Transport;
Knowledge and skills in transport arrangement	4	FIATA Module- Introduction to Logistics Road Transport Act and Dangerous Goods Movement;
Numeracy skills	4	Numeracy Skills Training;
Documentation skills	4	Management & Administrative Skills Training; Office Productivity Software;
Relevant skills and knowledge for reporting	4	Management & Administrative Skills Training; Office Productivity Software;
Knowledge and skills in green technology and sustainability practices	4	FIATA Module- Transport Insurance; Module- Safety, Security & Dangerous Goods;
Knowledge of OSHA procedures and regulations relevant to company operating procedures and processes	4	OSHA Training;
ICT skills	4	FIATA Module- Information & Communication Technologies; Customs Declaration Software
Knowledge and skills in quality control and quality assurance	4	Quality Management;
Knowledge of taxation and e-payment	4	Accounting Software Training;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Customs Brokerage (Sea Freight)		
	Job Title : Import Manager		Level : 5
	Proposed Job Title : Import Manager		
	Job Description : <p>An Import Manager is responsible for managing invoices from shipper, packing list from shipper, bills of lading from consignee and the delivery order (DO). They will also resolve customs issue, analyse market trends and reports, plan human resources requirements and handle customer relations. They should also be able to verify shipping lines payment, customs and duty payment, as well as insurance payment.</p> <p>Responsibilities may include:</p> <ul style="list-style-type: none"> • Managing daily operations • Resolving customs issue if any • Approving shipping lines payment • Approving customs and duty payment • Managing insurance coverage/claims • Analysing market trends and reports • Managing human resources requirements / delegate the job / manage manpower & equipment • Managing customer relationship and Credit Control 		
	Soft Skills	Required Competency Level	Recommended Training
	Good attitude	5	Employee Attitude Training;
	Problem solving, analytical and adaptability skills	5	Effective Problem-Solving and Decision-Making; Analytical Training;
	Good coordination skills	5	Operations Planning & Management;
	Good customer relationship skills	5	Customer Service Management, Complaint Handling;
	Good communications skills	5	Business Communications;
	Managerial skills	5	Leadership;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Incoterms	5	Incoterms;
Customs and other government regulations and requirements	5	FIATA Advance Diploma Kursus Ejen Kastam (KEK);
Knowledge and skills in truck and haulage arrangement	5	FIATA Advance Diploma;
Knowledge in port/airport operations	5	FIATA Advance Diploma;
Relevant skills and knowledge for reporting	5	Management & Administrative Skills Training; Office Productivity Software;
Knowledge and skills in green technology and sustainability practices	5	Management & Administrative Skills Training; Office Productivity Software;
Knowledge of OSHA procedures and regulations relevant to company operating procedures and processes	5	OSHA Training;
ICT knowledge	5	FIATA Module - Information & Communication Technologies; Customs Declaration Software;
Knowledge and skills in quality control and quality assurance	5	Quality Management;
Knowledge on Accounts and Finance Management	5	Finance Management Training;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Customs Brokerage (Sea Freight)		
	Job Title : Export Clerk		Level : 2
	Proposed Job Title : Junior Export Coordinator		
	Job Description : <ul style="list-style-type: none">• Receive and check export documents (Booking Confirmation and Export CIPL).• Obtain booking confirmation either from customer /NVOCC/ direct liner.• Provide ROT according to export booking details to customer / liner in return for CMO for MT pick up arrangement.• Submit ROT as per request by customer to haulier or arrange/mobilise right truck size to pick up Loose Shipment for LCL and empty container for FCL and deliver to customer designated premises.• Warehouse PIC will update the export MT container & seal number once it is positioned in warehouse.• Carry out Customs Declaration with Export Booking and Export CIPL and submit to Customs once approved by supervisor.• Inform haulier or truck driver to deliver co-leader assigned CFS for loading/ stuffing when containers are ready to pull into the port.• Ensure Customs block/hold is released before closing time and date of shipment upon K2 approval.• Submit VGM once container number is updated in port system.• Draft billing to customer and close completed job once approved by supervisor.• Constantly check status of all pending jobs for export closing date at port system.		
	Soft Skills	Required Competency Level	Recommended Training
Good administrative and organisational skills	2	Business Administration for Supervisor;	
Good customer relationship skills	2	Customer Service excellence & Complaint Handling;	
Good communications skills	2	English for Logistics;	

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Customs procedures and multimodal transport operations	2	Kursus Ejen Kastam (KEK); UNESCAP Certificate in Multimodal Transport Operators in Freight Forwarding;
Numeracy skills	2	Numeracy Skills Training;
Documentation skills	2	Administrative Skills Training; Office Productivity Software;
Relevant skills and knowledge for reporting	2	Administrative Skills Training; Office Productivity Software;
Knowledge of OSHA procedures and regulations relevant to company operating procedures and processes	2	OSHA Training;
ICT skills	2	Customs Declaration Software;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Customs Brokerage (Sea Freight)		
	Job Title : Export Coordinator		Level : 3
	Proposed Job Title : Senior Export Coordinator		
	Job Description : <ul style="list-style-type: none">• Confirm export documents.• Confirm booking received either from customer /NVOCC/ direct liner.• Confirm ROT according to export booking details to customer / liner in return for CMO for MT pick up arrangements.• Submit ROT as per customer request to haulier or arrange transport to pick up empty or LCL to deliver to customer-designated premises.• Warehouse PIC that will update export MT container & seal number once it is positioned in warehouse.• Manage LCL Truck arrangement once customer inform the LCL shipment is ready for collection and deliver to the Cooloader designated CFS.• Confirm customs declaration with Export Booking and Export CIPL and submit to Customs once approved by supervisor.• Confirm container loading and gate in to Terminal.• Confirm VGM submission once container number is updated in the port system.• Confirm export declaration (K2 or K8) approval and ensure release of Customs block/hold before the closing time and shipment date.• Manage customer billing and close completed jobs upon supervisor approval.• Monitor pending jobs and status for export closing date at port system.		
	Soft Skills	Required Competency Level	Recommended Training
	Good attitude	3	Employee Attitude Training;
Problem solving, analytical and adaptability skills	3	Effective Problem-Solving and Decision-Making;	
Good coordination skills	3	Operations Planning & Management;	
Good customer relationship skills	3	Customer Service Management, Complaint Handling;	
Good communications skills	3	English for Logistics;	

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Incoterms	3	Incoterms;
Customs and other government regulations and requirements	3	FIATA Module - Customs Procedures Kursus Ejen Kastam (KEK) & other customs ruling; Module - Maritime Transport; Module - Multimodal Transport; Module - Air Transport;
Knowledge and skills in truck & haulage arrangement	3	FIATA Module - Introduction to Logistics;
Numeracy skills	3	Numeracy Skills Training;
Documentation skills	3	Administrative Skills Training; Office Productivity Software;
Relevant skills and knowledge for reporting	3	Administrative Skills Training; Office Productivity Software;
Knowledge and skills in green technology and sustainability practices	3	FIATA Module - Transport Insurance; Module 10- Safety, Security & Dangerous Goods;
Knowledge of OSHA procedures and regulations relevant to company operating procedures and processes	3	OSHA Training;
ICT knowledge	3	FIATA Module- Information & Communication Technologies Customs Declaration Software;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Customs Brokerage (Sea Freight)		
	Job Title : Export Executive		Level : 4
	Proposed Job Title : Export Executive		
	Job Description : <p>An Export Executive is responsible for verifying invoice from shipper/supplier, packing list from shipper/supplier, bills of lading from consignor and the delivery order (DO). They are also required to check and approve the completed customs form, arrange shipping lines payment, as well as customs and duty payments, check insurance coverage, and monitor Carrier Vessel ETA.</p> <p>Responsibilities may include:</p> <ul style="list-style-type: none"> • Approving invoices from shipper/supplier. • Confirming/approving against the packing list provided by shippers/suppliers. • Approving the draft bills of lading from consignor for submission to carrier. • Approving VGM submission to Terminal for FCL shipment. • Checking and approving the draft customs form. • Approving shipping lines payment. • Arranging customs export cess payment for selected commodities, e.g., Rubber Manufactured products. • Checking and purchasing ALL Risk insurance coverage upon approval from Shipper. • Ensuring goods are delivered based on consignor's instructions, as per Freight Terms. 		
	Soft Skills	Required Competency Level	Recommended Training
	Good attitude	4	Employee Attitude Training;
	Problem solving, analytical and adaptability skills	4	Effective Problem-Solving and Decision-Making;
	Good coordination skills	4	Operations Planning & Management;
	Good customer relationship skills	4	Customer Service Management, Complaint Handling;
	Good communication skills	4	English for Logistics;
	Managerial skills	4	Leadership;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Incoterms	4	Incoterms;
Customs and other government regulations and requirements	4	FIATA Modules - Customs Procedures; Maritime Transport; Multimodal Transport; Air Transport ;
Knowledge on Notice of Arrival (NOA)	4	FIATA Modules Maritime Transport; Multimodal Transport; Air Transport; International Road Transport; International Rail Transport; Inland Waterway Transport;
Knowledge and skills in transport arrangement	4	FIATA Module - Introduction to Logistics;
Numeracy skills	4	Numeracy Skills Training;
Documentation skills	4	Microsoft Office (Word, PP, Excel);
Relevant skills and knowledge for reporting	4	Management & Administrative Skills Training; Office Productivity Software;
Knowledge and skills in green technology and sustainability practices	4	FIATA Modules - Transport Insurance; Safety, Security & Dangerous Goods;
Knowledge of OSHA procedures and regulations relevant to company operating procedures and processes	4	OSHA Training;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
ICT skills	4	FIATA Module - Information & Communication Technologies; Customs Declaration Software;
Knowledge and skills in quality control and quality assurance	4	Quality Management;
Knowledge of taxation and e-payment	4	Accounting Software Training;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Customs Brokerage (Sea Freight)		
	Job Title : Export Manager		Level : 5
	Proposed Job Title : Export Manager		
	<p>Job Description :</p> <p>An Export Manager is responsible for managing invoices and packing list from shipper, BL from consignee as well as the issuance of the delivery order (DO). They will also resolve customs issue, analyse market trends and reports, plan human resources requirements and handle customer relations. They should also be able to verify shipping lines payments, customs and duty payment as well as insurance payment.</p> <p>Responsibilities may include:</p> <ul style="list-style-type: none"> • Managing daily operations via the Daily Export Report. • Resolving customs issue if any. • Approving shipping lines payment. • Approving customs export cess payment. • Managing insurance coverage / claims. • Analysing market trend and reports. • Managing human resources requirements / job delegation/ manpower and equipment. • Managing customer relationships. 		
	Soft Skills	Required Competency Level	Recommended Training
	Good attitude	5	Employee Attitude Training;
	Problem solving, analytical and adaptability skills	5	Effective Problem-Solving; Decision-Making; Analytical Training;
	Good coordination skills	5	Operations Planning & Management;
	Good customer relationship skills	5	Customer Service Management, Complaint Handling;
	Good communications skills	5	Business Communications;
	Managerial skills	5	Leadership;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Incoterms	5	Incoterms;
Customs and other government regulations and requirements	5	FIATA Advance Diploma; Kursus Ejen Kastam (KEK);
Knowledge and skills in truck and haulage arrangements	5	FIATA Advance Diploma;
Knowledge in port/airport operations	5	FIATA Advance Diploma;
Relevant skills and knowledge for reporting	5	Management & Administrative Skills Training; Office Productivity Software;
Knowledge and skills in green technology and sustainability practices	5	FIATA Advance Diploma;
Knowledge of OSHA procedures and regulations relevant to company operating procedures and processes	5	OSHA Training;
ICT knowledge	5	FIATA Module - Information & Communication Technologies; Customs Declaration Software;
Knowledge and skills in quality control and quality assurance	5	Quality Management;
Knowledge on Accounts and Finance Management	5	Finance Management Training;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS	
	Area : Sea Freight Divison - Freightng	
	Job Title : Freightng Clerk	Level : 2
	Proposed Job Title : Freightng Clerk	
	<p>Job Description :</p> <p>A Freightng Clerk is responsible for managing and executing the import/ export and overseeing the movement of goods from one location to another. They are also involved in charging, costing and arranging the movement of goods and the flow of paperwork to ensure that the necessary clearances are obtained quickly and deliveries are made in good time.</p> <p>Responsibilities may include:</p> <ul style="list-style-type: none"> • Arranging and completing all associated paperwork, which documents the nature of the goods being move from one location to another and that they are legal and legitimate. • Ensuring the accuracy of bill of lading. • Liaising with inbound and outbound offices, partners and agents. • Liaising with documentation clerk and checking with superiors. • Responsible for costing jobs and ensuring maximum profitability for their organisation. • Establishing contacts and relationship with customs officers to ensure efficient transfer of goods through the legal process. 	
	Soft Skills	Required Competency Level
	Good administrative and organisational skills	2
	Good customer relationship skills	2
	Good communications skills	2
		Recommended Training
		Business Administrative Management;
		Customer Service Management, Complaint Handling;
		English for Logistics;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Knowledge and skills in documentation (bill of lading, AWB, DO, invoice)	2	Kursus Ejen Kastam (KEK); UNESCAP Certificate in Multimodal Transport Operators in Freight Forwarding;
Knowledge in conversion	2	Numeracy Skills Training;
Documentation skills	2	Administrative Skills Training; Office Productivity Software;
Relevant skills and knowledge for reporting	2	Administrative Skills Training; Office Productivity Software;
Knowledge of OSHA procedures and regulations relevant to company operating procedures and processes	2	OSHA Training;
ICT skills	2	Customs Declaration Software; Related IT systems software;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Sea Freight Divison - Freightng		
	Job Title : Freightng Supervisor		Level : 3
	Proposed Job Title :Freightng Supervisor		
	Job Description : A Freightng Supervisor is responsible for monitoring the bill of lading for cargo clearance, monitoring and checking for booking confirmation* as well as the acceptance of the Notice of Arrival (NOA) **, collecting delivery orders (DO) to named parties**, drafting invoices and preparing or checking payments to carrier **. <p>Responsibilities may include:</p> <ul style="list-style-type: none">• Monitoring bill of lading for cargo clearance.• Monitoring Notice of Arrival (NOA) acceptance.**• Handling K4 customs manifest for cargo clearance.• Collecting delivery order (DO) to named parties.**• Preparing payments and drafting invoices.• Checking payment to carriers. <p>[Note: *export, **import]</p>		
	Soft Skills	Required Competency Level	Recommended Training
	Good attitude	3	Employee Attitude Training;
Problem solving, analytical and adaptability skills	3	Effective Problem-Solving and Decision-Making;	
Good coordination skills	3	Operations Planning & Management;	
Good customer relationship skills	3	Customer Service Management, Complaint Handling;	
Good communications skills	3	English for Logistics/ Business;	

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Incoterms	3	Incoterms;
Customs and other government regulations and requirements	3	Kursus Ejen Kastam (KEK); UNESCAP; Certificate in Multimodal Transport; Operators in Freight Forwarding; International Federation of Freight Forwarders Association (FIATA) Modules - Customs Procedures; Maritime Transport; Multimodal Transport;
Knowledge and skills in quality control and quality assurance	3	Quality Management;
Knowledge in conversion	3	Numeracy Skills Training;
Documentation skills	3	Administrative Skills Training; Office Productivity Software;
Relevant skills and knowledge for reporting	3	Administrative Skills Training; Office Productivity Software;
Knowledge and skills in truck & haulage arrangement	3	International Federation of Freight Forwarders Association (FIATA) Modules – Introduction to Logistics;
Knowledge and skills in green technology and sustainability practices	3	International Federation of Freight Forwarders Association (FIATA) - Transport Insurance; Safety, Security & Dangerous Goods;
Knowledge of OSHA procedures and regulations relevant to company operating procedures and processes	3	OSHA Training;
IT skills	3	International Federation of Freight Forwarders Association (FIATA) Modules- Information & Communication Technologies; Customs Declaration Software Training; Related IT systems software;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Sea Freight Divison - Freightng		
	Job Title : Operations Executive		Level : 4
	Proposed Job Title : Operations Executive		
	Job Description : An Operations Executive is responsible for determining or checking the status of the bill of lading, perusing the Notice of Arrival (NOA) (import), checking customs manifest details (import), approving Delivery Order (DO) status (*i) , verifying payment to carrier and verifying invoices received (AP) and invoices issued (AR). Responsibilities may include: <ul style="list-style-type: none">• Determining / checking status of bill of lading.• Perusing Notice of Arrival (NOA) and booking confirmation.• Checking customs manifest details.• Approving delivery order (DO) status.• Verifying invoice received (AP) and invoice issued (AR).• Verifying payment to carrier. [Note: *export, **import]		
	Soft Skills	Required Competency Level	Recommended Training
	Good attitude	4	Employee Attitude Training;
	Problem solving, analytical and adaptability skills	4	Effective Problem-Solving and Decision-Making;
	Good coordination skills	4	Operations Planning & Management;
	Good customer relationship skills	4	Customer Service Management, Complaint Handling;
	Good communication skills	4	English for Logistics/ Business;
	Managerial skills	4	Leadership;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Incoterms	4	Incoterms;
Knowledge and skills in documentation (bill of lading, DO, invoice)	4	Kursus Ejen Kastam (KEK); UNESCAP Certificate in Multimodal Transport Operators in Freight Forwarding; International Federation of Freight Forwarders Association (FIATA) -Customs Procedures; Maritime Transport; Multimodal Transport;
Knowledge on freighting charges	4	International Federation of Freight Forwarders Association (FIATA)- Introduction to Logistics;
Knowledge and skills in truck and haulage arrangement	4	International Federation of Freight Forwarders Association (FIATA)- Introduction to Logistics;
Knowledge in air and/or sea port operations	4	International Federation of Freight Forwarders Association (FIATA) - Multimodal Transport;
Relevant skills and knowledge for reporting	4	Microsoft Office (Word, PP, Excel);
Knowledge in conversion	4	Numeracy Skills Training;
Relevant skills and knowledge for reporting	4	Management & Administrative Skills Training; Office Productivity Software;
Knowledge and skills in green technology and sustainability practices	4	International Federation of Freight Forwarders Association (FIATA) Advance Diploma;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Knowledge of OSHA procedures and regulations relevant to company operating procedures and processes	4	OSHA Training;
ICT skills	4	International Federation of Freight Forwarders Association (FIATA) Modules - Information & Communication Technologies; Customs Declaration Software; Related IT systems software;
Knowledge and skills in quality control and quality assurance	4	Quality Management;
Knowledge of taxation and e-payment	4	Accounting Software Training;

NO	DETAILS		
	Area : Sea Freight Divison - Freightng		
	Job Title : Operations Manager		Level : 5
	Proposed Job Title : Operations Manager		
	Job Description : An Operations Manager is responsible for approving the bill of lading, receiving and issuing invoices as well as analysing and executing credit control and payment approval to carriers. They should also be able to analyse market trends, decide and execute human resources requirements and maintain good customer relationships. Responsibilities may include: <ul style="list-style-type: none">• Approving bill of lading.• Approving received and issued invoices (AP and AR).• Approving issued invoices.• Analysing and executing credit control.• Approving payment to carriers• Analysing market trend and reports.• Deciding and executing human resources requirement / manpower / delegation (if applicable).• Maintaining good customer relationships.		
	Soft Skills	Required Competency Level	Recommended Training
	Good attitude	5	Employee Attitude Training;
Problem solving, analytical and adaptability skills	5	Effective Problem-Solving and Decision-Making;	
Good coordination skills	5	Operations Planning & Management;	
Good customer relationship skills	5	Customer Service Management; Complaint Handling;	
Good communications skills	5	English for Logistics and Business;	
Managerial skills	5	Leadership;	

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Incoterms	5	Incoterms;
Knowledge and skills in documentation (bill of lading, AWB, DO, invoice)	5	Kursus Ejen Kastam (KEK); UNESCAP; Certificate in Multimodal Transport; Operators in Freight Forwarding; International Federation of Freight Forwarders Association (FIATA) Modules - Customs Procedures; Maritime Transport; Multimodal Transport;
Knowledge on freight market	5	International Federation of Freight Forwarders Association (FIATA) Advance Diploma;
Knowledge and skills in trucking market	5	International Federation of Freight Forwarders Association (FIATA) Advance Diploma;
Knowledge in seaport/terminal operations	5	International Federation of Freight Forwarders Association (FIATA) Advance Diploma;
Knowledge in conversion	5	Numeracy Skills Training;
Relevant skills and knowledge of reporting	5	Management & Administrative Skills Training; Office Productivity Software;
Knowledge in green technology and sustainable practices	5	International Federation of Freight Forwarders Association (FIATA) Advance Diploma;
Knowledge of OSHA procedures and regulations relevant to company operating procedures and processes	5	OSHA Training;

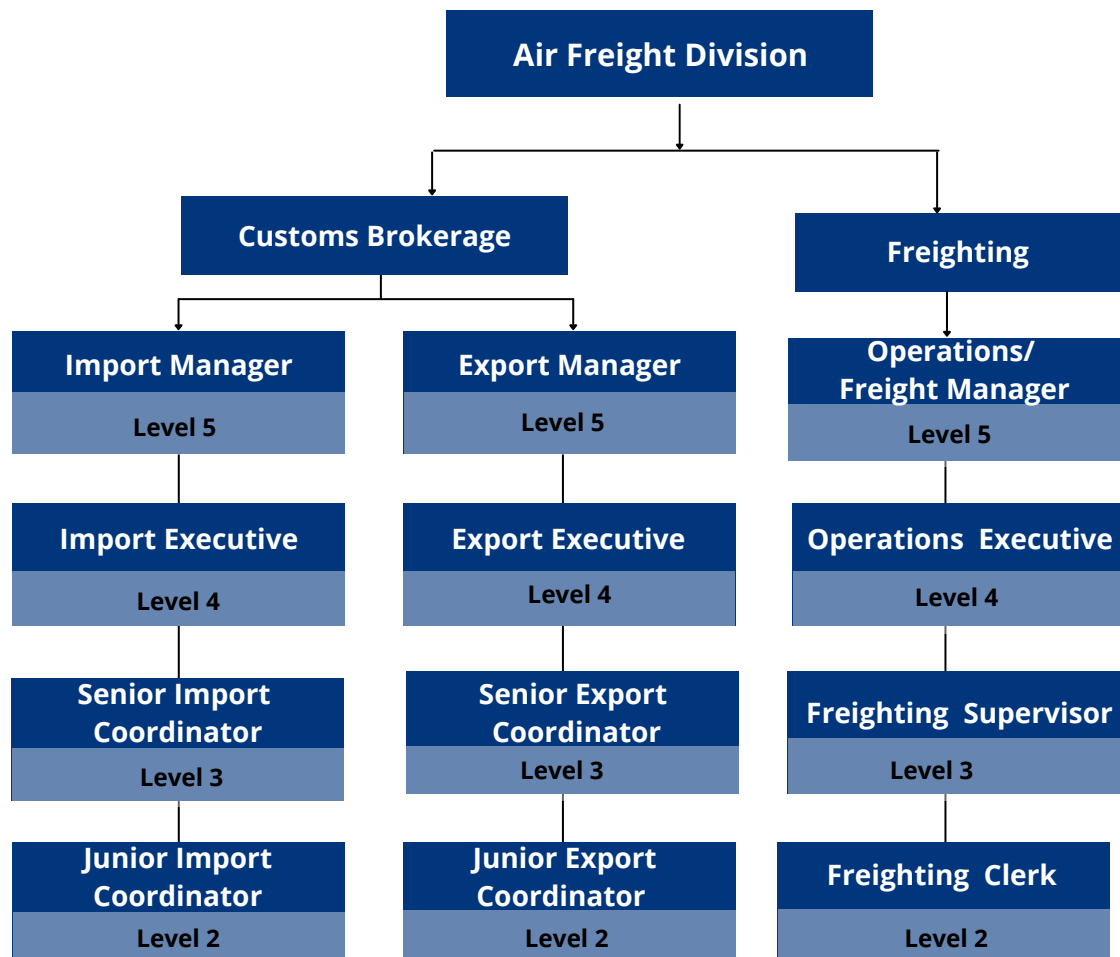
IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
ICT skills	5	International Federation of Freight Forwarders Association (FIATA) Modules - Information & Communication Technologies; Customs Declaration Software; Related IT systems software;
Knowledge and skills in quality control and quality assurance	5	Quality Management;
Knowledge in basic accounting and taxation	5	Principles of Accounting and Taxation ;

FOCUS AREA II : AIR FREIGHT

I. CUSTOM BROKERAGE

II. FREIGHTING



CONTENT :

- CAREER PATHWAYS
- JOB DESCRIPTION
- SKILLS COMPETENCIES
- REQUIRED COMPETENCY LEVELS
- RECOMMENDED TRAINING PROGRAMMES

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Customs Brokerage (Air Freight)		
	Job Title : Import Clerk		Level : 2
	Proposed Job Title : Junior Import Coordinator		
	Job Description : <ul style="list-style-type: none">• Receive and check complete import documents Pre-alert - MAWB, HAWB, Manifest, CIPL from origin Agent or Customer.• Open new job file and note any instructions necessary for said shipment.• Check Airline tracking status and arrival ETA.• Check terminal for documents and cargo status.• Check on import permit requirements and HS code from Agent or Customer and request original permit if required.• Check on OGA permit requirements for exports as confirmed by supervisor.• Undertake Customs declaration and submission via EDI system upon supervisor approval.• Prepare draft billing to customer for applicable taxes and payment to Customs once approved by supervisor.• Arrange payment to terminal and inform supervisor to retrieve cargo to warehouse.• Check Customs EDI system approval and inform status to supervisor.• Send pre-delivery alert to customers.• Prepare draft billing to agent or customer once delivery is completed and obtain supervisor approval.• Monitor status of all pending jobs for import ETA and clearance.		
	Soft Skills	Required Competency Level	Recommended Training
Good administrative and organisational skills	2	Business Administrative Management;	
Good customer relationship skills	2	Customer Service Management; Complaint Handling;	
Good communications skills	2	Basic Business Communication/People skills; English for Logistics;	

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Customs procedures and multimodal transport operations	2	Kursus Ejen Kastam (KEK); UNESCAP Certificate in Multimodal Transport Operators in Freight Forwarding;
Numeracy skills	2	Numeracy Skills Training;
Documentation skills	2	Microsoft Office (Word, PP, Excel);
Relevant skills and knowledge for reporting	2	Microsoft Office (Word, PP, Excel);
Knowledge of OSHA procedures and regulations relevant to company operating procedures and processes	2	OSHA Training;
ICT skills	2	Customs Declaration Software;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Customs Brokerage (Air Freight)		
	Job Title : Import Coordinator		Level : 3
	Proposed Job Title : Senior Import Coordinator		
	Job Description : <ul style="list-style-type: none">• Receive and manage complete import documents for pre-alert - MAWB, HAWB, Manifest, CIPL from origin agent or customer.• Open new job file and note any instructions necessary for said shipment.• Check Airline tracking status and arrival ETA.• Check terminal for documents and cargo status.• Confirm any import permit requirements and HS code from agent or customer and request original permit if required.• Check for OGA permit requirements for exports and inform customers.• Verify draft customs declaration, make necessary amendments if required and instruct staff to submit to Customs.• Verify customer billing including applicable taxes and Customs charges.• Approve payment to terminal and inform operation to deliver cargo to warehouse.• Verify Customs EDI system for approval status.• Send pre-delivery alert to customers.• Verify and approve billing to Agent or Customer once delivery completed.• Monitor status of all pending jobs for import ETA and clearance.		
	Soft Skills	Required Competency Level	Recommended Training
	Good attitude	3	Employee Attitude Training;
Problem solving, analytical and adaptability skills	3	Effective Problem-Solving & Decision-Making;	
Good coordination skills	3	Operations Planning & Management;	
Good customer relationship skills	3	Customer Service Management; Complaint Handling;	
Good communications skills	3	English for Logistics ; English for Business ;	

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Incoterms	3	Incoterms;
Customs and other government regulations and requirements	3	FIATA Module- Customs Procedures Kursus Ejen Kastam (KEK) & other Customs Rulings Updates; Maritime Transport; Multimodal Transport; Air Transport;
Knowledge and skills in truck and haulage arrangements	3	FIATA Module- Introduction to Logistics;
Numeracy skills	3	Numeracy Skills Training;
Understanding on documentation flow	3	Administrative Skills Training;
Relevant skills and knowledge for reporting	3	Administrative Skills Training;
Knowledge and skills in green technology and sustainability practices	3	FIATA Module- Transport Insurance; Safety, Security & Dangerous Goods;
Knowledge of OSHA procedures and regulations relevant to company operating procedures and processes	3	OSHA Training;
ICT knowledge	3	FIATA Module- Information & Communication Technologies; Customs Declaration Software;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Customs Brokerage (Air Freight)		
	Job Title : Import Executive		Level : 4
	Proposed Job Title : Import Executive		
	<p>Job Description :</p> <p>An Import Executive is responsible for verifying invoices and packing list from consignee/supplier as well as the manifest and airway bill (AWB) from consignees. They are also responsible for approving delivery orders (DO) and checking and approving the completed customs forms. They are also required to arrange shipping lines payment as well as customs and duty payments; check insurance coverage, and monitor the pre-delivery alert status or Notice of Arrival (NOA), where applicable.</p> <p>Responsibilities may include:</p> <ul style="list-style-type: none"> • Approving the invoice and packing list (CIPL) from consignee/supplier against manifest. • Approving the airway bill from consignee. • Approving delivery order (DO). • Approving draft custom forms application for submissions. • Arranging airlines payment. • Arranging customs and duty payment. • Checking insurance coverage. • Monitoring pre-delivery alerts or Notice of Arrival (NOA). • Ensuring goods are delivered as per consignee's instructions. 		
	Soft Skills	Required Competency Level	Recommended Training
	Good attitude	4	Employee Attitude Training;
	Problem solving, analytical and adaptability skills	4	Effective Problem-Solving & Decision-Making;
	Good coordination skills	4	Operations Planning & Management;
	Good customer relationship skills	4	Customer Service Management; Complaint Handling;
	Good communications skills	4	English for Logistics; English for Business;
	Managerial skills	4	Leadership;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Incoterms	4	Incoterms;
Customs and other government regulations and requirements	4	Customs Procedures Kursus Ejen Kastam (KEK) & other Customs update Ruling Courses; FIATA Module- Maritime Transport; Multimodal Transport; Air Transport;
Manage pre-delivery alerts or Notice of Arrival (NOA)	4	FIATA Module- Air Transport; Multimodal Transport; Air Transport; International Road Transport; International Rail Transport; Inland Waterway Transport;
Knowledge and skills in transport arrangement	4	FIATA Module- Introduction to Logistics; Road Transport Act and Dangerous Goods Movement;
Numeracy skills	4	Numeracy Skills Training;
Understanding of documentation flow	4	Administrative Skills Training;
Relevant skills and knowledge for reporting	4	Administrative Skills Training;
Knowledge and skills in green technology and sustainability practices	4	FIATA Module- Transport Insurance; Safety, Security & Dangerous Goods;
Knowledge of OSHA procedures and regulations relevant to company operating procedures and processes	4	OSHA Training;

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Technical Skills	Required Competency Level	Recommended Training
ICT skills	4	FIATA Module- Information & Communication Technologies; Customs Declaration Software;
Knowledge and skills in quality control and quality assurance	4	Quality Management;
Knowledge of taxation and e-payment	4	Basic Accounting Knowledge;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Customs Brokerage (Air Freight)		
	Job Title : Import Manager		Level : 5
	Proposed Job Title : Import Manager		
	Job Description : An Import Manager is responsible for managing invoices, packing list (CIPL) and airway bill (AWB) from consignee. He must also be able to resolve custom issues, analyse market reports and trends, plan human resources requirements and handle customer relations. This may include payment approvals to airlines, insurance and customs & duty. Responsibilities may include: <ul style="list-style-type: none">• Manage daily operations.• Resolve customs issue (if applicable).• Approve payments to Airlines.• Approve Customs Import Duty & Sales Tax payment after confirmation of acceptance by Customs• Manage insurance coverage / claim.• Analyse market trend and reports.• Manage human resources requirement / job delegation / manpower & equipment management.• Manage customer relationship.		
	Soft Skills	Required Competency Level	Recommended Training
	Good attitude	5	Employee Attitude Training;
	Problem solving, analytical and adaptability skills	5	Effective Problem-Solving & Decision-Making; Analytical Training;
	Good coordination skills	5	Operations Planning & Management;
	Good customer relationship skills	5	Customer Service Management; Complaint Handling;
	Good communications skills	5	Business Communication;
	Managerial skills	5	Leadership ;

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Technical Skills	Required Competency Level	Recommended Training
Incoterms	5	Incoterms;
Customs and other government regulations and requirements	5	FIATA Advance Diploma Kursus Ejen Kastam (KEK) & Updates of Customs Rulings;
Knowledge and skills in truck & haulage arrangement	5	FIATA Advance Diploma;
Knowledge in port/airport operations	5	FIATA Advance Diploma;
Relevant skills and knowledge for reporting	5	Administrative Knowledge & Training Skills;
Knowledge and skills in green technology and sustainability practices	5	FIATA Advance Diploma;
Knowledge of OSHA procedures and regulations that are relevant to company operating procedures and processes	5	OSHA Training;
ICT knowledge	5	FIATA Module- Information & Communication Technologies; Customs Declaration Software;
Knowledge and skills in quality control and quality assurance	5	Quality Management;
Knowledge in accounts and financial management	5	Finance Management Training;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Customs Brokerage (Air Freight)		
	Job Title : Export Clerk		Level : 2
	Proposed Job Title : Junior Export Coordinator		
	Job Description : <ul style="list-style-type: none">• Receive and check export documents for booking (CIPL and SI).• Check if any OGA permit required for export to be confirmed by Supervisor.• Check booking status by supervisor (airline and closing).• Arrange transportation/collection of goods from Customer.• Check lodge-in status from operation of cargo to terminal.• Check weighing slip by terminal from operation.• Prepare customs declaration for export and submit once approved by supervisor.• Check status of customs approval for export in EDI system and inform supervisor if queried or approved.• Prepare draft MAWB and HAWB, manifest if required and send to supervisor to approve.• Prepare pre-alert draft to agent of HAWB shipment, attach MAWB/HAWB/Manifest and CIPL and send to Supervisor.• Prepare pre-alert draft to customer of MAWB only and attach MAWB and CIPL to send to supervisor.• Prepare draft bill to customer and close complete jobs once confirmed by supervisor.• Check status of all pending jobs for export closing time/date.		
	Soft Skills	Required Competency Level	Recommended Training
Good administrative and organisational skills	2	Business Administrative Management;	
Good customer relationship skills	2	Customer Service Management; Complaint Handling;	
Good communications skills	2	Basic Business Communication/People skills; English for Logistics;	

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Customs procedures and multimodal transport operations	2	Kursus Ejen Kastam (KEK); UNESCAP Certificate in Multimodal Transport Operators in Freight Forwarding;
Numeracy skills	2	Numeracy Skills Training;
Documentation skills	2	Microsoft Office (Word, PP, Excel);
Relevant reporting skills and knowledge	2	Microsoft Office (Word, PP, Excel);
Knowledge of OSHA procedures and regulations that are relevant to company operating procedures and processes	2	OSHA Training;
ICT skills	2	Customs Declaration Software;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Customs Brokerage (Air Freight)		
	Job Title : Export Coordinator		Level : 3
	Proposed Job Title : Senior Export Coordinator		
	Job Description : <ul style="list-style-type: none">• Manage export documents for airline booking.• Check if any OGA permit is required for export and inform customer accordingly.• Send booking instructions to staff (airline and closing).• Arrange transportation/collection of goods from customer.• Instruct operations to arrange lodge-in from cargo to terminal.• Check weighing slip/acceptance receipt by terminal operator.• Check draft and verify customs declaration for export prior to submission.• Check status of customs approval for export in the EDI system.• Check and verify draft MAWB and HAWB manifest if required.• Check and verify pre-alert draft to agent of HAWB shipment and attach MAWB/HAWB/Manifest and CIPL accordingly.• Check and verify pre-alert to customer of MAWB only and attach MAWB and CIPL.• Check and verify customer billing.• Check status of all pending jobs for export closing date.• Check requirements for AMS and submit to airlines if required.		
	Soft Skills	Required Competency Level	Recommended Training
	Good attitude	3	Employee Attitude Training;
Problem solving, analytical and adaptability skills	3	Effective Problem-Solving & Decision-Making;	
Good coordination skills	3	Operations Planning & Management;	
Good customer relationship skills	3	Customer Service Management; Complaint Handling;	
Good communications skills	3	English for Logistics; English for Business;	

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Incoterms	3	Incoterms;
Customs and other government regulations and requirements	3	FIATA Module- Customs Procedures Kursus Ejen Kastam (KEK) & updates of Customs Ruling Courses ; Maritime Transport; Multimodal Transport; Air Transport;
Knowledge and skills in truck & haulage arrangement	3	FIATA Module- Introduction to Logistics;
Numeracy skills	3	Numeracy Skills Training;
Understanding on documentation flow	3	Administrative Skills Training;
Relevant reporting skills and knowledge	3	Administrative Skills Training;
Knowledge and skills in green technology and sustainability practices	3	FIATA Module- Transport Insurance; Safety; Security & Dangerous Goods;
Knowledge of OSHA procedures and regulations that are relevant to company operating procedures and processes	3	OSHA Training;
ICT knowledge	3	FIATA Module- Information & Communication Technologies; Customs Declaration Software;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Customs Brokerage (Air Freight)		
	Job Title : Export Executive		Level : 4
	Proposed Job Title : Export Executive		
	Job Description : Export Executive is responsible for approving invoices and packing list from consignor/supplier, verifying manifest, shipping instructions (SI) and airway bill (AWB) from consignor, as well as checking and approving the completed customs form. They are also required to arrange payment to airlines, customs & duty payments (if applicable), approve insurance coverage, check and monitor pre-alert messages or Notice of Arrival (NOA) where applicable. Responsibilities may also include: <ul style="list-style-type: none"> • Approve invoice and packing list (CIPL) from consignor/supplier against manifest. • Approve airway bill (AWB) from consignor. • Approve shipping instructions (SI). • Check and approve the draft customs form for submissions to customs. • Arrange payment to airlines. • Arrange customs & duty payment (if applicable). • Approve insurance coverage. • Monitor pre-alert or Notice of Arrival (NOA). • Ensure goods are delivered as per consignor's instructions. 		
	Soft Skills	Required Competency Level	Recommended Training
	Good attitude	4	Employee Attitude Training;
	Problem solving, analytical and adaptability skills	4	Effective Problem-Solving & Decision-Making;
	Good coordination skills	4	Operations Planning & Management;
	Good customer relationship skills	4	Customer Service Management; Complaint Handling;
	Good communications skills	4	English for Logistics; English for Business;
	Managerial skills	4	Leadership;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Incoterms	4	Incoterms;
Customs and other government regulations and requirements	4	FIATA Module- Customs Procedures; Maritime Transport; Multimodal Transport; Air Transport;
Manage pre-alert or Notice of Arrival (NOA)	4	FIATA Module- Air Transport; Multimodal Transport; Air Transport; International Road Transport; International Rail Transport; Inland Waterway Transport ;
Knowledge and skills in truck & haulage arrangement	4	FIATA Module- Introduction to Logistics;
Numeracy skills	4	Numeracy Skills Training;
Understanding on documentation flow	4	Administrative Skills Training;
Relevant reporting skills and knowledge	4	Administrative Skills Training;
Knowledge and skills in green technology and sustainability practices	4	FIATA Module- Transport Insurance; Safety, Security & Dangerous Goods;
Knowledge of OSHA procedures and regulations that are relevant to company operating procedures and processes	4	OSHA Training

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
ICT skills	4	FIATA Module- Information & Communication Technologies; Customs Declaration Software;
Knowledge and skills in quality control and quality assurance	4	Quality Management;
Knowledge of taxation and e-payment	4	Basic Accounting Knowledge;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Customs Brokerage (Air Freight)		
	Job Title : Export Manager		Level : 5
	Proposed Job Title : Export Manager		
	Job Description : Export Manager is responsible for managing invoices, packing list (CIPL), airway bill (AWB) and shipping instructions (SI) from consignor. They must also be able to resolve customs issues, analyse market trend and reports, plan human resources requirement and handle customer relations; including payment approvals to Airlines, customs & duty and insurance. Responsibilities may also include: <ul style="list-style-type: none">• Manage daily operations.• Resolve customs issue (if applicable).• Approve payments to airlines.• Approve customs & duty payment (if applicable).• Manage insurance coverage/claim.• Analyse market trends and reports.• Manage human resources requirement / job delegation / manpower & equipment management.• Manage customer relationships.		
	Soft Skills	Required Competency Level	Recommended Training
	Good attitude	5	Employee Attitude Training;
Problem solving, analytical and adaptability skills	5	Effective Problem-Solving & Decision-Making Analytical Training;	
Good coordination skills	5	Operations Planning & Management;	
Good customer relationship skills	5	Customer Service Management; Complaint Handling;	
Good communications skills	5	Business Communication;	
Managerial skills	5	Leadership;	

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Technical Skills	Required Competency Level	Recommended Training
Incoterms	5	Incoterms;
Customs and other government regulations and requirements	5	FIATA Advance Diploma; Kursus Ejen Kastam (KEK);
Knowledge and skills in truck & haulage arrangement	5	FIATA Advance Diploma;
Knowledge in port/airport operations	5	FIATA Advance Diploma;
Relevant skills and knowledge for reporting	5	Administrative Knowledge and Training Skills;
Knowledge and skills in green technology and sustainability practices	5	FIATA Advance Diploma;
Knowledge of OSHA procedures and regulations that are relevant to company operating procedures and processes	5	OSHA Training;
ICT knowledge	5	FIATA Module- Information & Communication Technologies; Customs Declaration Software;
Knowledge and skills in quality control and quality assurance	5	Quality Management;
Knowledge on Accounts and Finance Management	5	Finance Management Training;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Freight Divison - Freightng		
	Job Title : Freightng Clerk		Level : 2
	Proposed Job Title : Freightng Clerk		
	Job Description : Freightng Clerk is responsible for managing and overseeing the movement of goods from one location to another. The role involves charging, costing and arranging the movement of goods and flow of paperwork. This is done to ensure that the necessary clearances are obtained quickly and deliveries are made in good time. Responsibilities may also include: <ul style="list-style-type: none">• Arranging and completing all associated paperwork, which documents the nature of the goods being move from one location to another and confirming that they are legal and legitimate.• Liaise with inbound and outbound offices, partners and agents.• Responsible for costing jobs and ensuring maximum profitability for their organisation.• Establishing contacts and relationships with stakeholders to ensure efficient transfer of goods through the legal process.• Depending on the size of the organisation, Freightng Clerk may be required to check goods in as they arrive against paperwork to ensure that they are accounted for.		
	Soft Skills	Required Competency Level	Recommended Training
	Good administrative & organisational skills	2	Business Administration Management;
Good customer relationship skills	2	Customer Service Management; Complaint Handling;	
Good communications skills	2	English for Logistics;	

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Technical Skills	Required Competency Level	Recommended Training
Knowledge and skills in documentation (bill of lading, AWB, D/O, invoice, packing list)	2	UNESCAP Certificate in Multimodal Transport Operators in Freight Forwarding; Customs documents;
Conversion skills	2	Conversion Table Skills Training;
Documentation skills	2	Administrative Skills Training; Office Productivity Software;
Relevant reporting skills and knowledge	2	Administrative Skills Training; Office Productivity Software;
Knowledge of OSHA procedures and regulations that are relevant to company operating procedures and processes	2	OSHA Training;
ICT Skills	2	Related ICT systems software;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Freight Divison - Freightng		
	Job Title : : Freightng Supervisor		Level : 3
	Proposed Job Title : Freightng Supervisor		
	Job Description : Freightng Supervisor is responsible for monitoring airway bill (AWB) for cargo clearance and monitoring pre-alert acceptance, as well as checking payment to carriers or air freight forwarder. Responsibilities may also include: <ul style="list-style-type: none"> • Monitor airway bill (AWB) for cargo clearance. • Monitor pre alert acceptance. • Check payment to carrier or air freight forwarder. 		
	Soft Skills	Required Competency Level	Recommended Training
	Good attitude	3	Employee Attitude Training;
	Problem solving, analytical and adaptability skills	3	Effective Problem-Solving & Decision-Making;
	Good coordination skills	3	Operations Planning & Management;
	Good customer relationship skills	3	Customer Service Management; Complaint Handling;
	Good communications skills	3	English for Logistics;

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Technical Skills	Required Competency Level	Recommended Training
Incoterms	3	Incoterms;
Knowledge and skills in documentation (AWB, DO, Invoice, Packing List)	3	FIATA related Modules - Customs Procedures; Maritime Transport; Multimodal Transport; Air Transport;
Knowledge and skills in quality control and quality assurance	3	Quality Management;
Conversion skills	3	Conversion Skills Training;
Documentation skills	3	Administrative Skills Training; Office Productivity Software;
Relevant skills and knowledge for reporting	3	Administrative Skills Training; Office Productivity Software;
Knowledge and skills in green technology and sustainability practices	3	FIATA Module - Safety, Security & Dangerous Goods;
Knowledge of OSHA procedures and regulations relevant to company operating procedures and processes	3	OSHA Training;
ICT skills	3	FIATA Module - Information & Communication Technologies; related ICT systems software;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Freight Divison - Freightng		
	Job Title : Operations Executive		Level : 4
	Proposed Job Title : Operations Executive		
	Job Description : Operations Executive is responsible for determining airway bill (AWB) status, perusing air freight pre-alert, checking customs manifest details, approving delivery order (DO) status, verifying payment to carrier as well as invoice received and issued. Responsibilities may also include: <ul style="list-style-type: none">• Determine airway bill (AWB) status.• Peruse air freight pre alert.• Check customs manifest details.• Approve delivery order (DO) status.• Verify payment to carrier / agents / terminal operators / warehouse operators.• Verify invoice received and issued.• Check and verify related credit control requirements.		
	Soft Skills	Required Competency Level	Recommended Training
	Good attitude	4	Employee Attitude Training;
	Problem solving, analytical and adaptability skills	4	Effective Problem-Solving & Decision-Making;
	Good coordination skills	4	Operations Planning & Management;
	Good customer relationship skills	4	Customer Service Management; Complaint Handling;
	Good communications skills	4	English for Logistics; English for Business;
	Managerial skills	4	Leadership & Effective Negotiation Training;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Incoterms	4	Incoterms;
Knowledge and skills in documentation (bill of lading, AWB, DO, invoice, packing list)	4	FIATA Modules - Customs Procedures; Maritime Transport; Multimodal Transport; Air Transport;
Knowledge on freighting charges	4	FIATA Module- Introduction to Logistics;
Knowledge and skills in truck & haulage arrangement	4	FIATA Module - Introduction to Logistics;
Knowledge in airport/seaport operations	4	FIATA Modules - Multimodal Transport; Air Transport; Maritime Transport;
Conversion skills	4	Conversion Skills Training;
Relevant skills and knowledge for reporting	4	Administrative Skills Training; Office Productivity Software;
Knowledge and skills in green technology and sustainability practices	4	FIATA Advance Diploma;
Knowledge of OSHA procedures and regulations that are relevant to company operating procedures and processes	4	OSHA Training;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
IT skills	4	FIATA Module- Information & Communication Technologies; related IT systems software;
Knowledge and skills in quality control and quality assurance	4	Quality Management;
Knowledge of taxation and e-payment	4	Accounting and Financial Software Training;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Freight Divison - Freightng		
	Job Title : Operations/ Freight Manager	Level : 5	
	Proposed Job Title : Operations/ Freight Manager		
	Job Description : Operations/Freight Manager is responsible for managing and approving airway bill (AWB) status, pre alert acceptance, customs manifest details and delivery order (DO) status. They are also in charge of receiving and issuing invoices and making payments to carriers. They should also be able to analyse market trends, plan human resources requirements and handle stakeholder relationships. Responsibilities may include: <ul style="list-style-type: none">• Manage and approve airway bill (AWB) status.• Manage and approve pre-alert acceptance.• Manage and approve customs manifest details.• Manage and approve delivery order (DO) status.• Manage and approve invoices received.		
	Soft Skills	Required Competency Level	Recommended Training
Managerial skills - Problem solving, analytical and adaptability skills - Good coordination skills - Good stakeholder relationship skills - Good communications skills - Positive thinking and growth-oriented	5	Leadership, Motivational and Effective Negotiations Training;	
	5	Effective Problem-Solving and Decision-Making;	
	5	Resource Planning & Management;	
	5	Customer Service Management, Complaint Handling;	
	5	English for Logistics; English for Business;	
	5	Business Ethics and Management Training;	

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Technical Skills	Required Competency Level	Recommended Training
Incoterms	5	Incoterms;
Knowledge and skills in documentation (bill of lading, AWB, DO, invoice and Packing List)	5	FIATA Advance Diploma;
Knowledge on freighting charges	5	FIATA Advance Diploma;
Knowledge and skills in truck & haulage arrangement	5	FIATA Advance Diploma;
Knowledge in airport operations	5	FIATA Advance Diploma;
Conversion skills	5	Conversion Skills Training;
Relevant skills and knowledge of reporting	5	Administrative Skills Training , Office Productivity Software;
Knowledge in green technology and sustainable practices	5	FIATA Advance Diploma;
Knowledge of OSHA procedures and regulations relevant to company operating procedures and processes	5	OSHA Training;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
IT skills	5	FIATA Module - Information & Communication Technologies; related IT systems software;
Knowledge and skills in quality control and quality assurance	5	Quality Management;
Knowledge of taxation and e-payment	5	Accounting and Financial Software Training;

TOP MANAGEMENT**I. SEA FREIGHT****II. AIR FREIGHT****Executive Director****Level 8****General Manager****Level 7****Deputy General Manager****Level 6****CONTENT :**

- CAREER PATHWAYS
- JOB DESCRIPTIONS
- SKILLS COMPETENCIES
- REQUIRED COMPETENCY LEVELS
- RECOMMENDED TRAINING PROGRAMMES

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS	
	Area : Customs Brokerage & Freighting	
	Job Title : Specialist	Level : 6
	Proposed Job Title :Deputy General Manager	
	Job Description : The deputy general manager shall assist the top management in managing various aspects of the organisation's operations. The personnel will be involved in planning and allocating resources, implementing strategies and policies, analysing strategies for critical business functions, and ensuring plans are within risk mitigating factors. Responsibilities may also include: <ul style="list-style-type: none">• Develop resource management allocation plans and identify the right investment opportunities for the organisation.• Review organisation’s strategic plans by taking into consideration various lifecycles and ongoing trends.• Develop corporate policies aligned with overall strategic direction.• Analyse external market factors and heath of critical business functions.• Analyse business situations and propose refinements to business strategies.• Maintain risk profiles of critical business functions.	
	Soft Skills	Required Competency Level
	Recommended Training	
Good attitude	6	Employee Attitude Training;
Problem solving, analytical and adaptability skills	6	Effective Problem-Solving and Decision-Making;
Good coordination skills	6	Operations Planning & Management;
Good customer relationship skills	6	Customer Service Management, Complaint Handling;
Good communications skills	6	Business Communications for Managers;
Managerial skills	6	Managing Human Resources;

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Technical Skills	Required Competency Level	Recommended Training
Business analysis	6	Business Economics;
Financial analysis	6	Corporate Finance and Accounting;
Risk assessment	6	Supply Chain and Risk Management;
Operating model flow	6	Operations Management;
Market analysis	6	Marketing Management;
Resource management	6	Sustainable Decisions and Organisations;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Customs Brokerage & Freightage		
	Job Title : Senior Specialist		Level : 7
	Proposed Job Title : General Manager		
	Job Description : The general manager manages and oversees the whole freight and logistics business operations. The role will requires the formulation of strategies and policies that are forward looking and focused on bottom line results. It includes evaluating strategies for critical business functions to ensure plans are realistic and reflective of the health of the business. Responsibilities may also include: <ul style="list-style-type: none">• Drive effective resource allocation while ensuring the best investment strategies for the organisation.• Drive organisation’s strategic plans to consider various lifecycles and trends.• Devise corporate strategies and policies that anticipate risks, ensure that organisation remains resilient and adaptive in times of instability.• Review critical business function strategies and market impact.• Review critical business function operations and refine plans.• Develop critical business function strategies and evaluate risk impact based on internal factors and external conditions.		
	Soft Skills	Required Competency Level	Recommended Training
	Good attitude	7	Legal, Ethical and Social Values of Business;
	Problem solving, analytical and adaptability skills	7	Entrepreneurial and Strategic Thinking;
	Good coordination skills	7	Operations Planning & Management;
	Good customer relationship skills	7	Superior Customer Value Management;
	Good communications skills	7	Business Communications for Managers;
	Managerial skills	7	Managing Human Resources;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Portfolio management	7	Project Management;
Operating model management	7	Operations Management;
Industry analysis	7	International Business Management;
Situational analysis	7	Integrated Decision Management;
Market analysis	7	Marketing Management;
Risk management	7	Supply Chain and Risk Management;
Resource management	7	Sustainable Decisions and Organisations;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Customs Brokerage & Freightage		
	Job Title : Principal Specialist		Level : 8
	Proposed Job Title : Executive Director		
	Job Description : The executive director should possess the highest level of competency and are able to provide consultancy for all areas under the Freight and Logistics sector. They should also build actionable organisation strategy plans and policies that are forward looking, anticipate risks and focus on bottom line results. The director should be able to lead the strategy development efforts for critical business functions that anticipate risks and its critical impact. Responsibilities may also include: <ul style="list-style-type: none">• Transform organisation's competitive position and add value to its financial position.• Synergise resource allocation to the best investment opportunities to drive performance.• Transform organisation's strategy to consider long cycles and macro trends.• Transform corporate strategies and policies to anticipate risks and uncertainties.• Ensure that the organisation remains resilient and adaptive in times of instability.• Drive business plans for critical business functions aligned to the organisation's short-term and long-term strategies.• Formulate actionable and practical plans for critical business functions.• Formulate critical business function strategies and to appropriately anticipate internal factors, external factors, external risks and critical factors of business.		
	Soft Skills	Required Competency Level	Recommended Training
	Good attitude	8	Legal, Ethical and Social Values for Business;
Problem solving, analytical and adaptability skills	8	Entrepreneurial and Strategic Thinking;	
Good coordination skills	8	Operations Planning & Management;	
Good customer relationship skills	8	Superior Customer Value Management;	
Strategic communications skills	8	Strategic Communications for Corporate Leaders;	
Leadership skills	8	Leadership, People and Organisational Capability;	

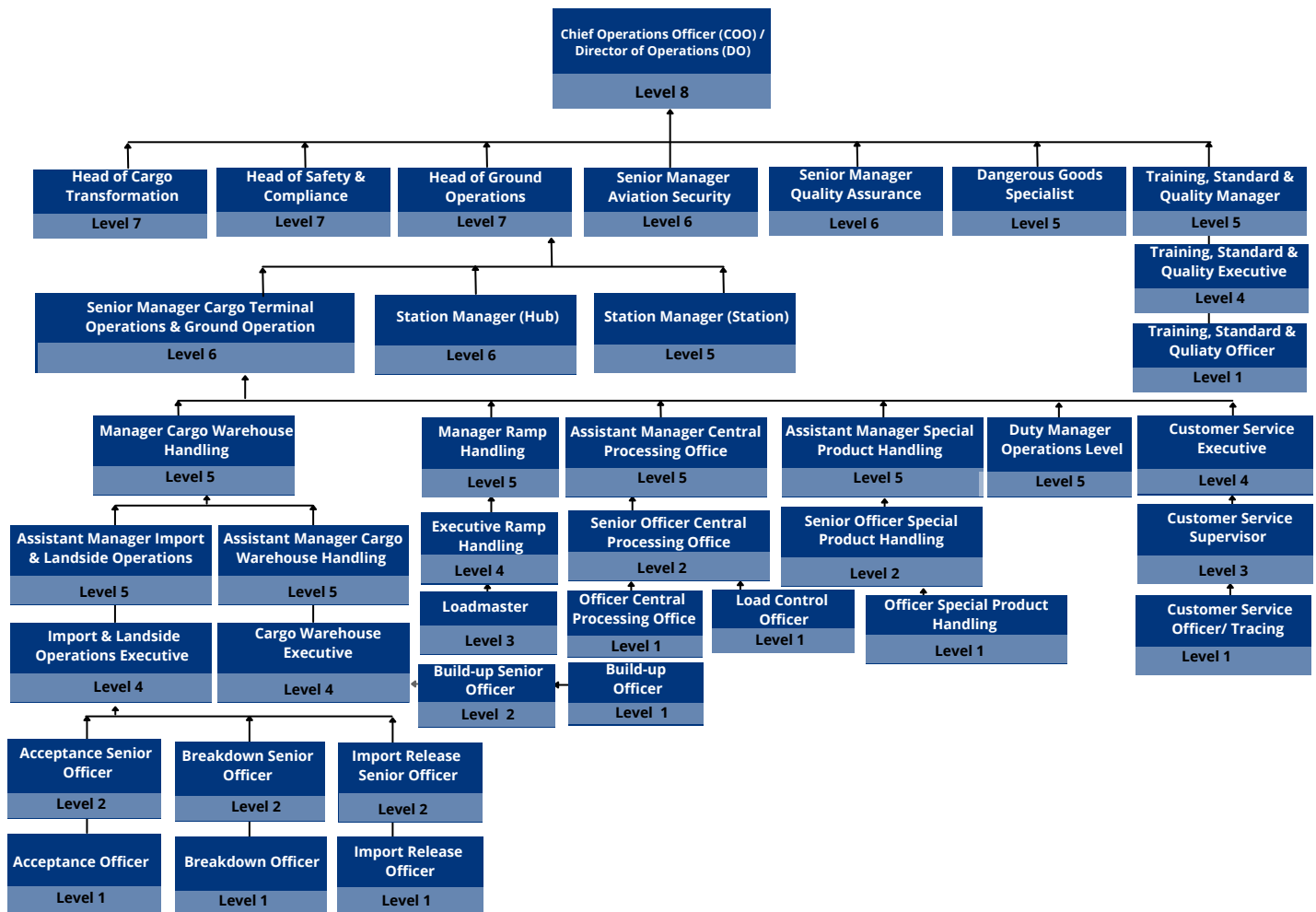
IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Strategic financial management	8	Corporate Finance and Accounting;
Industry and market analysis	8	Business Economics and Marketing Management;
Strategic customer alliance	8	Strategic Management;
International market analysis	8	International Business Management;
Corporate strategies and management	8	Strategic Management;
Resource optimisation	8	Sustainable Decisions and Organisations;
Strategic Risk management	8	Supply Chain and Risk Management;

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FOCUS AREA III : AIR CARGO



CONTENT :

- CAREER PATHWAYS
- JOB DESCRIPTIONS
- SKILLS COMPETENCIES
- REQUIRED COMPETENCY LEVELS
- RECOMMENDED TRAINING PROGRAMMES

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	<table border="1"> <tr> <td data-bbox="151 277 1133 338">Job Title : Acceptance Officer</td><td data-bbox="1133 277 1530 338">Level : 1</td></tr> </table>	Job Title : Acceptance Officer	Level : 1
Job Title : Acceptance Officer	Level : 1		
	Proposed Job Title : Acceptance Officer		
	<p>Job Description :</p> <ul style="list-style-type: none"> • Ensure all dangerous goods (DG) shipments are accepted and staged according to the requirements as stipulated under the IATA DGR manual and company standard operating procedures, and to attend to export walk-in customers. • Ensure DG shipments are verified and declared as per IATA DGR Manual. • Controls and monitors the airway bill stock. • Attends to the movement of special cargo such as human remains, newspapers, and domestic mails. • Submit cash collections to the cashier together with sales returns. • Attend to walk-in customers. • Plans and ensures all works are in compliance with ICAO, IATA, MCAR, and other regulatory bodies. • Responsible for the coordination and execution of export cargo handling operations. • Ensure cleanliness of the work area and good housekeeping. • Maintain cargo statistics. • Ensure all booked cargo is accepted in good condition and as per company procedures. • Ensure that DG cargos are accepted in accordance with IATA Dangerous Goods Regulations (DGR), company standard operating procedures, company service standards and other requirements. • Ensure acceptance of general cargo and DG cargo as per established procedures and IATA DGR Regulations. • Ensure piece count, packing condition, weight, dimension, marking, and labeling are properly checked and verified. • Acknowledge and sign the acceptance receipt once the acceptance process is completed. • Ensure all accepted cargo are screened through the x-ray machine located at the acceptance truck dock area. • Ensure all accepted cargo is directed to the proper storage area. • Handle truck flight at the moveable truck dock. • Update PRP indicator before acceptance of intact ULD. • Report to superior on any discrepancies. • Ensure that operations go smoothly for acceptance of cargo etc. • Comply with safety and security at all times. 		

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	2	Effective Communication Skills;
Critical Thinking	2	Introduction to the Airline Industry in a Changing World;
Customer Service Focus	1	Cargo Airlines Customer services;
Effective Reporting	1	Report Writing;
Flexibility & Adaptability	1	Building Resilient Aviation Professional;
Priorities & Self Management	1	Business Ethics;
Technical Skills	Required Competency Level	Recommended Training
Air Waybill, Cargo Rules and Procedures	1	Basic Cargo Training Initial; Basic Cargo Training Recurrent;
Dangerous Goods Regulation (DGR)	1	Dangerous Goods Awareness***; Dangerous Goods Regulations (DGR) Initial Category 6***; Dangerous Goods Regulations (DGR) Recurrent Category 6***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***;
Safety and Security Oriented	1	Human Factors in Ground Operations***; Aviation Security Management ***; Recurrent Aviation Security; Safety Management System Fundamental***; Safety Management System for Ground Operations***; Ramp Safety Awareness***; Cargo Security Awareness;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Emergency Planning & Response	1	Emergency Planning & Response for Airlines;
Special Cargo Handling	1	Temperature Controlled Cargo Operations; Temperature Controlled Container Operations;
Air Transport Business Understanding	1	Cargo Introductory Course; Live Animals Regulations Awareness; Air Cargo Fundamentals; Overview of Air Transportation System;
Cargo Operations	1	Cargo Warehouse Operations and ULD Build-up; Cargo Skills & Procedures;
Aircraft Equipment Management (ULD)	1	ULD Operations; ULD Safety and Inspection;
Temperature Controlled Cargo	1	Transport of Pharma Products and Vaccines by Air;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	Job Title : Breakdown Officer		Level : 1
	Proposed Job Title : Breakdown Officer		
	Job Description : <ul style="list-style-type: none"> • Ensure all inbound cargo including transit cargo is properly handled in accordance with company standard operating procedures, service standards and requirements. • Work floor cargo handling staff, responsible for coordination and execution of cargo handling operations (import/export/transshipment) by providing direct steering to staff (workers physically handling the cargo) e.g., breaking down pallets, unloading containers, unloading trucks, moving cargo to/from storage, etc. • Responsible for activities, performance, and safety of the team in the warehouse. • Manage ad-hoc plans and execution of activities e.g., loading/unloading of trucks or containers, breakdown/build-up of pallets, moving/transporting cargo, etc. • Ensure that operations go smoothly, and loading is optimised. • Initiate shipment recovery process on unlocated cases. • Provide assistant to individual customers. • Plan and execute incoming flights for breakdown activity. • Monitor flight status. • Provide all related print out to facilitate relocating process in the system. • PMA by ULD, and check the status of ULD via system prior to flight closure. • Notify stations/airlines of the discrepancy detected during the breakdown process via SITA (system aircargo). • Compilation of flight service report including damage report. • Perform duty and other tasks assigned by superior and management. • Ensure cleanliness of the work area. • Monitor the serviceability of the equipment. • Submit daily / weekly reports on cargo statistics. • Comply with safety and security at all times. 		
	Soft Skills	Required Competency Level	Recommended Training
	Communication	1	Effective Communications Skills
	Critical Thinking	1	Introduction to the Airline Industry in a Changing World

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Customer Service Focus	1	Cargo Airlines Customer Services;
Effective Reporting	1	Report Writing;
Flexibility & Adaptability	1	Building Resilient Aviation Professional;
Priorities & Self Management	1	Business Ethics;
Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	1	Basic Cargo Training Initial; Basic Cargo Training Recurrent;
Dangerous Goods Regulation (DGR)	1	Dangerous Goods Awareness***; Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel*** ; Dangerous Goods Regulations (DGR) Initial Category 6***; Dangerous Goods Regulations (DGR) Recurrent Category 6***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***;
Safety and Security Oriented	1	Human Factors in Ground Operations***; Aviation Security Management ***; Recurrent Aviation Security; Safety Management System Fundamental***; Safety Management System for Ground Operations*** Ramp Safety Awareness***; Cargo Security Awareness;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Emergency Planning & Response	1	Emergency Planning & Response for Airlines;
Air Transport Business Understanding	1	Cargo Introductory Course; Air Cargo Fundamentals; Overview of Air Transportation System;
Cargo Operations	1	Cargo Skills & Procedures;
Aircraft Equipment Management (ULD)	1	ULD Safety and Inspection;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	Job Title : Import Release Officer		Level : 1
	Proposed Job Title : Import Release Officer		
	Job Description : <ul style="list-style-type: none"> • Ensure truck docks are prepared promptly for cargo retrieval and smooth delivery of cargo to consignee. • Ensure all inbound cargo are released to customers within the service standard. • Ensure that operations go smoothly, and loading is optimised. • Execute truck planning and shipment retrieval. • Assign the appropriate truck gate for all cargo where the warehouse charges have been paid. • Issue tour report to the consignee. • Monitor delivery of cargo to truck and movement of cargo. • Execute the delivery of cargo at the gate to the agent/consignee. • Ensure that agent/customer complies with the warehouse rules and regulations such as not passing beyond the yellow line, no smoking or photo-taking, and must be escorted if they need to enter the warehouse. • Check warehouse charges before releasing cargo. • Ensure that dangerous goods (DG) shipment poses DG permit before releasing cargo. • Raise survey report as requested by the agent on their damaged shipment. • Initiate shipment recovery process on unlocated cases. • Provide assistance to individual customers. • Notify uncollected shipment to the station and local authority. • Liaise with airport/custom for shipment disposal process. • Undertake other duties as assigned by superior. • Ensure cleanliness of the work area. • Comply with safety and security at all times. 		
	Soft Skills	Required Competency Level	Recommended Training
	Communications	1	Effective Communication Skills;
	Critical Thinking	1	Introduction to the Airline Industry in a Changing World;

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Customer Service Focus	1	Cargo Airlines Customer services;
Flexibility & Adaptability	1	Building Resilient Aviation Professional;
Account Management (Basic)	1	Cargo Airlines Customer Service;
Priorities & Self Management	1	Business Ethics;
Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	1	Basic Cargo Training Initial; Basic Cargo Training Recurrent; Managing Air Cargo Operations; Air Cargo Rules and Rates ;
Dangerous Goods Regulation (DGR)	1	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel ***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8 ***;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Safety and Security Oriented	1	Human Factors in Ground Operations***; Aviation Security Management ***; Recurrent Aviation Security; Safety Management System Fundamental***; Safety Management System for Ground Operations***; Ramp Safety Awareness***; Cargo Security Awareness;
Emergency Planning & Response	1	Emergency Planning & Response for Airlines;
Special Cargo Handling	1	Special Cargo Handling Awareness Training;
Air Transport Business Understanding	1	Cargo Introductory Course;
Cargo Messaging	1	Cargo Messaging & Communications Protocol;
Product Pricing, Tariff Regulations, Standards & procedures compliance	1	Air Cargo Claim and Complaint Handling ;
Computer Based Technology	1	Microsoft Office (Word, Excel, Powerpoint, Outlook);

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	Job Title : Build-Up Officer		Level : 1
	Proposed Job Title : Build-Up Officer		
	Job Description : <ul style="list-style-type: none"> Plan and execute the buildup of the booked cargo according to the booking lists (flight) and ensure maximisation of cargo space for narrow-body, wide-body, and freighter aircraft. Collect flight assignments from senior Officer Build-up Print booking lists of flight assignments. Scrutinise loading of a particular flight assignment. Correct the information on loaded cargo into system and update if any discrepancy e.g., damaged cargo etc. Maintain communications with team leaders and operators on build-up. Send telexes to airlines pertaining to offloaded cargo. Close flight assignments within the set standard time. Send ULDF messages to Cargo Ramp Unit and Load Control. Compile service reports and hand them over to the superior for custody. Plan and ensure all works are in compliance with ICAO, IATA, MCAR, and other regulatory bodies. Responsible for coordination and execution of cargo handling operations (export and transshipment). Ensure that operations go smoothly, and loading is optimised. Comply with safety and security at all times. Perform other tasks assigned by Superior. 		
	Soft Skills	Required Competency Level	Recommended Training
	Communications	1	Effective Communication Skills;
	Critical Thinking	1	Introduction to the Airline Industry in a Changing World;
	Customer Service Focus	1	Cargo Airlines Customer Services;
	Effective Reporting	1	Report Writing;
	Flexibility & Adaptability	1	Building Resilient Aviation Professional;
	Priorities & Self Management	1	Business Ethics;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	1	Basic Cargo Training Initial; Basic Cargo Training Recurrent;
Dangerous Goods Regulation (DGR)	1	Dangerous Goods Awareness***; Dangerous Goods Regulations (DGR) Initial Category 6***; Dangerous Goods Regulations (DGR) Recurrent Category 6***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***;
Safety and Security Oriented	1	Human Factors in Ground Operations***; Recurrent Aviation Security; Aviation Security Management; Safety Management System Fundamental***; Safety Management System for Ground Operations***; Ramp Safety Awareness***; Cargo Security Awareness;
Emergency Planning & Response	1	Emergency Planning & Response for Airlines;
Special Cargo Handling	1	Temperature Controlled Cargo Operations; Temperature Controlled Container Operations;
Air Transport Business Understanding	1	Cargo Introductory Course; Air Cargo Fundamentals; Live Animals Regulations Awareness;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Cargo Operations	1	Cargo Warehouse Operations and ULD Build-up; Cargo Skills & Procedures;
Aircraft Equipment Management (ULD)	1	ULD Operations; ULD Safety and Inspection;
Temperature Controlled Cargo	1	Transport of Pharma Products and Vaccines by Air;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	<table border="1"> <tr> <td data-bbox="151 275 1133 338">Job Title : Officer Central Processing Office</td><td data-bbox="1133 275 1528 338">Level : 1</td></tr> </table>	Job Title : Officer Central Processing Office	Level : 1
Job Title : Officer Central Processing Office	Level : 1		
	Proposed Job Title : Officer Central Processing Office		
	<p>Job Description :</p> <ul style="list-style-type: none"> • Ensure all inbound, outbound, and transit cargo documents are properly handled in accordance with company standard operating procedures, service standards and other requirements. • Ensure all estimates and final cargo load is dispatched to loadsheets within service standard for flight load planning. • Ensure accurate data entry and revenue collected. • Finalise cargo load and dispatch the final cargo load to loadsheets within SLA. • Monitor movement of the flight schedule and take action when necessary. • Monitor and act on incoming telex / pre-alert / email. • Liaise with loadsheets, duty manager, customer airlines and other related departments on any last-minute change / additional cargo load. • Prepare flight assignment to documenting officer. • Monitor and ensure all flight documents are in order and dispatch to aircraft by the vendor within the service standards. • Liaise with the station on any detected discrepancies. • Prepare daily performance reports. • Report to superior for any detected discrepancies. • Ensure that the execution of the documentation process is in accordance with requirements. • Perform data entry required by customers. • Maintain cleanliness at all times. • Prepare, match, and complete documentations against cargo manifest. • Handover complete documentation to the vendor for dispatch and record in the logbook. • Monitor movement off all DGR shipments and prepare notes, where necessary. • Notify consignee/forwarding agent of the incoming shipment. • Ensure documents are delivered to consignee/forwarding agent within the service standards. • Ensure all documents are in order prior to release to consignee / agent. • Ensure accurate data is updated in the system and in accordance with airlines and country requirements. • Perform follow-up action on the AWB note collected by the consignee/forwarding agent. • Ensure all relevant charges are collected by the counter staff. • Liaise with forwarding agent/consignee if any discrepancy is detected on the payment transacted. 		

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	1	Effective Communication Skills;
Critical Thinking	1	Introduction to the Airline Industry in a Changing World;
Customer Service Focus	1	Cargo Airlines Customer services;
Effective Reporting	1	Report Writing;
Flexibility & Adaptability	1	Building Resilient Aviation Professional;
Account Management (Basic)	1	Air Cargo Customer Service;
Priorities & Self Management	1	Business Ethics;
Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	1	Basic Cargo Training Initial; Basic Cargo Training Recurrent; Air Cargo Rules and Rates;
Dangerous Goods Regulation (DGR)	1	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***; Dangerous Goods Regulations (DGR) for Handling and Loading Personnel***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8 ***; Dangerous Goods Regulations (DGR) Initial Category 3***; Dangerous Goods Regulations (DGR) Recurrent Category 3***;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
		Dangerous Goods Regulations (DGR) Initial Category 6***; Dangerous Goods Regulations (DGR) Recurrent Category 6***;
Safety and Security Oriented	1	Human Factors in Ground Operations***; Safety Management System Fundamental***; Recurrent Aviation Security; Aviation Security Management ***;
Air Transport Business Understanding	1	Cargo Introductory Course;
Cargo IT System & Tools	1	Document Control Systems;
Cargo Messaging	1	Cargo Messaging & Communications Protocol;
Product Pricing, Tariff Regulations, Standards & procedures compliance.	1	Air Cargo Claim and Complaint Handling;
Special Cargo Handling	1	Special Cargo Handling Awareness Training;
Cargo Operations	1	Cargo Warehouse Operations; Aviation Security Awareness; Station / Ground Handling Management;
Computer Based Technology	1	Microsoft Office (Word, Excel, Powerpoint, Outlook);

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	<table> <tr> <td data-bbox="151 280 1133 336">Job Title : Load Control Officer</td><td data-bbox="1133 280 1528 336">Level : 1</td></tr> </table>	Job Title : Load Control Officer	Level : 1
Job Title : Load Control Officer	Level : 1		
	Proposed Job Title : Load Control Officer		
	<p>Job Description :</p> <ul style="list-style-type: none"> • Monitor daily staff schedule and prepare services to report for each flight. • Check daily flight schedule. • Conduct pre-flight briefing, deploy resources of competent staff pertaining to services and serviceable equipment needed for each flight in accordance with the customer airlines requirements • Examine the daily work schedule of employees by providing service reports for each flight, and ensuring staff is well managed. • Ensure accurate and safe loading/offloading of the aircraft. • Ensure offloading and loading information/ instruction including any special loads. • Ensure all ULDs are serviceable, correctly tagged, and properly secured. • Ensure bulk load is correctly secured. • Ensure lashing/load spreading is correct e.g. overhangs, special loads. • Check conditions of dangerous goods packages presented for bulk loading. • Ensure special loads including dangerous goods are stowed according to regulations and carrier procedures. • Upon completion of loading, confirm or advise deviations, according to the procedures defined by the carrier. • Ensure all flight documents such as LIR (Manual LIR & Automated LIR), NOTOC to be signed and verified before handing over to flight load control. • Check schedule to determine the total number of aircrafts scheduled on that day. • Attends to emails and phone calls regarding any issues of aircraft handling. • Manage staff by ensuring that staff have breaks between one aircraft to another • Check flight movement by ensuring the arrival of the luggage and cargo to be unloaded. • Ensure aircraft parking bay. • Briefing and ensuring that all staff (GSE) bring up the equipment to be used, half an hour before the plane lands. • Ensure and monitor loading and offloading operations are carried out properly as aircraft arrives. • Meet airlines representatives to brief on flight operations. • Manage load control by conducting staff briefing on loading issues. • Ensure compliance with the 5S standards at all times. • Responsible to assist in achieving effective OSH & SMS implementation. 		

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	1	Effective Communication Skills;
Critical Thinking	1	Introduction to the Airline Industry in a Changing World;
Customer Service Focus	1	Cargo Airlines Customer services;
Effective Reporting	1	Report Writing;
Flexibility & Adaptability	1	Building Resilient Aviation Professional;
Priorities & Self Management	1	Business Ethics;
Technical Skills	Required Competency Level	Recommended Training
Airwaybill, Cargo Rules and Procedures	1	Basic Cargo Training Initial; Basic Cargo Training Recurrent;
Dangerous Goods Regulation (DGR)	1	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***; Dangerous Goods Regulations (DGR) for Handling and Loading Personnel***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8 ***; Dangerous Goods Regulations (DGR) Initial Category 3***; Dangerous Goods Regulations (DGR) Recurrent Category 3***; Dangerous Goods Regulations (DGR) for Loadmasters and Load Planners***;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
		Dangerous Goods Regulations (DGR) Initial Category 6***; Dangerous Goods Regulations (DGR) Recurrent Category 6***;
Safety and Security Oriented	1	Human Factors in Ground Operations***; Recurrent Aviation Security; Aviation Security Management ***;
Emergency Planning & Response	1	Emergency Planning & Response for Airlines;
Air Transport Business Understanding	1	Cargo Introductory Course;
Cargo Operations	1	Cargo Warehouse Operations and ULD Build-up; Cargo Security Awareness;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	<table> <tr> <td data-bbox="151 275 1133 338">Job Title : Officer Special Product Handling</td><td data-bbox="1133 275 1528 338">Level : 1</td></tr> </table>	Job Title : Officer Special Product Handling	Level : 1
Job Title : Officer Special Product Handling	Level : 1		
	Proposed Job Title : Officer Special Product Handling		
	<p>Job Description :</p> <ul style="list-style-type: none"> • Ensure all cargo (Import / Export / Transit) perishable shipments are properly handled and executed in accordance with company standard operating procedures, service standards and other requirements. • Perform counter activities such as data capture updates in cargo systems and ensure accuracy. • Ensure all registered collection is accurately collected from customers and daily collection is securely handed over to the cashier at the end of the shift. • Accept documents (AWB) from customers and verify against updated data in the system. • Perform correction/amendments whenever required. • Ensure all relevant documents i.e. Phyto certificate attached to MAWB upon submission by an agent. • Ensure accepted documents are handed over to CPO before flight cut off time. • Notify CPO of any delay in accepting documents. • Issue delivery order/clearance authority for inbound cargo prior to delivery. • Attend to walk-in customers. • Endorse all pre-alert letters received and check their details against system/update all required data for Inbound Planner to action. • Assist other perishable functions as and when required. • Comply with safety and security at all times. • Ensure the correct ULD allotment is utilised by the agent. • Check booking status prior to acceptance of goods. • Check on condition packing, labeling, and marking, pieces, weight, dimension against the airway bill declared. • Conduct quality check on ULD serviceability and netting before handing to the agent for buildup intact ULD at Perishable Truck Dock. • Check ULD contour and quality check prior to acceptance of perishable cargo. • Ensure correct cargos are delivered to the correct consignee/agent. • Retrieve/locate cargo from a storage location for delivery. • Verify labeling, condition of packaging, and number of quantity against delivery order. • Perform release of cargo to customer/agent. • Acknowledge and sign the delivery order once the shipment is released to the correct consignee/agent. • Report any irregularity damage that arises at the storage location and warehouse equipment and notify superior. 		

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	1	Effective Communications Skills;
Critical Thinking	1	Introduction to the Airline Industry in a Changing World;
Customer Service Focus	1	Cargo Airlines Customer Services;
Effective Reporting	1	Report Writing;
Flexibility & Adaptability	1	Building Resilient Aviation Professional;
Priorities & Self Management	1	Business Ethics;
Technical Skills	Required Competency Level	Recommended Training
Air Waybill, Cargo Rules and Procedures	1	Basic Cargo Training Initial; Basic Cargo Training Recurrent;
Dangerous Goods Regulation (DGR)	1	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***; Dangerous Goods Regulations (DGR) for Handling and Loading Personnel***; Dangerous Goods Regulations (DGR) Initial Category 6 ***; Dangerous Goods Regulations (DGR) Recurrent Category 6 ***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Safety and Security Oriented	1	Human Factors in Ground Operations***; Recurrent Aviation Security; Aviation Security Management ***;
Emergency Planning & Response	1	Emergency Planning & Response for Airlines;
Special Cargo Handling /Temperature Controlled Cargo	1	Special Cargo Handling Awareness Training; Live Animals Regulations (LAR); Live Animals for Cargo Personnel; Transport of Pharma Products and Vaccines by Air; Perishable Cargo Transportation; Perishable Cargo Logistics Management; Infectious Substances Transport; Temperature Controlled Cargo Operations; Temperature Controlled Container Operations; CEIV Fresh Refresher course for Key Personnel;
Air Transport Business Understanding	1	Cargo Introductory Course;
Cargo Operations	1	Cargo Skills & Procedures;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	Job Title : Customer Service Officer/ Tracing		Level : 1
	Proposed Job Title : Customer Service Officer/ Tracing		
	Job Description : <ul style="list-style-type: none"> • Deal with general customers' complaints and inquiries. • Check warehouse inventory report for any discrepancy. • Issue report for damaged cargo. • Acknowledge, check, and reply to enquiries or messages on cargo tracing. • Investigate and reply to irregular messages on cargo tracing. • Update documentation and monitor every 'shipment delivery' on the consignee. • Inspect damaged courier or rejected courier to ensure there is no delay on the courier sector and no damage, check on the safety and communicate to customers to provide information on cargo. • Report any loss of cargo and send messages to the origin and destination for loss. • Report to the agency of any unclaimed cargo for disposal. • Provide supporting documents for claims by the customers. 		
	Soft Skills	Required Competency Level	Recommended Training
	Communications	1	Effective Communications Skills;
	Critical Thinking	1	Introduction to the Airline Industry in a Changing World;
	Customer Service Focus	1	Cargo Airlines Customer services;
	Effective Reporting	1	Report Writing;
	Flexibility & Adaptability	1	Building Resilient Aviation Professional;
	Account Management Basic	1	Air Cargo Customer Service;
	Priorities & Self Management	1	Business Ethics;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	1	Basic Cargo Training Initial; Basic Cargo Training Recurrent; Air Cargo Rules and Rates; Managing Air Cargo Operations;
Dangerous Goods Regulations (DGR)	1	Dangerous Goods Regulations (DGR) Initial Category 8*** ; Dangerous Goods Regulations (DGR) Recurrent Category 8***;
Air Cargo Quality Management	1	Enhancing Customer Experience Through Data & Insights;
Air Transport Business Understanding	1	Cargo Introductory Course; Air Cargo Fundamentals;
Cargo IT System & Tools	1	E-Cargo Business Process & Standards;
Cargo Messaging	1	Cargo Messaging & Communication Protocol;
Safety and Security Oriented	1	Human Factors in Ground Operations***; Aviation Security Management; Recurrent Aviation Security; Safety Management System Fundamental***; Ramp Safety Awareness; Cargo Security Awareness;
Emergency Planning & Response	1	Emergency Response Awareness;
Computer Based Technology	1	Microsoft Office (Word, Excel, Powerpoint, Outlook);

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	Job Title : Training, Standards & Quality Officer		Level : 1
	Proposed Job Title : Training, Standards & Quality Officer		
	Job Description : <ul style="list-style-type: none"> • Ensure that products and services meet established standards set by the company • Maintain strong overall quality control of products made by the company by adhering to reliability, performance, and customer expectations. • Adhere to industry quality and safety standards. • Ensure products meet customer expectations and demands. • Prepare reports documenting errors and issues for fixing. • Work closely with the development team to improve existing products. 		
	Soft Skills	Required Competency Level	Recommended Training
	Communications	1	Effective Communications Skills;
	Critical Thinking	1	Introduction to the Airline Industry in a Changing World;
	Customer Service Focus	1	Cargo Airlines Customer services;
	Effective Reporting	1	Report Writing;
	Flexibility & Adaptability	1	Building Resilient Aviation Professional;
	Priorities & Self Management	1	Business Ethics;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	1	Basic Cargo Training Initial; Basic Cargo Training Recurrent;
Professional Training	1	Instructional Design; Instructional Techniques; Management of Training; Training Needs Assessment; Train the Trainer;
Dangerous Goods Regulations (DGR)	1	Dangerous Goods Regulations (DGR) Initial Category 6*** ; Dangerous Goods Regulations (DGR) Recurrent Category 6***; Dangerous Goods Regulations (DGR) Recurrent Category 8*** ; Dangerous Goods Regulations (DGR) Recurrent Category 8*** ;
Safety and Security Oriented	1	Recurrent Aviation Security; Human Factors in Ground Operations***; Aviation Security Management;
Emergency Planning & Response	1	Emergency Planning & Response for Airlines; ISO 45001 - OSH Lead Auditor; ISO 14001 - Environmental Lead Auditor; Hazard Identification, Risk Assessment & Determination Control (HIRADC);

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	Job Title : Acceptance Senior Officer		Level : 2
	Proposed Job Title : Acceptance Senior Officer		
	Job Description : <ul style="list-style-type: none"> • Ensure that acceptance cargo is properly handled in accordance with company's standard operating procedures, service standards and other requirements. • Manage overall day-to-day operations. • Plan manpower and equipment resources. • Ensure optimised utilisation of resources. • Manage staff movement and staff leave. • Maintain staff discipline. • Ensure compliance of processes in standard operating procedures and other requirements. • Conduct investigation on discrepancies and implement corrective action. • Provide reports as required by management. • Attend operations meeting as and when required. • Ensure that established SLA (Service Level Agreement) delivery is met. • Liaise with Duty Manager and related units on all operational and performance matters. • Attend to customer inquiries. • Provide on-the-job training to staff. • Supervise, monitor, and report on safety and security-related issues. • Supervise cargo handling operations. • Responsible for activities, performance, and safety of the team in the warehouse. • Execute ad-hoc plans and activities as required (e.g., loading/unloading of trucks or containers, security cargo screening, etc.) • Report to and coordinate actions with the active Duty Manager. • Perform other tasks assigned by superior. • Comply with safety and security requirements at all times. 		
	Soft Skills	Required Competency Level	Recommended Training
	Communications	2	Effective Communications Skills;
	Critical Thinking	2	Leveraging Professional Skills Introduction to the Airline Industry in a Changing World;
	Customer Service Focus	2	Cargo Airlines Customer Services;
	Effective Reporting	2	Report Writing;
	Flexibility & Adaptability	2	Building Resilient Aviation Professionals;
	Priorities & Self Management	2	Business Ethics;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	2	Basic Cargo Training (Initial); Basic Cargo Training (Recurrent);
Dangerous Goods Regulation (DGR)	2	Dangerous Goods Awareness***; Dangerous Goods Regulations (DGR) Initial Category 6***; Dangerous Goods Regulations (DGR) Recurrent Category 6***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***;
Safety and Security Oriented	2	Human Factors in Ground Operations*** Fatigue Management; Recurrent Aviation Security; Safety Management System Fundamentals***; Safety Management System for Ground Operations***; Ramp Safety Awareness***; Cargo Security Awareness;
Emergency Planning & Response	2	Emergency Planning & Response for Airlines;
Special Cargo Handling	2	Temperature Controlled Cargo Operations; Temperature Controlled Container Operations;
Air Transport Business Understanding	2	Introductory Cargo Course; Live Animals Regulations Awareness; Air Cargo Fundamentals; Overview of Air Transportation System;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Cargo Operations	2	Cargo Warehouse Operations and ULD Build-up; Cargo Skills & Procedures;
Aircraft Equipment Management (ULD)	2	ULD Operations; ULD Safety and Inspection;
Temperature Controlled Cargo	2	Transport of Pharma Products and Vaccines by Air; Audit, Quality and Risk Management for Temperature Controlled Cargo;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	<table border="1"> <tr> <td data-bbox="151 280 1133 336">Job Title : Breakdown Senior Officer</td><td data-bbox="1133 280 1528 336">Level : 2</td></tr> </table>	Job Title : Breakdown Senior Officer	Level : 2
Job Title : Breakdown Senior Officer	Level : 2		
	Proposed Job Title : Breakdown Senior Officer		
	<p>Job Description :</p> <ul style="list-style-type: none"> • Ensure all inbound and transit cargo is broken down and properly handled in accordance with the company's standard operating procedures, service standards and other requirements. • Supervise cargo handling operations staff. • Responsible for activities, performance, and safety of the team in the warehouse. • Execute ad-hoc plans and activities as required (e.g., loading/unloading of trucks or containers, security cargo screening, etc.) • Report to and coordinate actions with active Duty Manager. • Manage overall day-to-day operations. • Plan manpower and equipment resources. • Ensure optimised utilisation of resources. • Manage staff movement and staff leave. • Ensure compliance of processes in standard operating procedures and other requirements. • Conduct investigation on discrepancies and implement corrective action. • Provide reports as required by management. • Attend operations meeting as and when required. • Ensure that established SLA (Service Level Agreement) delivery is met. • Liaise with Duty Manager and related units on all operational and performance matters. • Attend to customer/ agent inquiries. • Provide on-the-job training to staff. • Ensure supervise, monitor, and report on safety and security-related issues. • Monitor and take action on a group emails and lying list in the system. • Prepare daily performance reports. • Perform all duties and tasks assigned by superior and management. • Ensure cleanliness of the work area. • Monitor equipment serviceability. • Submit daily / weekly reports on cargo statistics. • Comply with safety and security requirements at all times. 		

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	2	Effective Communication Skills;
Critical Thinking	2	Introduction to the Airline Industry in a Changing World;
Customer Service Focus	2	Cargo Airlines Customer Services;
Effective Reporting	2	Report Writing;
Flexibility & Adaptability	2	Building Resilient Aviation Professional;
Priorities & Self Management	2	Business Ethics ;
Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	2	Basic Cargo Training (Initial); Basic Cargo Training (Recurrent);
Dangerous Goods Regulations (DGR)	2	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***; Dangerous Goods Regulations (DGR) Initial Category 6***; Dangerous Goods Regulations (DGR) Recurrent Category 6***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Safety and Security Oriented	2	Human Factors in Ground Operations***; Aviation Security Management ***; Fatigue Management; Recurrent Aviation Security; Safety Management System for Ground Operations***; Safety Management System Fundamental***; Ramp Safety Awareness***; Airside Safety Compliance; Cargo Security Awareness;
Emergency Planning & Response	2	Emergency Planning & Response for Airlines;
Special Cargo Handling	2	Live Animals Regulations Awareness; Perishable Cargo Transportation;
Air Transport Business Understanding	2	Cargo Introductory Course ; Air Cargo Fundamentals ; Overview of Air Transportation System;
Cargo Operations	2	Cargo Warehouse Operations and ULD Build-up; Cargo Accident Prevention; Cargo Skills & Procedures;
Aircraft Equipment Management (ULD)	2	ULD Operations; ULD Safety and Inspection;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	<table> <tr> <td data-bbox="151 277 1133 338">Job Title : Import Release Senior Officer</td><td data-bbox="1133 277 1530 338">Level : 2</td></tr> </table>	Job Title : Import Release Senior Officer	Level : 2
Job Title : Import Release Senior Officer	Level : 2		
	Proposed Job Title : Import Release Senior Officer		
	<p>Job Description :</p> <ul style="list-style-type: none"> • Ensure all inbound cargo are released to customers in accordance with the service standards and requirements. • Manage overall day-to-day operations. • Plan manpower and equipment resources. • Ensure optimised utilisation of resources. • Manage staff movement and staff leave. • Maintain staff discipline. • Ensure compliance of SOP processes and other requirements. • Conduct investigation on any discrepancies and implement corrective action. • Provide reports as required by management. • Attend operations meetings as and when required. • Monitor inbound release performance and activity. • Ensure that established SLA delivery is met. • Liaise with Duty Manager Operations on all operational matters and performance. • Attend to customer/agent inquiries. • Provide on-the-job training to staff. • Supervise, monitor, and report on safety and security-related issues. • Monitor and implement action on group emails and lying list in the system. • Prepare daily performance reports. • Attend to special cargo delivery. • Perform other duties or tasks assigned by superior and management. • Ensure cleanliness of the work area. • Monitor equipment serviceability. • Submit daily / weekly reports on cargo statistics. • Comply with all safety and security requirements at all times. 		

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	2	Effective Communication Skills;
Critical Thinking	2	Introduction to the Airline Industry in a Changing World;
Customer Service Focus	2	Cargo Airlines Customer Services;
Flexibility & Adaptability	2	Building Resilient Aviation Professional;
Account Management (Intermediate)	2	Air Cargo Customer Service;
Priorities & Self Management	2	Business Ethics;
Technical Skills	Required Competency Level	Recommended Training
Air Waybill, Cargo Rules and Procedures	2	Basic Cargo Training (Initial); Basic Cargo Training (Recurrent); Managing Air Cargo Operations; Air Cargo Rules and Rates ;
Dangerous Goods Regulations (DGR)	2	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***; Dangerous Goods Regulations (DGR) Initial Category 6***; Dangerous Goods Regulations (DGR) Recurrent Category 6 ***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***;
Air Cargo Quality Management	2	Quality Management Systems (QMS) Fundamentals

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Safety and Security Oriented	2	Human Factors in Ground Operations***; Aviation Security Management ***; Fatigue Management; Recurrent Aviation Security; Safety Management System Fundamental***; Safety Management System for Ground Operations***; Ramp Safety Awareness***; Cargo Security Awareness;
Emergency Planning & Response	2	Emergency Planning & Response for Airlines;
Air Transport Business Understanding	2	Introductory Cargo Course; Air Cargo Fundamentals; Overview of Air Transportation System;
Cargo IT System & Tools	2	E-Cargo Business Process & Standards;
Cargo Messaging	2	Cargo Messaging & Communications Protocol;
Product Pricing, Tariff Regulations, Standards & procedures compliance.	2	Air Cargo Claim and Complaint Handling Air Cargo Law and Convention; Cargo Proration;
Special Cargo Handling	2	Special Cargo Handling Awareness Training;
Supply Chain Processes & Procedures Awareness	2	Cargo Supply Chain & Transport Modes;
Computer-Based Technology	2	Microsoft Office (Word, Excel, Powerpoint, Outlook);

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	Job Title : Build-Up Senior Officer		Level : 2
	Proposed Job Title : Build-Up Senior Officer		
	Job Description : Ensure all general cargo, human remain, dip mail and DG cargo are properly handled in accordance with the company's standard operating procedures, service standards and other requirements. <ul style="list-style-type: none">• Manage overall day-to-day operations.• Plan resource manpower and equipment.• Ensure maximum utilisation of resources.• Manage staff movement and staff leave.• Maintain staff discipline.• Ensure compliance to SOP processes and other requirements.• Conduct investigation on any discrepancies and implement corrective action.• Provide reports as required by management.• Attend operation meetings as and when required.• Monitor vendor performance and activity.• Ensure that established SLA delivery is met.• Liaise with Duty Operations Manager and related units on all operational matters and performance.• Attend to customer inquiries.• Provide on-the-job training to staff.• Supervise, monitor, and report on safety and security-related issues.• Supervise operations staff who are responsible for cargo handling.• Responsible for activities, performance, and safety of the team in the warehouse.• Execute ad-hoc plans and activities as required (e.g., loading/unloading of trucks or containers, security cargo screening, etc.)• Report to and coordinate actions with active Duty Manager.• Comply with safety and security at all times.• Perform other tasks as assigned by Superior.• Ensure cleanliness of the work area.		
	Soft Skills	Required Competency Level	Recommended Training
	Communications	1	Effective Communication Skills;
	Critical Thinking	1	Introduction to the Airline Industry in a Changing World;

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Customer Service Focus	2	Cargo Airlines Customer Services;
Effective Reporting	2	Report Writing;
Flexibility & Adaptability	2	Building Resilient Aviation Professional;
Priorities & Self Management	2	Business Ethics;
Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	2	Basic Cargo Training (Initial); Basic Cargo Training (Recurrent);
Dangerous Goods Regulations (DGR)	2	Dangerous Goods Awareness***; Dangerous Goods Regulations (DGR) Initial Category 6***; Dangerous Goods Regulations (DGR) Recurrent Category 6***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***;
Safety and Security Oriented	2	Human Factors in Ground Operations***; Fatigue Management; Recurrent Aviation Security; Aviation Security Management; Safety Management System Fundamental***; Safety Management System for Ground Operations***; Ramp Safety Awareness***; Cargo Security Awareness; Airside Safety Compliance;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Emergency Planning & Response	2	Emergency Planning & Response for Airlines;
Special Cargo Handling	2	Live Animals Regulations (LAR); Perishable Cargo Transportation; Temperature Controlled Cargo Operations; Temperature Controlled Container Operations;
Air Transport Business Understanding	2	Cargo Introductory Course; Air Cargo Fundamentals; Overview of Air Transportation System; Live Animals Regulations Awareness;
Cargo Operations	2	Cargo Warehouse Operations and ULD Build-up; Cargo Skills & Procedures;
Aircraft Equipment Management (ULD)	2	ULD Operations; ULD Safety and Inspection;
Temperature Controlled Cargo	2	Transport of Pharma Products and Vaccines by Air;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	Job Title : Senior Officer Central Processing Office		Level : 2
	Proposed Job Title : Senior Officer Central Processing Office		
	Job Description : <ul style="list-style-type: none">• Monitor and supervise overall daily operations of the Central Processing Office.• Ensure all inbound and outbound cargo and mail are properly handled in accordance with the company's standard operating procedures, service standards and other requirements.• Coach and provide direct steering to CPO officers on operational matters.• Manage and monitor overall day-to-day operations.• Plan manpower and equipment resources.• Ensure optimised utilisation of resources.• Manage staff movement and staff leave.• Maintain staff discipline and ensure compliance with SOPs and other requirements.• Conduct investigation on any discrepancies and implement corrective action.• Attend meetings as and when required.• Conduct briefings and on-the-job trainings to staff.• Ensure that established SLA delivery is met.• Liaise with Duty Operations Manager for all operational matters and performance.• Maintain close rapport with the local authorities, customers, and others.• Attend to customer inquiries.• Supervise, monitor, and report on safety and security-related issues.• Monitor and take action on group emails and lying lists in the system.• Assign and redeploy staff within the unit as needed, to maximise productivity.• Verify flight service reports prepared by Officer.• Prepare daily performance report.• Perform duty and other tasks assigned by superior and management.• Ensure cleanliness of the work area.		
	Soft Skills	Required Competency Level	Recommended Training
	Communications	1	Effective Communication Skills;
	Critical Thinking	1	Introduction to the Airline Industry in a Changing World;

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Customer Service Focus	2	Cargo Airlines Customer Services;
Effective Reporting	2	Report Writing;
Priorities & Self Management	2	Business Ethics;
Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	2	Basic Cargo Training Initial; Basic Cargo Training Recurrent; Air Cargo Rules and Rates;
Dangerous Goods Regulation (DGR)	2	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel ***; Dangerous Goods Regulations (DGR) for Handling and Loading Personnel***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***; Dangerous Goods Regulations (DGR) Initial Category 3***; Dangerous Goods Regulations (DGR) Recurrent Category 3***; Dangerous Goods Regulations (DGR) Initial Category 6***; Dangerous Goods Regulations (DGR) Recurrent Category 6***;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Safety and Security Oriented	2	Human Factors in Ground Operations***; Recurrent Aviation Security; Fatigue Management; Safety Management System Fundamental***; Aviation Security Fundamentals;
Special Cargo Handling	2	Special Cargo Handling Awareness Training; Live Animals Regulations (LAR); Live Animals for Cargo Personnel; Transport of Pharma Products and Vaccines by Air ; Perishable Cargo Transportation; Infectious Substances Transport; Infectious Substances Shipping Guidelines; Temperature Controlled Cargo Operations; Temperature Controlled Container Operations; CEIV Fresh Refresher course for Key Personnel;
Air Cargo Quality Management	2	Quality Management Systems (QMS) For Airlines;
Air Transport Business Understanding	2	Cargo Introductory Course;
Cargo Operations	2	Cargo Security Awareness;
Cargo IT System & Tools	2	Document Control Systems;
Cargo Messaging	2	Cargo Messaging & Communications Protocol;
Computer-Based Technology	2	Microsoft Office (Word, Excel, Powerpoint, Outlook);

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	<table border="1"> <tr> <td data-bbox="151 277 1133 338">Job Title : Senior Officer Special Product Handling</td><td data-bbox="1133 277 1530 338">Level : 2</td></tr> </table>	Job Title : Senior Officer Special Product Handling	Level : 2
Job Title : Senior Officer Special Product Handling	Level : 2		
	Proposed Job Title : Senior Officer Special Product Handling		
	<p>Job Description :</p> <ul style="list-style-type: none"> • Monitor and supervise overall daily operations. • Ensure all perishable shipments including temperature-sensitive products are handled in accordance with standard operations procedures, service standards and other requirements. • Ensure all highly premium products (Express, VUL, courier, postal mail (EMS)) are handled without any irregularities and within the specified services standards. • Execute function on the handling of all Live Animal shipment in accordance with the company's standard operating procedures, IATA LAR, service standards and other requirements. • Ensure all cargo (Import / Export / Transit) of live animals shipments are properly handled in accordance with the company's standard operating procedures, service standards and other requirements. • Ensure handling of perishable items are carried out as per standard operating procedures and other requirements (i.e., IATA PCR, IATA TCR, IATA DGR, etc.). • Ensure optimum utilisation of resources such as manpower and equipment. • Conduct daily check of all equipment and ensure defect equipment/deviation of temperature are reported to maintenance • Verify cold room cleaning done by the vendor. • Ensure that the company's SLA is met. • Investigate any irregularities, initiate recovery, propose preventive action and submit a report to the Assistance Manager of Special Product Handling. • Maintain staff discipline and performance. • Monitor vendor activity and performance. • Ensure cleanliness and good housekeeping at work area/warehouse / cold room/work station. • Attend to customers' queries promptly. • Attend and action on all incoming pre-alert / inquiries promptly. • Maintain close relationship with other units involved in the handling of perishable cargo. • Arrange staff leave and course coverage including staff break time. • Conduct on-the-job training to staff, including daily briefings. • Implement IMS requirements. • Ensure compliance with safety and security requirements at all times. • Ensure staff is adequately trained to handle perishable cargo. • Attend operation meetings and other airlines meeting. • Perform other duties assigned by the Assistant Manager of Special Handling. 		

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	2	Effective Communications Skills;
Critical Thinking	2	Introduction to the Airline Industry in a Changing World;
Customer Service Focus	2	Cargo Airlines Customer Services;
Effective Reporting	2	Report Writing;
Flexibility & Adaptability	2	Building Resilient Aviation Professionals;
Priorities & Self Management	2	Business Ethics;
Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	2	Basic Cargo Training (Initial); Basic Cargo Training (Recurrent);
Dangerous Goods Regulations (DGR)	2	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***; Dangerous Goods Regulations (DGR) for Handling and Loading Personnel***; Dangerous Goods Regulations (DGR) Initial Category 6 ***; Dangerous Goods Regulations (DGR) Recurrent Category 6 ***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Safety and Security Oriented	2	Human Factors in Ground Operations***; Fatigue Management; Recurrent Aviation Security; Aviation Security Management ***;
Emergency Planning & Response	2	Emergency Planning & Response for Airlines;
Special Cargo Handling /Temperature Controlled Cargo	2	Special Cargo Handling Awareness Training; Live Animals Regulations (LAR); Live Animals for Cargo Personnel; Transport of Pharma Products and Vaccines by Air; Perishable Cargo Transportation; Perishable Cargo Logistics Management; Infectious Substances Transport; Temperature Controlled Cargo Operations; Temperature Controlled Container Operations; CEIV Fresh Refresher course for Key Personnel;
Air Transport Business Understanding	2	Cargo Introductory Course; Overview of Air Transportation System;
Cargo IT System & Tools	2	E-Cargo Business Process & Standards;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	Job Title : Load Master		Level : 3
	Proposed Job Title : Load Master		
	Job Description : Responsibilities include but are not limited to: <ul style="list-style-type: none"> • Prepare Aircraft Load Sheet and Loading Instruction for flights within the standards and backup services by monitoring proper and accurate uplift of ULD's in accordance with final DWS/UWS and prior loading onto aircraft. • Supervise a team of Load Master and manage scheduling and day-to-day activities • Monitor and inspect all assigned ULDs positioned on time at the allocated flight area. • Supervise the loading of the aircraft and confirm by signature or equivalent that the load and its distribution are in accordance with the mass and balance documentation given to the commander. • Develop the operations manual and specify principles and methods for loading and the mass and balance system • Coordinate with apron on discrepancies during loading and unloading activities. • Coordinate with Central Processing Office personnel and ensure NOTOC (Notification to Captain) is prepared for all special cargo. • Protect all outbound cargo during inclement weather. • Attend to flights by witnessing the loading/unloading and assisting whenever possible in order to reduce unnecessary offloading. • Ensure vehicles related to equipment are in serviceable condition at all times. 		
	Soft Skills	Required Competency Level	Recommended Training
	Communications	1	Effective Communications Skills;
	Critical Thinking	1	Leveraging Professional Skills; Introduction to the Airline Industry in a Changing World;
	Customer Service Focus	3	Cargo Airlines Customer Services;
	Effective Reporting	3	Report Writing;

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Flexibility & Adaptability	3	Building Resilient Aviation Professionals;
Priorities & Self Management	3	Business Ethics;
Technical Skills	Required Competency Level	Recommended Training
Safety and Security Oriented	3	Human Factors in Ground Operations ***; Recurrent Aviation Security***; Fatigue Management; Aviation Security Management;
Emergency Planning & Response	3	Emergency Planning & Response for Airlines***;
Air Transport Business Understanding	3	Cargo Introductory Course;
Aircraft Equipment Management (ULD)	3	ULD Safety and Inspection;
Aircraft Weight and Balance	3	Aircraft Weight and Balance ***; Aircraft Weight and Balance Refresher ***;
Cargo Operations	3	Cargo Warehouse Operations and ULD Build-up; Cargo Accident Investigation and Prevention; Lean Six Sigma in Air Cargo Logistics; Cargo Airline Management with Business Simulation; Cargo Security Awareness Air Cargo Management;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	3	Basic Cargo Training Initial ***; Basic Cargo Training Recurrent ***
Dangerous Goods Regulations (DGR)	3	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***; Dangerous Goods Regulations (DGR) for Handling and Loading Personnel***; Dangerous Goods Regulations (DGR) Initial Category 6***; Dangerous Goods Regulations (DGR) Recurrent Category 6 ***; Dangerous Goods Regulations (DGR) Initial Category 10***; Dangerous Goods Regulations (DGR) Recurrent Category 10 ***; Dangerous Goods Regulations (DGR) Initial Category 3***; Dangerous Goods Regulations (DGR) Recurrent Category 3***; Lithium Battery Logistics Safety Management; Shipping Lithium Batteries by Air; Dangerous Goods Regulations (DGR) for Loadmasters and Load Planners***;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	Job Title : Customer Service Supervisor		Level : 3
	Proposed Job Title : Customer Service Supervisor		
	Job Description : Support and assist Customer Services Executives including the following: <ul style="list-style-type: none">• Responsible for supervising all customer service operations and activities.• Deal with priority customer complaints and inquiries.• Manage missing/ mishandling cargo, including patrolling/touring Agent Office blocks to check if there has been mishandling of cargo.• Brief personnel and clerks to ensure there are no errors in the document, FAD (email), and closing report.• Update statistics on cargo performance of customer airlines.• Ensure adherence to all regulatory requirements.• Transmit flight and shipment information to down-line stations and authorities.• Update daily reports.		
	Soft Skills	Required Competency Level	Recommended Training
	Communications	3	Effective Communications Skills;
	Critical Thinking	3	Leveraging Professional Skills; Introduction to the Airline Industry in a Changing World;
Customer Service Focus	3	Cargo Airlines Customer Services;	
Effective Reporting	3	Report Writing;	
Flexibility & Adaptability	3	Building Resilient Aviation Professionals;	
Account Management (Intermediate)	3	Air Cargo Customer Service;	
Priorities & Self Management	3	Business Ethics;	

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	3	Basic Cargo Training Initial ***; Basic Cargo Training Recurrent ***; Managing Air Cargo Operations;
Dangerous Goods Regulations (DGR)	3	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***; Dangerous Goods Regulations (DGR) Initial Category 8 ***; Dangerous Goods Regulations (DGR) Recurrent Category 8 ***; Lithium Battery Logistics Safety Management; Dangerous Goods Regulations (DGR) Initial Category 6 ***; Dangerous Goods Regulations (DGR) Recurrent Category 6 ***;
Air Cargo Quality Management	3	Enhancing Customer Experience Through Data & Insights;
Air Transport Business Understanding	3	Cargo Introductory Course Overview of Air; Transportation System;
Cargo IT System & Tools	3	E-Cargo Business Process & Standards;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Cargo Messaging	3	Cargo Messaging & Communications Protocol;
Product Pricing, Tariff Regulations, Standards & Procedures Compliance	3	Air Cargo Claims and Complaint Handling;
Safety and Security Oriented	3	Human Factors in Ground Operations***; Aviation Security Management; Fatigue Management Recurrent Aviation Security***; Safety Management System Fundamental; Safety Management System for Ground Operations; Ramp Safety Awareness; Cargo Security Awareness;
Emergency Planning & Response	3	Emergency Response Awareness;
Special Cargo Handling	3	Special Cargo Handling Awareness Training; Live Animals Regulations (LAR) ; Transport of Pharma Products and Vaccines by Air;
Supply Chain Processes & Procedures	3	Cargo Supply Chain & Transport Modes;
Computer-Based Technology	3	Microsoft Office (Word, Excel, Powerpoint, Outlook);

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	Job Title : Import & Landside Operations Executive		Level : 4
	Proposed Job Title : Import & Landside Operations Executive		
	Job Description : <ul style="list-style-type: none"> • Manage overall total import and landside operations. • Manage all activities to ensure that the service qualities conform to the customer's requirements and company objectives. • Monitor all activities to ensure that quality targets are met and maximum uplift on all flights are achieved. • Plan and ensure all works are in compliance with ICAO, MCAR, IATA and other regulatory bodies. • Motivate and develop staff potential and maintain staff discipline through proper guidance and counselling in order to achieve high level of work productivity. • Plan, develop, organise and manage warehouse export acceptance and inbound operations. • Meet the standards set, with the aim of achieving high customer satisfaction. • Support the Assistant Manager for Import & Landside Operations through managing and supervising the acceptance and import delivery in the warehouse. • Ensure efficient and safe operations in the warehouse and follow through with improvement initiatives for increasing operation efficiency and safety. • Provide direct steering to Senior Officer and work floor staff on operational issues. • Manage and act as the key contact person for any escalation on operations-related matters. • Work closely with the manager for cargo warehouse handling. 		
	Soft Skills	Required Competency Level	Recommended Training
	Communications	4	Effective Communication Skills;
	Critical Thinking	4	Leadership & Management Training Program; Harvard ManageMentor (HMM©);
	Customer Service Focus	4	Cargo Airlines Customer Services;
	Effective Reporting	4	Report Writing;
	Flexibility & Adaptability	4	Building Resilient Aviation Professional;
	Priorities & Self Management	4	Business Ethics;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	4	Basic Cargo Training (Initial); Basic Cargo Training (Recurrent); Managing Air Cargo Operations;
Dangerous Goods Regulations (DGR)	4	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***; Dangerous Goods Regulations (DGR) for Handling and Loading Personnel***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***; Lithium Battery Logistics Safety Management; Shipping Lithium Batteries by Air;
Air Transport Business Understanding	4	Cargo Introductory Course; Airline Business Foundations with Management Game;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Cargo IT System & Tools	4	E-Cargo Business Process & Standards;
Safety and Security Oriented	4	Basic Airside Safety Human Factors in Ground Operations ***; Fatigue Management Recurrent Aviation Security***; Security Management System (SeMS); Aviation Security Fundamentals Airside Safety Management & Compliance***; Safety Management System for Ground Operations; Safety Management Systems for Airlines***;
Sustainability	4	General Aviation Sustainability Awareness;
Emergency Planning & Response	4	Emergency Planning & Response for Airlines***;
Occupational Health & Safety	4	Operation Health Safety Assurance (OSHA);
Special Cargo Handling	4	Special Cargo Handling Awareness Training; Live Animals Regulations (LAR); Transport of Pharma Products and Vaccines by Air; Perishable Cargo Transportation; Infectious Substances Transport; Temperature Controlled Cargo Operations; Temperature Controlled Container Operations; CEIV Fresh Refresher course for Key Personnel;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Supply Chain Processes & Procedures	4	Cargo Supply Chain & Transport Modes; Airport Operations Advanced;
Temperature Controlled Cargo	4	Transport of Pharma Products and Vaccines by Air; Audit, Quality and Risk; Management for Temperature Controlled Cargo;
Cargo Operations	4	Managing Air Cargo Operations Cargo Accident Investigation and Prevention; Lean Six Sigma in Air Cargo Logistics; Cargo Airline Management with Business Simulation; Cargo Security Awareness;
Ramp Handling	4	Airport Ramp Services with IGOM; Airport Ramp Services;
Aircraft Equipment Management (ULD)	4	ULD Safety and Inspection;
Computer-Based Technology	4	Microsoft Office (Word, Excel, Powerpoint, Outlook);

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	Job Title : Cargo Warehouse Executive		Level : 4
	Proposed Job Title : Cargo Warehouse Executive		
	Job Description : <ul style="list-style-type: none"> • Manage the overall build-up, including monitoring and operations. • Manage activities to ensure that service delivery conforms to customers' requirements and company's objectives. • Monitor activities to ensure that quality targets are met and maximum uplift on all flights are achieved. • Plan and ensure all works are in compliance with the ICAO, MCAR, IATA and other regulatory bodies. • Motivate and develop staff potential. • Maintain staff discipline through proper guidance and counseling to achieve high levels of productivity. • Plan, develop, organise and manage all warehouse export operations and to meet the set standards with aim of achieving high customer satisfaction. • Support the manager for cargo warehouse handling with management and supervision of build-up and handling operations in the warehouse. • Ensure efficient and safe operations in the warehouse, follow through with improvement initiatives for increasing operations efficiency and safety. • Provide direct steering to senior officer and work for floor staff on operational issues. • Manage and act as the key contact person for any escalation on operations-related matters. • Work closely with the manager for cargo warehouse handling. 		
	Soft Skills	Required Competency Level	Recommended Training
	Communications	4	Effective Communications Skills;
	Critical Thinking	4	Leadership & Management Training Program; Harvard ManageMentor (HMM©);
	Customer Service Focus	4	Cargo Airlines Customer Services;
	Effective Reporting	4	Report Writing;
	Flexibility & Adaptability	4	Building Resilient Aviation Professional;
	Priorities & Self Management	4	Business Ethics;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	4	Basic Cargo Training Initial; Basic Cargo Training Recurrent;
Dangerous Goods Regulations (DGR)	4	Dangerous Goods Regulations; (DGR) for General Cargo Accepting and Processing Personnel ***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***; Dangerous Goods Regulations (DGR) Initial Category 6 ***; Dangerous Goods Regulations (DGR) Recurrent Category 6 ***;
Safety and Security Oriented	4	Basic Airside Safety; Safety Management System for Ground Operations; Safety Management & Compliance; Safety Risk Management; Fatigue Management; Recurrent Aviation Security***; Security Management System (SeMS); Aviation Security Fundamentals Human Factors in Ground Operations ***; Airside Safety Management & Compliance***;
Sustainability	4	General Aviation Sustainability Awareness;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Occupational Health & Safety	4	Ground Operations Management with AHM; Operation Health Safety Assurance (OSHA);
Emergency Planning & Response	4	Emergency Planning & Response for Airlines***;
Cargo IT System & Tools	4	E-Cargo Business Process & Standards;
Special Cargo Handling	4	Live Animals Regulations (LAR); Perishable Cargo Transportation ; Infectious Substances Transport; Temperature Controlled Cargo Operations; Temperature Controlled Container Operations;
Temperature Controlled Cargo	4	Transport of Pharma Products and Vaccines by Air;
Cargo Operations	4	Cargo Warehouse Operations and ULD Build-up; Cargo Accident Prevention; Lean Six Sigma in Air Cargo Logistics; Cargo Skills & Procedures;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS	
	Area : Air Cargo	
	Job Title : Executive Ramp Handling	Level : 4
	Proposed Job Title : Executive Ramp Handling	
	Job Description :	
	<ul style="list-style-type: none">• Assist in the administration and operational efficiency of the Ramp Airside & Transshipment.• Streamline reporting of Ramp KPI's and findings.• Promote transformation and digitalisation of processes which ensures efficiency, as well as lean and cost effective operations.• Coordinate with Customer airlines / Internal stake holders / Cargo Agent and with relevant MAHB Safety Department on all airside activities.• Ensure all ramp activities are in compliance with regulatory, safety and security requirements.• Assist the manager for ramp handling in carrying out operational tasks.• Monitor overall SLA performance by appointed Ground Handler and vendors as to ensure consistent achievement of SLA and avoidance of issues affecting aircraft On Time Performance (OTP).• Coordinate with other stakeholders to achieve department's objectives and targets.• Structurally reduce operational mishandling at ramp side.• Manage staff movement, overtime and shift pattern.• Ensure deployed manpower and equipment is as per requirement.• Prepare annunal budget for airside operations.• Attend Operational Review Meeting (ORM) meeting as and when required.• Attend Daily Operations Meeting and Monthly Operations Meeting.• Motivate, coach and develop subordinates.• Plan mandatory and competency trainings for subordinates.• Attend Customer Airlines meetings and inquiries as and when required.• Build good relationship with Airport Authority, GHA and Customer Airlines.• Comply with safety and security requirements at all times.	

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	4	Effective Communications Skills;
Critical Thinking	4	Leadership & Management Training Program; Harvard ManageMentor (HMM©);
Customer Service Focus	4	Cargo Airlines Customer Services;
Effective Reporting	4	Report Writing;
Flexibility & Adaptability	4	Building Resilient Aviation Professional;
Priorities & Self Management	4	Business Ethics;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	4	Basic Cargo Training Initial ***; Basic Cargo Training Recurrent ***; Managing Air Cargo Operations;
Dangerous Goods Regulations (DGR)	4	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***; Dangerous Goods Regulations (DGR) for Handling and Loading Personnel***; Dangerous Goods Regulations (DGR) Initial Category 8 ***; Dangerous Goods Regulations (DGR) Recurrent Category 8 ***; Lithium Battery Logistics Safety Management; Shipping Lithium Batteries by Air;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Air Transport Business Understanding	4	Airline Business Foundations with Management Game; Cargo Introductory Course;
Cargo IT System & Tools	4	E-Cargo Business Process & Standards;
Safety and Security	4	Basic Airside Safety Human Factors in Ground Operations ***; Recurrent Aviation Security***; Fatigue Management; Safety Management Systems for Airlines***; Security Management System (SeMS); Aviation Security Fundamentals Airside Safety Management & Compliance***; Safety Management System for Ground Operations; Safety Management Systems for Airlines;
Sustainability	5	General Aviation Sustainability Awareness;
Occupational Health & Safety	4	Operation Health Safety Assurance (OSHA);
Emergency Planning & Response	4	Emergency Planning & Response for Airlines***;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Special Cargo Handling	4	Special Cargo Handling Awareness Training; Live Animals Regulations (LAR); Transport of Pharma Products and Vaccines by Air; Perishable Cargo Transportation; Infectious Substances Transport; Temperature Controlled Cargo Operations; Temperature Controlled Container Operations; CEIV Fresh Refresher course for Key Personnel;
Supply Chain Processes & Procedures	4	Cargo Supply Chain & Transport Modes; Airport Operations Advanced;
Temperature Controlled Cargo	4	Transport of Pharma Products and Vaccines by Air; Audit, Quality and Risk; Management for Temperature Controlled Cargo; CEIV Pharma Refresher course for Key Personnel;
Cargo Operations	4	Managing Air Cargo Operations Cargo Accident Investigation and Prevention; Lean Six Sigma in Air Cargo Logistics; Cargo Airline Management with Business Simulation; Cargo Security Awareness;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Ramp Handling	4	Airport Ramp Services with IGOM; Aircraft Marshalling and Ramp Hand Signals; Airport Ramp Services;
Aircraft equipment management (ULD)	4	ULD Safety and Inspection;
Computer-Based Technology	4	Microsoft Office (Word, Excel, Powerpoint, Outlook);

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	<table> <tr> <td data-bbox="150 275 1133 342">Job Title : Customer Service Executive</td><td data-bbox="1133 275 1530 342">Level : 4</td></tr> </table>	Job Title : Customer Service Executive	Level : 4
Job Title : Customer Service Executive	Level : 4		
	Proposed Job Title : Customer Service Executive		
	<p data-bbox="165 421 437 461">Job Description :</p> <p data-bbox="165 472 914 512">Responsibilities include but are not limited to:</p> <ul data-bbox="188 562 1501 1653" style="list-style-type: none"> • Responsible for ensuring mishandling are investigated and rectified in accordance with condition, restrictions, service level agreement, standard and procedures of airlines, and applicable regulatory authority requirements. • Provide customer service for customers that have mishandling issues. • Document and track mishandled cargo. • Verify that any article claimed by a customer is verified with correct identification and all information is recorded in the logbook. • Comply with all regulations and requirements with regards to health, safety, and security set by the company and relevant authorities while on duty. • Record operational data such as cargo damage report, the intention of claim, official claim, and disposal report. • Supervise service providers' conformance to SLA, notices, and other operational instructions. • Coordinate trucking operations through documentation and movement monitoring. • Coordinate operational requirements and statutory needs with service providers and/or local authorities. • Ensure compliance to occupational health, operational safety, and security during operations and other regulatory requirements. • Inculcate and uphold positive communications when dealing with customers during regular operations and discrepancies. • Compile and record relevant operational data and administrative transactions. • Attend to cases of mishandled cargo and customer complaints by liaising with the operational and commercial departments. • Execute other ad-hoc duties as detailed by the business and Station Head as and when required. 		

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	4	Effective Communications Skills;
Critical Thinking	4	Leadership & Management Training Program; Harvard ManageMentor (HMM©);
Customer Service Focus	4	Cargo Airlines Customer Services;
Effective Reporting	4	Report Writing;
Flexibility & Adaptability	4	Building Resilient Aviation Professional;
Account Management (Advance)	4	Airlines Customer Service for The Leadership & Management;
Priorities & Self Management	4	Business Ethics;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	4	Basic Cargo Training Initial ***; Basic Cargo Training Recurrent ***;
Dangerous Goods Regulations (DGR)	4	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***; Dangerous Goods Regulations (DGR) Initial Category 8 ***; Dangerous Goods Regulations (DGR) Recurrent Category 8 ***; Dangerous Goods Regulations (DGR) Initial Category 6 ***; Dangerous Goods Regulations (DGR) Recurrent Category 6***;
Air Cargo Quality Management	4	Enhancing Customer Experience Through Data & Insights; Air Cargo Management;
Computer-Based Technology	4	Microsoft Office (Word, Excel, Powerpoint, Outlook);
Supply Chain Processes & Procedures	4	Cargo Supply Chain & Transport Modes;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Air Transport Business Understanding	4	Cargo Introductory Course; Overview of Air Transportation System; Airline Business Foundations with Management Game;
Cargo IT System & Tools	4	E-Cargo Business Process & Standards;
Cargo Messaging	4	Cargo Messaging & Communications Protocol;
Product Pricing, Tariff Regulations, Standards & Procedures Compliance	4	Air Cargo Claim and Complaint Handling;
Sustainability	4	General Aviation Sustainability Awareness;
Safety and Security	4	Human Factors in Ground Operations***; Aviation Security Management; Fatigue Management; Recurrent Aviation Security***; Security Management Systems - SeMS; Safety Management System Fundamental; Safety Management System for Ground Operations; Ramp Safety Awareness;
Occupational Health & Safety	4	Operation Health Safety Assurance (OSHA);

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Special Cargo Handling	4	Special Cargo Handling Awareness Training ; Live Animals Regulations (LAR); Transport of Pharma Products and Vaccines by Air; Perishable Cargo Transportation; Infectious Substances Transport; Temperature Controlled Cargo Operations;

NO	DETAILS	
	Area : Air Cargo	
	Job Title : Training, Standards & Quality Executive	Level : 4
	Proposed Job Title : Training, Standards & Quality Executive	
	Job Description :	
	Responsibilities include but are not limited to:	
	<ul style="list-style-type: none">• Ensure Training and Development programs are carried out effectively.• Ensure systems for staff training and development are in place and function at all levels.• Determine, negotiate and agree on in-house quality procedures, standards and specifications.• Assess customer requirements and ensure that these are met.• Maintain accuracy of staff training data and related reports.• Setting customer service standards.• Update, maintain and review cargo incident/hazard reporting / safety records.• Specifying quality requirements of raw materials with suppliers.• Investigate and set standards for quality and health and safety.• Work with operating staff to establish procedures, standards and systems.• Determine training needs.• Encourage change and improvement in performance and quality.• Recorde, analyse and distribute statistical information.• Provide training report when necessary.• Attend and provide support to any audit which requires training involvement.• Conduct internal training if necessary.• Ensure ground operational activities are in compliance with aviation-related government authorities.	

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	4	Effective Communications Skills;
Critical Thinking	4	Leadership & Management Training Program; Harvard ManageMentor (HMM©);
Customer Service Focus	4	Cargo Airlines Customer Services;
Effective Reporting	4	Report Writing;
Flexibility & Adaptability	4	Building Resilient Aviation Professional;
Priorities & Self Management	4	Business Ethics;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	4	Basic Cargo Training Initial; Basic Cargo Training Recurrent;
Professional Training	4	Instructional Design; Instructional Techniques; Management of Training; Training Needs Assessment; Train the Trainer;
Occupational Health & Safety	4	Operation Health Safety Assurance (OSHA);
Dangerous Goods Regulations (DGR)	4	Dangerous Goods Regulations (DGR) Initial Category 6 ***; Dangerous Goods Regulations (DGR) Recurrent Category 6***; Dangerous Goods Regulations (DGR) Initial Category 6 ***; Dangerous Goods Regulations (DGR) Recurrent Category 6***; Shipping Lithium Batteries by Air***;
Safety and Security	4	Security Management System (SeMS); Fatigue Management; Recurrent Aviation Security***; Human Factors in Ground Operations***; Safety Management Systems for Airlines***; Aviation Security Management ;
Sustainability	4	General Aviation Sustainability Awareness;
Understanding Airlines	4	Airline Business Foundations with Management Game;
Emergency Planning & Response	4	Emergency Planning & Response for Airlines***;
Change Management	4	Change Management with Interactive Simulation;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	<table border="1"> <tr> <td data-bbox="151 275 1133 338">Job Title : Assistant Manager Import & Landside Operations</td><td data-bbox="1133 275 1528 338">Level : 5</td></tr> </table>	Job Title : Assistant Manager Import & Landside Operations	Level : 5
Job Title : Assistant Manager Import & Landside Operations	Level : 5		
	Proposed Job Title : Assistant Manager Import & Landside Operations		
	<p>Job Description :</p> <ul style="list-style-type: none"> • Plan, develop, organise and manage total Import and Landside in warehouse operations. • Plan, coordinate, and organise cargo operations to meet sets standards with aim to achieve high customer satisfaction. • Implement, monitor and ensure full compliance of the Standard Operating Procedures. • Review the Standard Operating Procedures and work processes to meet the requirement of the industry for continuous improvement. • Attend meetings with customers (i.e., FOCA Airlines, Forwarding Agents, etc). • Motivate and develop staff potential and maintain staff discipline through proper guidance and counseling to achieve high levels of work productivity. • Develop close rapport with related departments and customers in meeting their requirements for achieving positive results in terms staff productivity, process efficiency and cost effectiveness. • Consider any reports or recommendations made by DOSH, Internal/External auditors, HSE section and by any other government agencies and implement accordingly. • Promote safety awareness for the company, employees and the workplace. • Ensure that all work done is in compliance with all regulatory and statutory bodies (e.g., ICAO, IATA, CAAM etc). • Comply with safety and security requirements at all times. 		

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	5	Effective Communications Skills;
Interpersonal Skills	5	Airline Customer Service for the Leadership & Management Diversity and Inclusion;
Critical Thinking	5	Leadership & Management Training Programme; Harvard ManageMentor (HMM©);
Customer Service Focus	5	Cargo Airlines Customer Services;
Effective Reporting	5	Report Writing;
Flexibility & Adaptability	5	Building Resilient Aviation Professionals;
Priorities & Self Management	5	Business Ethics;
Teamwork & Leadership	5	Responsible Leadership Cargo Leadership Development Program; Leading During Turbulent Times Building Teamwork and Stakeholder Management; Leadership Development and Succession Planning; Change Management;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	5	Basic Cargo Training Initial; Basic Cargo Training Recurrent; Managing Air Cargo Operations; Air Cargo Rules and Rates;
Safety and Security	5	Basic Airside Safety; Safety Management System for Ground Operations; Safety Management & Compliance; Safety Risk Management; Security Management System (SeMS); Fatigue Management; Recurrent Aviation Security***; Aviation Security Fundamentals Human Factors in Ground Operations ***; Airside Safety Management & Compliance***;
Sustainability	5	General Aviation Sustainability Awareness;
Occupational Health & Safety	5	Ground Operations Management with AHM Operation Health Safety Assurance (OSHA);
Emergency Planning & Response	5	Emergency Planning & Response for Airlines***;
Cargo IT System & Tools	5	E-Cargo Business Process & Standards;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Product Pricing, Tariff Regulations, Standards & procedures compliance.	5	Air Cargo Claim and Complaint Handling; Air Cargo Law and Convention;
Supply Chain Processes & Procedures	5	Cargo Supply Chain & Transport Modes;
Air Transport Business Understanding	5	Cargo Introductory Course; Airline Business Foundations with Management Game; Overview of Air Transportation System;
Dangerous Goods Regulations (DGR)	5	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel ***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***; Dangerous Goods Regulations (DGR) for Handling and Loading Personnel***; Dangerous Goods Regulations (DGR) Initial Category 6 ***; Dangerous Goods Regulations (DGR) Recurrent Category 6*** ; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***; Lithium Battery Logistics Safety Management; Shipping Lithium Batteries by Air;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Temperature Controlled Cargo	5	Transport of Pharma Products and Vaccines by Air; Audit, Quality and Risk Management for Temperature Controlled Cargo; CEIV Pharma Refresher course for Key Personnel; CEIV Pharma Refresher course for Key Personnel;
Cargo Operations	5	Cargo Warehouse Operations and ULD Build-up; Managing Air Cargo Operations Aircraft Turnaround; Coordination and Loading Supervision; Cargo Accident Investigation and Prevention; Lean Six Sigma in Air Cargo Logistics; Cargo Airline Management with Business Simulation; Cargo Security Awareness; Station / Ground Handling Management;
Ramp Handling	5	Airport Ramp Services with IGOM;
Aircraft Equipment Management (ULD)	5	ULD Operations; ULD Safety and Inspection;
Computer-Based Technology	5	Microsoft Office (Word, Excel, Powerpoint, Outlook);

NO	DETAILS		
	Area : Air Cargo		
	<table> <tr> <td data-bbox="151 277 1133 338">Job Title : Assistant Manager Cargo Warehouse</td><td data-bbox="1133 277 1530 338">Level : 5</td></tr> </table>	Job Title : Assistant Manager Cargo Warehouse	Level : 5
Job Title : Assistant Manager Cargo Warehouse	Level : 5		
	Proposed Job Title : Assistant Manager Cargo Warehouse Handling		
	<p>Job Description :</p> <ul style="list-style-type: none"> • Plan, develop, organise and manage total export and build-up in warehouse operations. • Plan, coordinate and organise to ensure that cargo operations meet sets standards and achieve high customer satisfaction. • Implement, monitor and ensure full compliance of the Standard Operating Procedures. • Review Standard Operating Procedures and work processes to meet industry requirements for continuous improvement. • Attend meeting with airline customers. • Motivate and develop staff potential and maintain staff discipline through proper guidance and counseling to achieve high levels of work productivity. • Develop close rapport with related departments and customers, to meet their requirements of achieving positive results for staff productivity, process efficiency and cost effectiveness. • Complete accurate warehouse productivity reports for upper management. • Review and consider any reports or recommendations made by DOSH, Internal/External auditors and HSE section, as well as by any other government agencies and implement accordingly. • Help to promote safety awareness for the company, employees and the workplace. • Coordinate training for new employees and ensure that current employees receive ongoing training. • Ensure that all work done in compliance with all regulatory and statutory bodies (e.g., ICAO, IATA, CAAM etc). • Ensure warehouse compliance with all safety regulations , local and federal laws that govern workplace safety . • Comply with safety and security requirements at all times. 		

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	5	Effective Communications Skills;
Interpersonal Skills	5	Airline Customer Service for the Leadership & Management Diversity and Inclusion;
Critical Thinking	5	Leadership & Management Training Programme; Harvard ManageMentor (HMM©);
Customer Service Focus	5	Cargo Airlines Customer Services;
Effective Reporting	5	Report Writing;
Flexibility & Adaptability	5	Building Resilient Aviation Professional;
Priorities & Self Management	5	Business Ethics;
Teamwork & Leadership	5	Responsible Leadership Cargo Leadership Development Program; Leading During Turbulent Times Building Teamwork and Stakeholder Management; Leadership Development and Succession Planning; Change Management; Better Aviation in Challenging Times - Crisis Management Tools;
Account Management (Advanced)	5	Airlines Customer Service for The Leadership & Management;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	5	Basic Cargo Training Initial; Basic Cargo Training Recurrent;
Safety and Security	5	Basic Airside Safety; Safety Management System for Ground Operations; Safety Management & Compliance; Safety Risk Management Security Management System (SeMS); Fatigue Management; Recurrent Aviation Security***; Aviation Security Fundamentals Human Factors in Ground Operations ***; Airside Safety Management & Compliance***;
Sustainability	5	General Aviation Sustainability Awareness;
Occupational Health & Safety	5	Ground Operations Management with AHM Operation Health Safety Assurance (OSHA);
Emergency Planning & Response	5	Emergency Planning & Response for Airlines***;
Cargo IT System & Tools	5	E-Cargo Business Process & Standards;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Special Cargo Handling	5	Live Animals Regulations (LAR); Perishable Cargo Transportation; Infectious Substances Transport; Temperature Controlled Cargo Operations; Temperature Controlled Container Operations;
Temperature-Controlled Cargo	5	Transport of Pharma Products and Vaccines by Air; Audit, Quality and Risk Management for Temperature Controlled Cargo;
Cargo Operations	5	Cargo Warehouse Operations and ULD Build-up; Cargo Accident Prevention; Cargo Skills & Procedures; Air Cargo Management; Lean Six Sigma in Air Cargo Logistics;
Dangerous Goods Regulations (DGR)	5	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel ***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***; Dangerous Goods Regulations (DGR) Initial Category 6 ***; Dangerous Goods Regulations (DGR) Recurrent Category 6 ***;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS	
	Area : Air Cargo	
	Job Title : Manager Cargo Warehouse Handling	Level : 5
	Proposed Job Title : Manager Cargo Warehouse Handling	
	Job Description :	
	<p>Responsibilities include but are not limited to:</p> <ul style="list-style-type: none">• Plan , coordinate, organise and ensure that cargo operations meet the set standard with the aim of achieving high customer satisfaction.• Implement and monitor activities to ensure full compliance with the Standard Operating Procedures.• Maintain close professional relationship with the staff to ensure high productivity levels and staff knowledge on cargo business is up to date.• Review the Standard Operating Procedures and work processes to meet industry requirements for continuous improvement.• Motivate and develop staff potential and maintain staff discipline through proper guidance and counseling to achieve high levels of work productivity.• Consider any report or recommendations made by DOSH, Internal / External CAAM, Customer Airlines auditors, HSE section, and any other government agencies and implement accordingly.• Ensures that all work done is in compliance with all regulatory and statutory bodies (e.g., IATA , ICAO, CAAM Malaysia).• Maintain a close working relationship with customers (Freight Forwarders, Shippers, and Customer Airlines) to obtain feedback on the quality of services.• Oversee the enhancement of various safety measures within the company.• Management representative in Safety and Health Committee.• Monitor the unit performance and service level agreement (SLA) at Import Operations.• Provide statistical report on cargo handling to management.	

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	5	Effective Communications Skills;
Interpersonal Skills	5	Airline Customer Service for the Leadership & Management Diversity and Inclusion;
Critical Thinking	5	Leadership & Management Training Program; Harvard ManageMentor (HMM©);
Customer Service Focus	5	Cargo Airlines Customer Services;
Effective Reporting	5	Report Writing;
Flexibility & Adaptability	5	Building Resilient Aviation Professional;
Priorities & Self Management	5	Business Ethics;
Teamwork & Leadership	5	Responsible Leadership Cargo Leadership Development Program; Leading During Turbulent Times Building Teamwork and Stakeholder Management; Leadership Development and Succession Planning; Change Management; Better Aviation in Challenging Times - Crisis Management Tools;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	5	Basic Cargo Training Initial; Basic Cargo Training Recurrent;
Safety and Security	5	Basic Airside Safety; Safety Management System for Ground Operations; Fatigue Management; Recurrent Aviation Security***; Safety Management & Compliance; Safety Risk Management Security Management System (SeMS); Human Factors in Ground Operations ***; Aviation Security Fundamentals Airside Safety Management & Compliance***;
Sustainability	5	General Aviation Sustainability Awareness;
Occupational Health & Safety	5	Ground Operations Management with AHM Operation Health Safety Assurance (OSHA);
Emergency Planning & Response	5	Emergency Planning & Response for Airlines***;
Cargo IT System & Tools	5	E-Cargo Business Process & Standards;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Special Cargo Handling	5	Live Animals Regulations (LAR); Perishable Cargo Transportation ; Infectious Substances Transport; Temperature Controlled Cargo Operations; Temperature Controlled Container Operations;
Temperature Controlled Cargo	5	Transport of Pharma Products and Vaccines by Air; Audit, Quality and Risk Management for Temperature Controlled Cargo;
Cargo Operations	5	Cargo Warehouse Operations and ULD Build-up; Cargo Accident Prevention Cargo Skills & Procedures; Air Cargo Management; Lean Six Sigma in Air Cargo Logistics;
Dangerous Goods Regulations (DGR)	5	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel ***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***; Dangerous Goods Regulations (DGR) Initial Category 6 ***; Dangerous Goods Regulations (DGR) Recurrent Category 6 ***;

*** mandatory training program

NO	DETAILS	
	Area : Air Cargo	
	Job Title : Manager Ramp Handling	Level : 5
	Proposed Job Title : Manager Ramp Handling	
	Job Description : <ul style="list-style-type: none">• Manage and control the ramp airside, as well as operational functions for Inbound, Outbound and Transshipment Cargo operations.• Plan, coordinate, organise and manage the activities of Ramp Inbound, Outbound and Transshipment Cargo with the aim of achieving the service standard set.• Manage transit shipment under short connection cargo (SCK) and transfer of cargo to/from other cargo terminal operators as per service standard set.• Establish standards and procedures and review work processes for improvement.• Implement and monitor activities to ensure full compliance with the Standard Operating Procedure.• Maintain close professional relationship with the staff to ensure high productivity levels and staff knowledge on cargo business is up to date.• Ensure the approved budgets are monitored and controlled.• Maintain service standards via close relationships with customers (e.g., freight forwarders, customer airlines and authorities).• Conduct continuous review of resource allocation to ensure efficient utilisation.• Ensure quality checks on inbound, outbound and SCK cargo.• Maintain industrial relations via close liaison with staff and facilities communications in order to improve staff morale and productivity.• Assist to promote safety awareness for the company, employees and workplace.• Ensure all work is done in compliance with all regulatory and statutory bodies.• Ensure prompt handling of offloaded cargo and customer notified on time.• Responsible for connection of all short connection cargo at airside.	

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	5	Effective Communications Skills;
Interpersonal Skills	5	Airline Customer Service for the Leadership & Management Diversity and Inclusion;
Critical Thinking	5	Leadership & Management Training Program; Harvard ManageMentor (HMM©);
Customer Service Focus	5	Cargo Airlines Customer Services;
Effective Reporting	5	Report Writing;
Flexibility & Adaptability	5	Building Resilient Aviation Professional;
Priorities & Self Management	5	Business Ethics;
Teamwork & Leadership	5	Responsible Leadership; Cargo Leadership Development Programme; Leading During Turbulent Times Building Teamwork and Stakeholder Management; Leadership Development and Succession Planning; Change Management;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	5	Basic Cargo Training Initial; Basic Cargo Training Recurrent; Managing Air Cargo Operations; Air Cargo Rules and Rates;
Safety and Security	5	Human Factors in Ground Operations ***; Safety Management Systems Documentation & Control Fatigue Management; Recurrent Aviation Security***; Safety Management Systems for Airlines***; Aviation Security Fundamentals Security Management System (SeMS); Safety Risk Management; Basic Airside Safety;
Sustainability	5	General Aviation Sustainability Awareness;
Occupational Health & Safety	5	Operation Health Safety Assurance (OSHA);
Emergency Planning & Response	5	Emergency Planning & Response for Airlines***;
Air Cargo Quality Management	5	Quality Management Systems (QMS) For Airlines;
Cargo IT System & Tools	5	E-Cargo Business Process & Standards; Document Control Systems;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Supply Chain Processes & Procedures	5	Cargo Supply Chain & Transport Modes;
Product Pricing, Tariff Regulations, Standards & Procedures Compliance	5	Air Cargo Law and Convention;
Air Transport Business Understanding	5	Cargo Introductory Course Air Cargo Fundamentals; Cargo Airline Management with Business Simulation; Airline Business Foundations with Management Game; Overview of Air Transportation System;
Dangerous Goods Regulations (DGR)	5	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***; Dangerous Goods Regulations (DGR) for Handling and Loading Personnel***; Dangerous Goods Regulations (DGR) Initial Category 6 ***; Dangerous Goods Regulations (DGR) Recurrent Category 6 ***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***; Lithium Battery Logistics Safety Management; Shipping Lithium Batteries by Air;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Special Cargo Handling	5	Special Cargo Handling Awareness Training Live Animals Regulations (LAR); Transport of Pharma Products and Vaccines by Air Perishable Cargo Transportation; Infectious Substances Transport; Temperature Controlled Cargo Operations; Temperature Controlled Container Operations; CEIV Fresh Refresher course for Key Personnel;
Temperature Controlled Cargo	5	Transport of Pharma Products and Vaccines by Air; Audit, Quality and Risk Management for Temperature Controlled Cargo; CEIV Pharma Refresher course for Key Personnel;
Cargo Operations	5	Managing Air Cargo Operations Cargo Accident Investigation and Prevention; Lean Six Sigma in Air Cargo Logistics; Cargo Airline Management with Business Simulation; Cargo Security Awareness;
Ramp Handling	5	Airport Ramp Services;
Aircraft equipment management (ULD)	5	ULD Safety and Inspection;
Computer-Based Technology	5	Microsoft Office (Word, Excel, Powerpoint, Outlook);

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS	
	Area : Air Cargo	
	Job Title : Assistant Manager Central Processing Office	Level : 5
	Proposed Job Title : Assistant Manager Central Processing Office	
	<div>Job Description :</div> <div><ul style="list-style-type: none">• Formulate an action plan to maintain service standard.• Plan and review work process for better productivity and efficiency.• Conduct resource planning and budgeting to ensure productivity maximisation and cost efficiency.• Direct staff on operational matters.• Undertake key decision-making to provide solutions on day-to-day operations.• Ensure timely and accurate billing for services rendered to customer, and ensure revenue collection.• Maintain good rapport with other department, customer airlines and third party including regulatory bodies.• Ensure full compliance of safety and security requirements at all times.• Ensure full compliance of operation process and procedures.• Plan and ensure all works are in compliance with ICAO , IATA , MCAR and other regulatory bodies.• Take immediate action on any breaches of such regulations to ensure total compliance.</div>	

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	5	Effective Communications Skills;
Interpersonal Skills	5	Airline Customer Service for the Leadership & Management Diversity and Inclusion;
Critical Thinking	5	Leadership & Management Training Programme; Harvard ManageMentor (HMM©);
Customer Service Focus	5	Cargo Airlines Customer Services;
Effective Reporting	5	Report Writing;
Flexibility & Adaptability	5	Building Resilient Aviation Professionals;
Priorities & Self Management	5	Business Ethics;
Teamwork & Leadership	5	Responsible Leadership Cargo Leadership Development Programme; Leading During Turbulent Times Building Teamwork and Stakeholder Management; Leadership Development and Succession Planning; Change Management; Better Aviation in Challenging Times - Crisis Management Tools;
Account Management (Advanced)	5	Air Cargo Customer Service;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	5	Basic Cargo Training Initial; Basic Cargo Training Recurrent; Managing Air Cargo Operations; Air Cargo Rules and Rates;
Safety and Security	5	Human Factors in Ground Operations ***; Safety Management Systems Documentation & Control; Fatigue Management; Recurrent Aviation Security***; Safety Management Systems for Airlines***; Aviation Security Fundamentals; Security Management System (SeMS); Safety Risk Management;
Sustainability	5	General Aviation Sustainability Awareness;
Occupational Health & Safety	5	Operation Health Safety Assurance (OSHA);
Emergency Planning & Response	5	Emergency Planning & Response for Airlines***;
Air Cargo Quality Management	5	Quality Management Systems (QMS) For Airlines;
Cargo IT System & Tools	5	E-Cargo Business Process & Standards; Document Control Systems;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Air Transport Business Understanding	5	Introductory Cargo Course; Air Cargo Fundamentals; Cargo Airline Management with Business Simulation; Airline Business Foundations with Management Game; Overview of Air Transportation System;
Dangerous Goods Regulations (DGR)	5	Dangerous Goods Regulations; (DGR) for General Cargo Accepting and Processing Personnel***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***; Dangerous Goods Regulations (DGR) for Handling and Loading Personnel***; Dangerous Goods Regulations (DGR) Initial Category 6 ***; Dangerous Goods Regulations (DGR) Recurrent Category 6 ***; Dangerous Goods Regulations (DGR) Initial Category 3***; Dangerous Goods Regulations (DGR) Recurrent Category 3***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Special Cargo Handling	5	Special Cargo Handling Awareness Training; Live Animals Regulations (LAR); Live Animals for Cargo Personnel Transport of Pharma Products and Vaccines by Air; Perishable Cargo Transportation Perishable Cargo Logistics Management; Infectious Substances Transport; Infectious Substances Shipping Guidelines; Temperature Controlled Cargo Operations; Temperature Controlled Container Operations; CEIV Fresh Refresher course for Key Personnel;
Cargo Messaging	5	Cargo Messaging & Communications Protocol;
Cargo Operations	5	Cargo Security Awareness Air Cargo Management;
Computer-Based Technology	5	Microsoft Office (Word, Excel, Powerpoint, Outlook);

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	<table border="1"> <tr> <td data-bbox="151 275 1133 338">Job Title : Assistant Manager Special Product Handling</td><td data-bbox="1133 275 1528 338">Level : 5</td></tr> </table>	Job Title : Assistant Manager Special Product Handling	Level : 5
Job Title : Assistant Manager Special Product Handling	Level : 5		
	Proposed Job Title : Assistant Manager Special Product Handling		
	<p>Job Description :</p> <ul style="list-style-type: none"> • Plan and manage overall Special Product Cargo Handling, Perishable Unit, Express Handling, and Animal Hotel Operations. • Plan and monitor overall operational matters for Special Handling Product and manage activities to ensure the service qualities conform to customers' requirements and Company's objectives and comply with regulatory requirements. • Monitor activities to ensure that quality target is met. • Ensure the service conforms to company procedures and other requirements (i.e., IATA PCR, LAR, TCR, DGR). • Establish and review standard operating procedures as and when necessary. • Coordinate with sales team for new business development for special products on cargo handling. • Ensure that company Service Standard Level Agreement (SLA) is met. • Liaise with customs, FCZ, and other government agencies and the health and veterinary department on live animal shipment, perishable and special quarantine. • Motivate and develop staff potential and maintain staff discipline through proper guidance and counseling to achieve high levels of work productivity. • Coordinate specific staff training programmes for perishable and animal hotel personnel to ensure their competency in integrating environmental consideration into their daily operations. • Manage the perishable, express handling unit and animal hotel personnel and coordinate operations activities to ensure that the services rendered meet customers' requirements. • Attend management and customer meeting. • Ensure compliance with safety and security requirements at all times. 		

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	5	Effective Communications Skills;
Interpersonal Skills	5	Airline Customer Service for the Leadership & Management Diversity and Inclusion;
Critical Thinking	5	Leadership & Management Training Programme; Harvard ManageMentor (HMM©);
Customer Service Focus	5	Cargo Airlines Customer Services;
Effective Reporting	5	Report Writing;
Flexibility & Adaptability	5	Building Resilient Aviation Professional;
Priorities & Self Management	5	Business Ethics;
Teamwork & Leadership	5	Responsible Leadership Cargo Leadership; Development Programme Leading During Turbulent Times; Building Teamwork and Stakeholder Management; Leadership Development and Succession Planning; Change Management; Better Aviation in Challenging Times - Crisis Management Tools;
Account Management (Advanced)	5	Airlines Customer Service for The Leadership & Management;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	5	Basic Cargo Training Initial; Basic Cargo Training Recurrent;
Safety and Security Oriented	5	Human Factors in Ground Operations ***; Aviation Security Management Fatigue Management; Recurrent Aviation Security***; Security Management Systems - SeMS;
Sustainability	5	General Aviation Sustainability Awareness;
Occupational Health & Safety	5	Operation Health Safety Assurance (OSHA);
Emergency Planning & Response	5	Emergency Planning & Response for Airlines***;
Special Cargo Handling	5	Special Cargo Handling Awareness Training; Live Animals Regulations (LAR); Live Animals for Cargo Personnel; Transport of Pharma Products and Vaccines by Air Perishable Cargo Transportation; Perishable Cargo Logistics Management; Infectious Substances Transport; Temperature Controlled Cargo Operations; Temperature Controlled Container Operations;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Cargo Operations	5	Air Cargo Fundamentals Cargo Skills & Procedures;
Air Transport Business Understanding	5	Cargo Introductory Course ; Overview of Air Transportation System; Airline Business Foundations with Management Game;
Cargo IT System & Tools	5	E-Cargo Business Process & Standards;
Temperature Controlled Cargo	5	Transport of Pharma Products and Vaccines by Air; Audit, Quality and Risk Management for Temperature Controlled Cargo; CEIV Pharma Refresher Course for Key Personnel; Temperature Mapping Study;
Cargo Operations	5	Cargo Warehouse Operations and ULD Build-up; Managing Air Cargo Operations; Cargo Accident Investigation and Prevention; Lean Six Sigma in Air Cargo Logistics; Cargo Airline Management with Business Simulation; Cargo Security Awareness; Station / Ground Handling Management;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Dangerous Goods Regulations (DGR)	5	<p>Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel***;</p> <p>Dangerous Goods Regulations (DGR) for Handling and Loading Personnel***;</p> <p>DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***;</p> <p>DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***;</p> <p>Dangerous Goods Regulations (DGR) Initial Category 6 ***;</p> <p>Dangerous Goods Regulations (DGR) Recurrent Category 6 ***;</p> <p>Dangerous Goods Regulations (DGR) Initial Category 3***;</p> <p>Dangerous Goods Regulations (DGR) Recurrent Category 3***;</p> <p>Professional Skills for DGR;</p> <p>Instructors - Categories 1,2,3,6</p> <p>Lithium Battery Logistics Safety Management;</p> <p>Shipping Lithium Batteries by Air;</p> <p>Dangerous Goods Regulations (DGR) Initial Category 8***;</p> <p>Dangerous Goods Regulations (DGR) Recurrent Category 8***;</p>

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	<table> <tr> <td data-bbox="151 280 1133 336">Job Title : Duty Manager Operations Level</td><td data-bbox="1133 280 1528 336">Level : 5</td></tr> </table>	Job Title : Duty Manager Operations Level	Level : 5
Job Title : Duty Manager Operations Level	Level : 5		
	Proposed Job Title : Duty Manager Operations Level		
	<p>Job Description :</p> <ul style="list-style-type: none"> • Ensure overall warehouse and airside operations are smooth, meet the service standards, and comply to standard operating procedures and other regulatory requirements. • Monitor, manage and ensure smooth overall cargo operation activities. • Oversee airside activities and maintain close contact with liaison officer and airport operations team. • Ensure optimise and efficient utilisation of resources, including the deployment of cargo personnel, vendor, and equipment. • Manage and provide immediate solutions to any irregularities or service failures relating to operations. • Attend to agents' and customers' inquiries and needs. • Perform daily briefing to staff. • Make decision to accept / reject / offload cargo. • Ensure maximisation of payload / revenue of cargo. • Maintain an effective line of communications between management and staff. • Ensure full compliance of operational processes and procedures. • Ensure full compliance to safety and security requirements at all times. • Liaise with relevant parties' i.e., foreign airlines (FOCA) / vendor / agent / stations / authority / government agency on all operational matters during duty hours. • Plan and ensure all work are in compliance with ICAO, IATA, MCAR, and other regulatory bodies and take immediate action on any breaches of regulations. • Advise management on BCP declaration. • Be the point of contact for any incidence that happened during duty hours. • Comply with safety and security requirements at all times. 		

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	5	Effective Communications Skills;
Interpersonal Skills	5	Airline Customer Service for the Leadership & Management Diversity and Inclusion;
Critical Thinking	5	Leadership & Management Training Programme; Harvard ManageMentor (HMM©);
Customer Service Focus	5	Cargo Airlines Customer Services;
Effective Reporting	5	Report Writing;
Flexibility & Adaptability	5	Building Resilient Aviation Professional;
Priorities & Self Management	5	Business Ethics;
Teamwork & Leadership	5	Responsible Leadership Cargo Leadership Development Programme; Leading During Turbulent Times Building Teamwork and Stakeholder Management; Leadership Development and Succession Planning; Change Management; Better Aviation in Challenging Times - Crisis Management Tools;
Account Management (Advanced)	5	Airlines Customer Service for The Leadership & Management

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	5	Basic Cargo Training Initial; Basic Cargo Training Recurrent; Managing Air Cargo Operations;
Safety and Security	5	Human Factors in Ground Operations ***; Aviation Security Management ; Fatigue Management; Recurrent Aviation Security***; Security Management Systems - SeMS; Safety Management Systems Documentation & Control; Safety Management System for Ground Operations; Safety Management & Compliance; Safety Management Systems for Airlines***; Safety Risk Management; Airside Safety Management & Compliance***;
Sustainability	5	General Aviation Sustainability Awareness;
Air Transport Business Understanding	5	Cargo Introductory Course Airline Business Foundations with Management Game; Overview of Air Transportation System;
Cargo IT System & Tools	5	E-Cargo Business Process & Standards;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Product Pricing, Tariff Regulations, Standards & procedures compliance.	5	Air Cargo Claim and Complaint Handling; Air Cargo Law and Convention Cargo Proration;
Occupational Health & Safety	5	Ground Operations Management with AHM Operation Health Safety Assurance (OSHA);
Emergency Planning & Response	5	Emergency Planning & Response for Airlines***;
Special Cargo Handling	5	Special Cargo Handling Awareness Training; Live Animals Regulations (LAR); Live Animals for Cargo Personnel Transport of Pharma Products and Vaccines by Air; Perishable Cargo Transportation Perishable Cargo Logistics Management; Infectious Substances Transport Temperature Controlled Cargo Operations; Temperature Controlled Container Operations; CEIV Fresh Refresher course for Key Personnel;
Supply Chain Processes & Procedures	5	Cargo Supply Chain & Transport Modes Airport Operations Advanced;
Aircraft Equipment Management (ULD)	5	ULD Operations; ULD Safety and Inspection;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Temperature Controlled Cargo	5	Transport of Pharma Products and Vaccines by Air; Audit, Quality and Risk Management for Temperature Controlled Cargo; CEIV Pharma Refresher Course for Key Personnel; Temperature Mapping Study;
Cargo Operations	5	Cargo Warehouse Operations and ULD Build-up; Managing Air Cargo Operations Aircraft Turnaround; Coordination and Loading Supervision; Cargo Accident Investigation and Prevention; Lean Six Sigma in Air Cargo Logistics; Cargo Airline Management with Business Simulation; Cargo Security Awareness; Station / Ground Handling Management;
Supply Chain Processes & Procedures	5	Cargo Supply Chain & Transport Modes; Airport Operations Advanced;
Aircraft Equipment Management (ULD)	5	ULD Operations; ULD Safety and Inspection;

IndSF LOGISTICS AND WAREHOUSING

	Technical Skills	Required Competency Level	Recommended Training
	Dangerous Goods Regulations (DGR)	5	<p>Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel***;</p> <p>DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***;</p> <p>DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***;</p> <p>Dangerous Goods Regulations (DGR) for Handling and Loading Personnel***;</p> <p>Dangerous Goods Regulations (DGR) Initial Category 6 ***;</p> <p>Dangerous Goods Regulations (DGR) Recurrent Category 6 ***;</p> <p>Dangerous Goods Regulations (DGR) Initial Category 3***;</p> <p>Dangerous Goods Regulations (DGR) Recurrent Category 3***;</p> <p>Dangerous Goods Regulations (DGR) Initial Category 8***;</p> <p>Dangerous Goods Regulations (DGR) Recurrent Category 8***;</p>

*** mandatory training program

NO	DETAILS		
	Area : Air Cargo		
	<table> <tr> <td data-bbox="151 275 1133 338">Job Title : Station Manager (Station)</td><td data-bbox="1133 275 1528 338">Level : 5</td></tr> </table>	Job Title : Station Manager (Station)	Level : 5
Job Title : Station Manager (Station)	Level : 5		
	Proposed Job Title : Station Manager (Station)		
	<p>Job Description :</p> <p>Responsibilities include but are not limited to:</p> <ul style="list-style-type: none"> • Ensure availability and smooth operations of the station's manpower, equipment, tools, manual process, standard operating procedure, work schedule and process chart. • Monitor and direct the Heads of Station and station staff on operational matters. • Evaluating and assess the performance of station's business operations, including constructing and executing mitigation plans. • Monitor and manage airline and airport compliance with laws, regulations, policies, procedures and standards practiced by local authorities and certified organisations. • Attend to and address any issues related to business operations for customers. • Advise the Heads of Divisions/Department in providing space, rooms, tools, operations manual and other basic amenities for staff to perform their jobs; • Plan and manage operations-process flow after considering terms & conditions agreement with airline customers; • Plan and deploy enough manpower when needed, collaborate with Human Resources for any manpower requirements, recruitment and selection. • Entertain any valid customer feedback and complaint from the customer and find a central solution to rectify it. • Negotiate/ discuss regularly with airport authority or any relevant authorities and airline customers on any shortcomings or setback that might cause operations disruption. • Prepare a contingency plan or make a pre-emptive measure to address any setback that might cause any operations disruption. • Ensure the discipline, safety and security of staff when handling technical or sophisticated equipment while attending to the aircraft or airport equipment to avoid any sudden damage or lossess to the airport authorities, airlines or company. 		

NO	DETAILS		
	Area : Air Cargo		
	<table> <tr> <td data-bbox="151 275 1133 338">Job Title : Station Manager (Station)</td><td data-bbox="1133 275 1528 338">Level : 5</td></tr> </table>	Job Title : Station Manager (Station)	Level : 5
Job Title : Station Manager (Station)	Level : 5		
	Proposed Job Title : Station Manager (Station)		
	<p>Job Description :</p> <p>Managing People :</p> <ul style="list-style-type: none"> • Collaborate with Human Resources in nurturing talents to become leaders and ensuring proper succession planning and leadership development. • Create a happy and healthy work environment for all employees. <p>Managing Organisational Functions;</p> <ul style="list-style-type: none"> • Organise operational, safety, security security of work station layout and implement, maintain and change the layout when necessary; • Establish proper organisational chart, including divisional, sectional and functional chart and personnel positions and display it at the proper section within the division; • Plan proper work functions and shift patterns, and ensure fair and equitable distribution of workload amongst employees. • Implement quality practices at the workplace. • Create a professional environment by encouraging teamwork, creativity and collaboration in the workplace. • Improve work processes and procedures for customers by bringing in new ideas, and encouraging staff to embrace continuous improvements. • Utilise ICT and modern mobile application to provide fast and efficient work processes. <p>Managing Safety & Security:</p> <ul style="list-style-type: none"> • Constantly monitor all sources of improvement and make changes as necessary to keep the management system fresh and focused on improvements to operational safety and security. • Ensure that corporate policy is reviewed and updated regularly. • Communicate and make policy visible throughout the organisation, including the station through the dissemination of materials and display of collaterals in clear, concise and easy to understand language. • Coordinate and maintain the implementation, performance and conformance of OSH & SMS procedures, including reviewing its effectiveness. 		

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	5	Effective Communications Skills;
Interpersonal Skills	5	Airline Customer Service for the Leadership & Management Diversity and Inclusion;
Critical Thinking	5	Leadership & Management Training Programme; Harvard ManageMentor (HMM©);
Customer Service Focus	5	Cargo Airlines Customer Services;
Effective Reporting	5	Report Writing;
Flexibility & Adaptability	5	Building Resilient Aviation Professional;
Priorities & Self Management	5	Business Ethics;
Teamwork & Leadership	5	Responsible Leadership Cargo Leadership Development Programme Leading During Turbulent Times ; Building Teamwork and Stakeholder Management; Leadership Development and Succession Planning; Change Management; Better Aviation in Challenging Times - Crisis Management Tools;
Account Management (Advanced)	5	Airlines Customer Service for The Leadership & Management;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	5	Basic Cargo Training Initial; Basic Cargo Training Recurrent; Managing Air Cargo Operations;
Safety and Security	5	Safety Management Systems Documentation & Control; Safety Management System for Ground Operations; Safety Management & Compliance; Fatigue Management Recurrent Aviation Security***; Safety Management Systems for Airlines***; Safety Risk Management Security Management System (SeMS); Aviation Security Fundamentals; Human Factors in Ground Operations ***; Airside Safety Management & Compliance***;
Sustainability	5	General Aviation Sustainability Awareness;
Occupational Health & Safety	5	Ground Operations Management with AHM Operation Health Safety Assurance (OSHA);
Emergency Planning & Response	5	Emergency Planning & Response for Airlines***;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Air Transport Business Understanding	5	Introductory Cargo Course Airline Business Foundations with Management Game; Overview of Air Transportation System;
Cargo IT System & Tools	5	E-Cargo Business Process & Standards;
Product Pricing, Tariff Regulations, Standards & Procedures Compliance.	5	Air Cargo Claim and Complaint Handling;
Supply Chain Processes & Procedures	5	Cargo Supply Chain & Transport Modes Airport Operations Advanced;
Temperature Controlled Cargo	5	Transport of Pharma Products and Vaccines by Air; Audit, Quality and Risk; Management for Temperature Controlled Cargo; CEIV Pharma Refresher course for Key Personnel;
Aircraft Equipment Management (ULD)	5	ULD Operations; ULD Safety and Inspection;
Computer-Based Technology	5	Microsoft Office (Word, Excel, Powerpoint, Outlook);

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Safety and Security	5	Safety Management Systems Documentation & Control; Safety Management System for Ground Operations Safety Management & Compliance; Fatigue Management Recurrent Aviation Security***; Safety Management Systems for Airlines***; Safety Risk Management Security Management System (SeMS); Aviation Security Fundamentals Human Factors in Ground Operations ***; Airside Safety Management & Compliance***;
Cargo Operations	5	Cargo Warehouse Operations and ULD Build-up; Managing Air Cargo Operations Aircraft Turnaround Coordination and Loading Supervision; Cargo Accident Investigation and Prevention; Lean Six Sigma in Air Cargo Logistics; Cargo Airline Management with Business Simulation; Cargo Security Awareness; Station / Ground Handling Management; Station Operations Control;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Special Cargo Handling	5	Special Cargo Handling Awareness Training; Live Animals Regulations (LAR); Transport of Pharma; Products and Vaccines by Air Perishable Cargo Transportation; Infectious Substances Transport; Temperature Controlled Cargo Operations; Temperature Controlled Container Operations; CEIV Fresh Refresher course for Key Personnel;
Dangerous Goods Regulations	6	Dangerous Goods Regulations (DGR) Initial Category 6***; Dangerous Goods Regulations (DGR) Recurrent Category 6***; Dangerous Goods Regulations (DGR) Initial Category 10***; Dangerous Goods Regulations (DGR) Recurrent Category 10***;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	<table border="1"> <tr> <td data-bbox="151 277 1133 338">Job Title : Training, Standards & Quality Manager</td><td data-bbox="1133 277 1528 338">Level : 5</td></tr> </table>	Job Title : Training, Standards & Quality Manager	Level : 5
Job Title : Training, Standards & Quality Manager	Level : 5		
	Proposed Job Title : Training, Standards & Quality Manager		
	<p>Job Description :</p> <p>Responsibilities include but are not limited to:</p> <ul style="list-style-type: none"> • Being certified in IATA'1 to conduct quarterly training and rollout process as per directions from headquarters. • Conduct training and rollout of new business processes and applications. • Responsible for the rollout of processes and application enhancements. • Responsible for application testing and reporting of malfunctions to the CPA team. • Manage business processes as well as application training and quality KPIs. • Provide support for business processes and applications • Participate in trainer workshops to improve knowledge and methodologies. • Set necessary focus and direction for respective regions. • Document all conducted training in the personnel file. • Organize and coordinate training needs based on management priorities. • Take up additional assignments/tasks as required to meet the company's needs. • Conduct business processes and application training for new staff. • Control measure and direct newcomer onboarding process based on HR guidance, including managing core business process-oriented training. • Coordinate Top Management Onboarding with HR • Take up additional assignments/tasks as required to meet company needs. • Maintain compliance in dangerous goods throughout the organization by developing programs to increase awareness of Dangerous Goods. • Perform regular desk audits on dangerous goods paperwork. • Manage dangerous goods incidents via coordination with regulators, operations, quality assurance, safety, and security. • Ensure continuous adherence to CAAM Dangerous Goods Directive (DGD). • Develop a framework for operational audit related to dangerous goods compliance, prepare and distribute audit report and conduct follow-up with operations. 		

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	5	Effective Communications Skills;
Interpersonal Skills	5	Airline Customer Service for the Leadership & Management Diversity and Inclusion;
Critical Thinking	5	Leadership & Management Training Programme; Harvard ManageMentor (HMM©);
Customer Service Focus	5	Cargo Airlines Customer Services;
Effective Reporting	5	Report Writing;
Flexibility & Adaptability	5	Building Resilient Aviation Professional;
Priorities & Self Management	5	Business Ethics;
Teamwork & Leadership	5	Responsible Leadership Cargo Leadership Development Programme; Leading During Turbulent Times Building Teamwork and Stakeholder Management; Leadership Development and Succession Planning; Change Management;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	5	Basic Cargo Training Initial; Basic Cargo Training Recurrent;
Safety and Security	5	Security Management System (SeMS); Human Factors in Ground Operations***; Fatigue Management Recurrent Aviation Security***; Safety Management Systems for Airlines***; Aviation Security Management;
Understanding Airlines	5	Airline Business Foundations with Management Game;
Emergency Planning & Response	5	Emergency Planning & Response for Airlines***;
Sustainability	5	General Aviation Sustainability Awareness; Design a Sustainability Strategy;
Occupational Health & Safety	5	Operation Health Safety Assurance (OSHA);
Professional Training	5	Instructional Design; Instructional Techniques; Management of Training Training Needs Assessment Train the Trainer **; Digitalization – Reshaping the Corporate Learning Landscape;

** certification training program

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Dangerous Goods Regulations (DGR)	5	Dangerous Goods Regulations (DGR) Initial Category 6 ***; Dangerous Goods Regulations (DGR) Recurrent Category 6 ***; Dangerous Goods Regulations (DGR) Initial Category 8 ***; Dangerous Goods Regulations (DGR) Recurrent Category 8 ***;
Aviation Regulations	5	Aviation Policy and Regulations; Aviation Policy and Advocacy; Airline Competition Law;
Data Protection	5	Data Protection – Key Principles and International Framework Consumer Protection in Air Transport;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	Job Title : Dangerous Goods Specialists		Level : 5
	Proposed Job Title : Dangerous Goods Specialists		
	Job Description : Responsibilities include but are not limited to: <ul style="list-style-type: none"> • Being certified in IATA Dangerous Goods Category 6 and Professional Skills for DGR Instructors - Categories 1,2,3,6. • Maintain compliance in dangerous goods throughout the organisation by developing program to increase awareness on dangerous goods. • Perform regular desk audits on dangerous goods paperwork. • Manage dangerous goods incidents via coordination with regulators, operations, quality assurance, safety and security. • Ensure continuous adherence to CAAM Dangerous Goods Directive (DGD). • Develop framework for operational audit related to dangerous goods compliance, prepare and distribute audit report and conduct follow-up with operations. 		
	Soft Skills	Required Competency Level	Recommended Training
	Communications	5	Effective Communications Skills;
	Interpersonal Skills	5	Airline Customer Service for the Leadership & Management Diversity and Inclusion;
	Critical Thinking	5	Leadership & Management Training Programme; Harvard ManageMentor (HMM©);
	Customer Service Focus	5	Cargo Airlines Customer Services;
	Effective Reporting	5	Report Writing;
	Flexibility & Adaptability	5	Building Resilient Aviation Professional;
	Priorities & Self Management	5	Business Ethics;
	Account Management (Advanced)	5	Airlines Customer Service for The Leadership & Management;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Dangerous Goods Regulations (DGR)	5	Professional Skills for DGR Instructors - Categories 1,2,3,6 Dangerous Goods Regulations (DGR) for Auditors and Inspectors***; Dangerous Goods Management and Regulatory Updates***; Dangerous Goods Operations***; Dangerous Goods Regulations (DGR) Category 3 for the Leadership & Management Training***; Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel***; Dangerous Goods Regulations (DGR) for Handling and Loading Personnel***; Dangerous Goods Regulations (DGR) for Loadmasters and Load Planners; Dangerous Goods Regulations (DGR) for Security Screening Personnel***; Dangerous Goods Regulations (DGR) Initial Category 3***; Dangerous Goods Regulations (DGR) Recurrent Category 3***; Dangerous Goods Regulations (DGR) Initial Category 6***; Dangerous Goods Regulations (DGR) Recurrent Category 6***;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Dangerous Goods Regulations (DGR)	5	Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***; Dangerous Goods Regulations (DGR) Initial Category 10***; Dangerous Goods Regulations (DGR) Recurrent Category 10***; Dangerous Goods Regulations (DGR) Shippers and Packers - Category 1, 2 ***; DG Compass 3-D Simulation Practice for Acceptance Personnel - Recurrent ***; DG Compass 3-D Simulation Practice for Acceptance Personnel - Initial***; Instructional Techniques for DGR - Categories 4, 5, 7, 8, 9, 10, 11, 12***; Shipping Lithium Batteries by Air Infectious Substances Transport; Infectious Substances Shipping Guidelines;
Airway Bill, Cargo Rules and Procedures	5	Basic Cargo Training Initial; Basic Cargo Training Recurrent;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Safety and Security	5	Security Management System (SeMS); Human Factors in Ground Operations***; Fatigue Management Recurrent Aviation Security***; Safety Management Systems for Airlines***; Aviation Security Management;
Understanding Airlines	5	Airline Business Foundations with Management Game;
Emergency Planning & Response	5	Emergency Planning & Response for Airlines***;
Occupational Health & Safety	5	Operation Health Safety Assurance (OSHA);
Professional Training	5	Instructional Design; Instructional Techniques Management of Training; Training Needs Assessment Train the Trainer; **; Digitalisation – Reshaping the Corporate Learning Landscape;

** certification training program

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS	
	Area : Air Cargo	
	Job Title : Station Manager (Hub)	Level : 6
	Proposed Job Title : Station Manager (Hub)	
	<p>Job Description :</p> <p>Responsibilities include but are not limited to:</p> <ul style="list-style-type: none"> • Manage, plan and monitor ground operations at station to ensure aircraft operate in a safe and secure environment and in full compliance with regulatory requirements, company policies and standard operating procedures. • Ensure service delivery is in accordance to company service standards while meeting the company's KPIs – On-Time Performance, Mishandle Cargo, Document Violation, Customer Satisfaction and Financial Targets. • Monitor daily operations of ground handler to ensure efficiency in executing airport operation tasks in accordance with the documented standard operating procedure. • Ensure strict adherence to safety and security compliance to ensure zero accidents. • Plan and monitor safety and security within area of responsibility to ensure ground operations staff and ground handling agents (GHA) comply with safety requirements and organisational procedures. • Plan and conduct periodical audit to ensure services provided to flights by GHA are performed in accordance with the appropriate and agreed Service Level Agreement (SLA) and handling agreements, and charges imposed are in line with the agreed rates in the agreement • Plan and control OPEX to ensure it is spent within the approved budget. • Manage, plan and control the performance of ground operations staff by reviewing their performance, learning and development, discipline, grievances and industrial relations issues. • Monitor and track operational and financial KPIs. • Monitor and ensure full compliance of ground handling services provider (GHSP) to the regulatory requirements. • Manage, monitor and review the SLA through monthly SLA Audits on GHA's performance. 	

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	6	Effective Communications Skills;
Interpersonal Skills	6	Airline Customer Service for the Leadership & Management Diversity and Inclusion;
Critical Thinking	6	Leadership & Management Training Programme; Harvard ManageMentor (HMM©);
Customer Service Focus	6	Cargo Airlines Customer Services;
Effective Reporting	6	Report Writing;
Flexibility & Adaptability	6	Building Resilient Aviation Professional;
Priorities & Self Management	6	Business Ethics;
Teamwork & Leadership	6	Responsible Leadership; Cargo Leadership Development Programme; Leading During Turbulent Times ; Building Teamwork and Stakeholder Management; Leadership Development and Succession Planning; Change Management; Better Aviation in Challenging Times - Crisis Management Tools;

IndSF LOGISTICS AND WAREHOUSING

	Technical Skills	Required Competency Level	Recommended Training
	Airway Bill, Cargo Rules and Procedures	6	Basic Cargo Training Initial; Basic Cargo Training Recurrent; Managing Air Cargo Operations;
	Safety and Security	6	Safety Management Systems Documentation & Control; Safety Management System for Ground Operations Safety Management & Compliance; Fatigue Management; Recurrent Aviation Security***; Safety Management Systems for Airlines***; Safety Risk Management Security Management System (SeMS); Aviation Security Fundamentals; Human Factors in Ground Operations ***; Airside Safety Management & Compliance***;
	Sustainability	6	General Aviation Sustainability Awareness;
	Occupational Health & Safety	6	Ground Operations Management with AHM Operation Health Safety Assurance (OSHA);
	Emergency Planning & Response	6	Emergency Planning & Response for Airlines***;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Air Transport Business Understanding	6	Cargo Introductory Course DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial; Airline Business Foundations with Management Game; Overview of Air Transportation System;
Cargo IT System & Tools	6	E-Cargo Business Process & Standards;
Product Pricing, Tariff Regulations, Standards & Procedures Compliance	6	Air Cargo Claim and Complaint Handling; Air Cargo Law and Convention Cargo Proration;
Supply Chain Processes & Procedures	6	Cargo Supply Chain & Transport Modes Airport Operations Advanced;
Temperature Controlled Cargo	6	Transport of Pharma Products and Vaccines by Air; Audit, Quality and Risk Management for Temperature Controlled Cargo; CEIV Pharma Refresher course for Key Personnel;
Aircraft Equipment Management (ULD)	6	ULD Operations; ULD Safety and Inspection;
Computer-Based Technology	6	Microsoft Office (Word, Excel, Powerpoint, Outlook);

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Cargo Operations	6	Cargo Warehouse Operations and ULD Build-up; Managing Air Cargo Operations; Aircraft Turnaround Coordination and Loading Supervision; Cargo Accident Investigation and Prevention; Lean Six Sigma in Air Cargo Logistics; Cargo Airline Management with Business Simulation; Cargo Security Awareness; Station / Ground Handling Management; Station Operations Control;
Special Cargo Handling	6	Special Cargo Handling Awareness Training; Live Animals Regulations (LAR); Transport of Pharma Products and Vaccines by Air; Perishable Cargo Transportation; Infectious Substances Transport; Temperature Controlled Cargo Operations; Temperature Controlled Container Operations; CEIV Fresh Refresher course for Key Personnel;
Dangerous Goods Regulations (DGR)	6	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
<p>Dangerous Goods Regulations (DGR)</p>	<p>6</p>	<p>Dangerous Goods Regulations (DGR) for Handling and Loading Personnel***; Dangerous Goods Regulations (DGR) Initial Category 6 ***; Dangerous Goods Regulations (DGR) Recurrent Category 6 ***; Dangerous Goods Regulations (DGR) Initial Category 10***; Dangerous Goods Regulations (DGR) Recurrent Category 10***;</p>

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS
	Area : Air Cargo
	Job Title : Senior Manager Cargo Terminal & Ground Operations Level : 6
	Proposed Job Title : Senior Manager Cargo Terminal Operations & Ground Operation
	<p>Job Description :</p> <p>Provide leadership and control for ground operations and contract management, in securing, maintaining and managing ground handling services at Line stations and other contracts at the best possible rates. This is done while meeting agreed service level standards without compromising on security, safety and service quality to support company's directions and aspirations.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Develop and implement business strategies together with Strategic Procurement in order to ensure a balance between cost and service provided by ground handler at stations and other vendors. • Form and lead ground operations negotiating team for ground handling contracts worldwide. • Develop, review and monitor ground handling service level agreements worldwide, to ensure agreed standards are cost effective and in line with industry best practices. • Renegotiate with all ground handling agents and airport authorities to reduce operating costs worldwide. • Access ground handling services by appointed ground handlers to ensure services rendered comply with regulations, and meet stipulated standards and requirements in ground handling contract and service level agreement. • Provide effective and high-standard contract management services to ensure all contracts are valid and to avoid tender rectifications. • Implement staff development programmes that provide them with enhancement in knowledge, skill, competency, values and create opportunities for career progression. • Manage stations' daily operations to ensure operational efficiency and adherence to established standards. • Ensure strict adherence to safety and security compliance to ensure zero accident. • Monitor the performance of ground handlers to ensure that the service provided adheres to the service level agreement. • Assist in the response to any emergency or major operational disruption affecting the company or its subsidiaries. • Control operating expenses to ensure optimum usage of resources and expenditures within approved annual budgets. • Coordinate irregular operations at minimum cost whilst ensuring an impeccable level of customer service within budget.

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS	
	Area : Air Cargo	
	Job Title : Senior Manager Cargo Terminal & Ground Operations	Level : 6
	Proposed Job Title : Senior Manager Cargo Terminal Operations & Ground Operation	
	Job Description : <ul style="list-style-type: none"> • Track all ground handling, airport use agreements, rental agreements and third-party service providers. • Responsible for the delivery and maintenance of emergency response and business continuity plans. • Responsible for the development of delay, disruption and diversion plans. • Prepare and manage annual station budget, including exercising cost-control measures and optimising airport revenues. • Analyse expenditures and other financial information and manage budgets for cost containment, service improvement and efficiency. • Execute the safety and policy development, deployment and subsequent communication/engagement initiatives for operational policies, in order to develop a consistent culture of compliance and best practices. • Undertake other ad-hoc duties as and when required. 	

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	6	Effective Communication Skills;
Interpersonal Skills	6	Airline Customer Service for the Leadership & Management Diversity and Inclusion;
Critical Thinking	6	Leadership & Management Training Programme; Harvard ManageMentor (HMM©);
Customer Service Focus	6	Cargo Airlines Customer Services;
Effective Reporting	6	Report Writing;
Flexibility & Adaptability	6	Building Resilient Aviation Professional;
Priorities & Self Management	6	Business Ethics;
Teamwork & Leadership	6	Responsible Leadership Cargo Leadership Development Programme; Leading During Turbulent Times; Building Teamwork and Stakeholder Management; Leadership Development and Succession Planning; Change Management; Better Aviation in Challenging Times - Crisis Management Tools;
Account Management (Advanced)	6	Airlines Customer Service for The Leadership & Management;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	6	Basic Cargo Training Initial; Basic Cargo Training Recurrent; Managing Air Cargo Operations;
Safety and Security Oriented	6	Safety Management Systems Documentation & Control; Safety Management System for Ground Operations; Fatigue Management Recurrent Aviation Security***; Safety Management & Compliance; Safety Management Systems for Airlines***; Safety Risk Management Security Management System (SeMS); Aviation Security Fundamentals Human Factors in Ground Operations ***; Airside Safety Management & Compliance***;
Occupational Health & Safety	6	Ground Operations Management with AHM Operation Health Safety Assurance (OSHA);
Air Transport Business Understanding	6	Cargo Introductory Course Airline Business Foundations with Management Game; Overview of Air Transportation System;
Cargo IT System & Tools	6	E-Cargo Business Process & Standards;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Product Pricing, Tariff Regulations, Standards & Procedures Compliance	6	Air Cargo Claim and Complaint Handling; Air Cargo Law and Convention Cargo Proration;
Computer-Based Technology	6	Microsoft Office (Word, Excel, Powerpoint, Outlook);
Emergency Planning & Response	6	Emergency Planning & Response for Airlines***;
Special Cargo Handling	6	Special Cargo Handling Awareness Training; Live Animals Regulations (LAR); Transport of Pharma Products and Vaccines by Air; Perishable Cargo Transportation Infectious Substances Transport; Temperature Controlled Cargo Operations; Temperature Controlled Container Operations; CEIV Fresh Refresher course for Key Personnel;
Supply Chain Processes & Procedures	6	Cargo Supply Chain & Transport Modes Airport Operations Advanced;
Temperature Controlled Cargo	6	Transport of Pharma Products and Vaccines by Air Audit, Quality and Risk; Management for Temperature Controlled Cargo; CEIV Pharma Refresher course for Key Personnel; Temperature Mapping Study;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Dangerous Goods Regulations (DGR)	6	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Initial***; DG Compass 3-D Simulation Practice for Acceptance Personnel – Recurrent***; Dangerous Goods Regulations (DGR) for Handling and Loading Personnel***; Dangerous Goods Regulations (DGR) Initial Category 6 ***; Dangerous Goods Regulations (DGR) Recurrent Category 6 ***; Dangerous Goods Regulations (DGR) Initial Category 3***; Dangerous Goods Regulations (DGR) Recurrent Category 3***; Lithium Battery Logistics Safety Management; Shipping Lithium Batteries by Air; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***;
Aircraft Equipment Management (ULD)	6	ULD Operations; ULD Safety and Inspection;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Cargo Operations	6	Cargo Warehouse Operations and ULD Build-up; Managing Air Cargo Operations Aircraft Turnaround Coordination and Loading Supervision; Cargo Accident Investigation and Prevention; Lean Six Sigma in Air Cargo Logistics; Cargo Airline Management with Business Simulation; Cargo Security Awareness; Station / Ground Handling Management;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	Job Title : Senior Manager Aviation Security		Level : 6
	Proposed Job Title : Senior Manager Aviation Security		
	Job Description : Responsibilities include but are not limited to: <ul style="list-style-type: none"> • Apply the ICAO Annex 17 on cargo security for the organisation and ensure its adherence. • Apply the CAAM civil aviation security programs for the organisation and ensure continuous compliance. • Apply the IOSA cargo security standards and ensure continuous compliance. • Manage the security department and team for efficient day-to-day security screening and monitoring. • Supervise the team and operations at all security checkpoints. • Ensure screening equipment such as x-ray machines and trace detectors are operating as per service level agreement and liaise with vendors/terminal operators/airport operators. • Integrate SeMS procedures into operations and build awareness and security-oriented culture throughout the organisation. • Conduct emergency situations in simulation exercises via coordination with regulators, airport authorities and other stakeholders. 		
	Soft Skills	Required Competency Level	Recommended Training
	Communications	6	Effective Communications Skills;
	Interpersonal Skills	6	Airline Customer Service for the Leadership & Management; Diversity and Inclusion;
	Critical Thinking	6	Leadership & Management Training Programme; Harvard ManageMentor (HMM©);
	Customer Service Focus	6	Cargo Airlines Customer Services;

IndSF LOGISTICS AND WAREHOUSING

	Soft Skills	Required Competency Level	Recommended Training
	Effective Reporting	6	Report Writing;
	Flexibility & Adaptability	6	Building Resilient Aviation Professional;
	Priorities & Self Management	6	Business Ethics;
	Teamwork & Leadership	6	Responsible Leadership Cargo Leadership; Development Programme Leading During Turbulent Times; Building Teamwork and Stakeholder Management; Leadership Development and Succession Planning; Change Management;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	6	Basic Cargo Training Initial; Basic Cargo Training Recurrent;
Safety and Security Oriented	6	Human Factors in Ground Operations***; Fatigue Management Recurrent Aviation Security***; Safety Management Systems for Airlines***;
Understanding Airlines	6	Airline Business Foundations with Management Game;
Sustainability Oriented	6	General Aviation Sustainability Awareness;
Emergency Planning & Response	6	Emergency Planning & Response for Airlines***;
Occupational Health & Safety	6	Operation Health Safety Assurance (OSHA);
Aviation Security	6	Aviation Security Train the Trainer; Operational Cyber Security in Aviation; Aviation Cyber Security; Aviation Security Management; Aviation Security Screening; Security Audit and Quality Control; Recurrent Aviation Security Training; Supply Chain Security Management; Security Management System - SeMS Competency Test; Security Risk and Crisis Management;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

	Technical Skills	Required Competency Level	Recommended Training
	Aviation Security	6	Security Checkpoint Management; Airline Security Operations Optimisation; Aviation Security Management - Advanced; Aviation Security Awareness for the Leadership & Management Training; Security Financial Planning and Optimisation; Aviation Security Crisis; Management Simulation;
	Dangerous Goods Regulations	3	Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	Job Title : Senior Manager Quality Assurance		Level : 6
	Proposed Job Title : Senior Manager Quality Assurance		
	Job Description : Responsibilities include but are not limited to: <ul style="list-style-type: none"> • Design and implement programmes for standardised, effective and efficient processes throughout all operations and functional areas of the business. • Ensure the delivery of consistent quality service and operation excellence to all customers. • Implement quality management system and model to strengthen business, increase operational efficiencies and continuously improve customer satisfaction. • Continuously improve operational processes framework to ensure operations are performing in an effective and sustainable way. • Regularly review performance indicators, customer feedback, assessments and audits to identify and implement improvements through integrated development plans. • Work with management and operations to drive continuous improvements for the organisation and design a quality culture where employees and customers provide and receive feedback in a constructive and productive manner. • Apply root cause analysis as per guidance under ICAO, FAA, EASA, and IATA and design a corrective action plan. 		
	Soft Skills	Required Competency Level	Recommended Training
	Communications	6	Effective Communications Skills;
	Interpersonal Skills	6	Airline Customer Service for the Leadership & Management Diversity and Inclusion;
	Critical Thinking	6	Leadership & Management Training Programme; Harvard ManageMentor (HMM©);
	Customer Service Focus	6	Cargo Airlines Customer Services;

IndSF LOGISTICS AND WAREHOUSING

	Soft Skills	Required Competency Level	Recommended Training
	Effective Reporting	6	Report Writing;
	Flexibility & Adaptability	6	Building Resilient Aviation Professional;
	Priorities & Self Management	6	Business Ethics;
	Teamwork & Leadership	6	Responsible Leadership Cargo Leadership; Development Programme Leading During Turbulent Times ; Building Teamwork and Stakeholder Management; Leadership Development and Succesion Planning; Change Management;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	6	Basic Cargo Training Initial; Basic Cargo Training Recurrent;
Safety and Security	6	Security Management System (SeMS); Human Factors in Ground Operations***; Fatigue Management Recurrent Aviation Security***; Safety Management Systems for Airlines***; Aviation Security Management;
Understanding Airlines	6	Airline Business Foundations with Management Game;
Emergency Planning & Response	6	Emergency Planning & Response for Airlines***;
Sustainability	6	General Aviation Sustainability Awareness; Monitoring, Reporting and Verification (MRV) Requirements Under CORSIA;
Occupational Health & Safety	6	Operation Health Safety Assurance (OSHA);
Quality Assurance	6	Airline Quality Management Security Audit and Quality Control; Quality Management Systems (QMS) Fundamentals; Quality Management (QMS) for Airlines;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Quality Assurance	6	Audit, Quality and Risk Management for Temperature Controlled Cargo; Management of Aviation Quality and Service; IOSA Airline Auditor – Aircraft Engineering and Maintenance (MNT) Discipline;
Dangerous Goods Regulations (DGR)	6	Professional Skills for DGR Instructors - Categories 1,2,3,6 Dangerous Goods Regulations (DGR) for Auditors and Inspectors***; Dangerous Goods Management and Regulatory Updates ***; Dangerous Goods Operations***; Dangerous Goods Regulations (DGR) Category 3 for the Leadership & Management Training***; Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel***; Dangerous Goods Regulations (DGR) for Handling and Loading Personnel***; Dangerous Goods Regulations (DGR) for Loadmasters and Load Planners***; Dangerous Goods Regulations (DGR) for Security Screening Personnel ***;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Dangerous Goods Regulations (DGR)	6	Dangerous Goods Regulations (DGR) Initial Category 3***; Dangerous Goods Regulations (DGR) for Loadmasters and Load Planners***; Dangerous Goods Regulations (DGR) for Security Screening Personnel***; Dangerous Goods Regulations (DGR) Initial Category 3***; Dangerous Goods Regulations (DGR) Recurrent Category 3***; Dangerous Goods Regulations (DGR) Initial Category 6***; Dangerous Goods Regulations (DGR) Recurrent Category 6 ***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***; Dangerous Goods Regulations (DGR) Initial Category 10***; Dangerous Goods Regulations (DGR) Recurrent Category 10***; Dangerous Goods Regulations (DGR) Shippers and Packers - Category 1, 2***; DG Compass 3-D Simulation Practice for Acceptance Personnel - Recurrent***;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Dangerous Goods Regulations (DGR)	6	DG Compass 3-D Simulation Practice for Acceptance Personnel - Initial***; Instructional Techniques for DGR - Categories 4, 5, 7, 8, 9, 10, 11, 12 ***; Shipping Lithium Batteries by Air Infectious Substances Transport; Infectious Substances Shipping Guidelines;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	<table> <tr> <td data-bbox="151 275 1133 338">Job Title : Head of Ground Operations</td><td data-bbox="1133 275 1528 338">Level : 7</td></tr> </table>	Job Title : Head of Ground Operations	Level : 7
Job Title : Head of Ground Operations	Level : 7		
	Proposed Job Title : Head of Ground Operations		
	<p>Job Description :</p> <p>The Head of Ground Operations is required to manage the ground operations by ensuring a safe, efficient, reliable, high quality co-ordination of worldwide operations. The Ground Operations Manager will also be responsible for the delivery of a standard of ground operations which meets all client and regulatory requirements.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Be the ground operations post holder, responsible for the safe and efficient management of all aspects of the company's ground operations. • Liaise and coordinate with relevant internal departments to organise logistics to meet client requirements. • Develop and nurture client relationships to ensure satisfaction and outstanding customer experience. • Manage and monitor service providers to ensure ground operations product is delivered effectively and to maximise customer satisfaction. • Administrator and coordinate relevant aircraft management, including flight planning, flight despatch, etc. • Use ground handling and service level agreements (SLAs) to deliver quality service while reducing costs and supporting station's handling needs. 		

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	7	Effective Communications Skills;
Interpersonal Skills	7	Airline Customer Service for the Leadership & Management; Diversity and Inclusion;
Critical Thinking	7	Leadership & Management Training Programme; Harvard ManageMentor (HMM©);
Project Management Oriented	7	Project Management: From Principles to Practice; Data Science: Set Your Project up for Success;
Customer Service Focus	7	Cargo Airlines Customer Services;
Effective Reporting	7	Report Writing;
Flexibility & Adaptability	7	Building Resilient Aviation Professional;
Account Management (Advanced)	7	Airlines Customer Service for the Leadership & Management;
Priorities & Self Management	7	Business Ethics;
Teamwork & Leadership	7	Responsible Leadership; Cargo Leadership Development Programme; Leading During Turbulent Times; Leadership Development and Succession Planning; Building Teamwork and Stakeholder Management; Better Aviation in Challenging Times - Crisis Management Tools; Change Management;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	7	Basic Cargo Training Initial; Basic Cargo Training Recurrent; Managing Air Cargo Operations; Air Cargo Rules and Rates;
Dangerous Goods Regulations (DGR)	7	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel***; Dangerous Goods Regulations (DGR) for Handling and Loading Personnel***; Dangerous Goods Regulations (DGR) Initial Category 6***; Dangerous Goods Regulations (DGR) Recurrent Category 6 ***; Dangerous Goods Regulations (DGR) Initial Category 3***; Dangerous Goods Regulations (DGR) Recurrent Category 3***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***; Lithium Battery Logistics Safety Management; Shipping Lithium Batteries by Air;
Safety and Security Oriented	7	Safety Management Systems Documentation & Control; Safety Management System for Ground Operations; Safety Management & Compliance; Fatigue Management; Recurrent Aviation Security; Safety Management Systems for Airlines; Safety Risk Management; Security Management System (SeMS); Aviation Security Fundamentals; Human Factors in Ground Operations; Airside Safety Management & Compliance;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Occupational Health & Safety	7	Ground Operations Management with AHM; Operation Health Safety Assurance (OSHA);
Management	7	Logistics and Supply Chain Management;
Understanding Airlines	7	Airline Business Foundations with Management Game;
Aviation Regulations	7	Aviation Policy and Regulations; Aviation Policy and Advocacy; Airline Competition Law;
Data Protection	7	Data Protection – Key Principles and International Framework; Consumer Protection in Air Transport;
Sustainability	7	General Aviation Sustainability Awareness; Design a Sustainability Strategy;
Emergency Planning & Response	7	Emergency Planning & Response for Airlines;
Air Transport Business Understanding	7	Cargo Introductory Course; Overview of Air Transportation System;
Cargo IT System & Tools	7	E-Cargo Business Process & Standards;
Product Pricing, Tariff Regulations, Standards & procedures compliance.	7	Air Cargo Claim and Complaint Handling; Air Cargo Law and Convention;
Aircraft Equipment Management (ULD)	7	ULD (Unit Load Device) Operations; ULD Safety and Inspection;
Computer-Based Technology	7	Microsoft Office (Word, Excel, Powerpoint, Outlook);

IndSF LOGISTICS AND WAREHOUSING

	Technical Skills	Required Competency Level	Recommended Training
	Special Cargo Handling	7	Special Cargo Handling Awareness Training; Live Animals Regulations (LAR); Transport of Pharma Products and Vaccines by Air; Perishable Cargo Transportation; Infectious Substances Transport; Temperature Controlled Cargo Operations; Temperature Controlled Container Operations; CEIV Fresh Refresher Course for Key Personnel;
	Supply Chain Processes & Procedures	7	Cargo Supply Chain & Transport Modes; Airport Operations Advanced;
	Temperature Controlled Cargo	7	Transport of Pharma Products and Vaccines by Air; Audit, Quality and Risk Management for Temperature Controlled Cargo; CEIV Pharma Refresher course for Key Personnel;
	Cargo Operations	7	Cargo Warehouse Operations and ULD Build-up; Managing Air Cargo Operations; Aircraft Turnaround Coordination and Loading Supervision; Cargo Accident Investigation and Prevention; Lean Six Sigma in Air Cargo Logistics; Cargo Airline Management with Business Simulation; Cargo Security Awareness; Ground Operations Management; Station / Ground Handling Management;

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS	
	Area : Air Cargo	
	Job Title : Head of Safety and Compliance	Level : 7
	Proposed Job Title : Head of Safety and Compliance	
	Job Description : <ul style="list-style-type: none"> • Responsible for ensuring a safe and healthy work environment. • Perform inspections to assess the risks that may threaten workers' safety and health while on the job. • Ensure that the workplace is in compliance with safety regulatory requirements as per ICAO (International Civil Aviation Organisation) and CAAM (Civil Aviation Authority of Malaysia) regulations as well as other occupational, environmental and health regulations. • Design safe work spaces and report on workplace conditions. • Develop safety management system and manual for the organisation. • Develop safety programmes for continuous safety improvements within the organisation while reducing operational risks. • Integrate SMS procedures into operations and build awareness and a safety-oriented culture throughout the organisation. • Follow the regulatory framework and industry best practices relevant for safety. 	

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	7	Effective Communications Skills;
Interpersonal Skills	7	Airline Customer Service for the Leadership & Management; Diversity and Inclusion;
Critical Thinking	7	Leadership & Management Training Programme; Harvard ManageMentor (HMM©);
Customer Service Focus	7	Cargo Airlines Customer Services;
Effective Reporting	7	Report Writing;
Flexibility & Adaptability	7	Building Resilient Aviation Professionals;
Account Management (Advanced)	7	Airlines Customer Service for The Leadership & Management;
Priorities & Self Management	7	Business Ethics;
Teamwork & Leadership	7	Responsible Leadership; Cargo Leadership Development Programme; Leading During Turbulent Times; Leadership Development and Succession Planning; Building Teamwork and Stakeholder Management; Better Aviation in Challenging Times - Crisis Management Tools; Change Management;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Safety & Compliance	7	Airline Safety Investigation; Airside Safety Management & Compliance; Aviation Safety Fundamentals for the Leadership & Management Training; Basic Airside Safety; Emergency Planning and Response for Airlines; Human Factors in Ground Operations; Integrated Risk Management (IRM); Dangerous Goods Regulations (DGR) Recurrent Category 3***; IOSA Airline Auditor - GRH, CGO and SEC Disciplines; Managing Accident Prevention and Investigation; Risk Management Implementation; Root Cause Analysis; Safety Management for Airlines ; Safety Management System (SMS) for Ground Operations; Safety Management System (SMS) Recurrent; Safety Management Systems (SMS) - Implementation and Control; Safety Management Systems (SMS) - Train the Trainer; Safety Management Systems (SMS) Effectiveness; Safety Management Systems Fundamentals; Safety Performance Indicators; Safety Risk Management; IOSA Program Update; Global Reporting Format for Runway Surface Conditions; ULD Safety and Inspection;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Airway Bill, Cargo Rules and Procedures	7	Basic Cargo Training Initial; Basic Cargo Training Recurrent; Managing Air Cargo Operations; Air Cargo Rules and Rates;
Dangerous Goods Regulations (DGR)	7	Dangerous Goods Regulations (DGR) for General Cargo Accepting and Processing Personnel***; Dangerous Goods Regulations (DGR) for Handling and Loading Personnel***; Dangerous Goods Regulations (DGR) Initial Category 8***; Dangerous Goods Regulations (DGR) Recurrent Category 8***; Dangerous Goods Regulations (DGR) Initial Category 6***; Dangerous Goods Regulations (DGR) Recurrent Category 6***; Lithium Battery Logistics Safety Management; Shipping Lithium Batteries by Air;
Safety and Security Oriented	7	Safety Management Systems Documentation & Control; Safety Management & Compliance; Fatigue Management; Recurrent Aviation Security; Security Management System (SeMS); Aviation Security Fundamentals;
Occupational Health & Safety	7	Ground Operations Management with AHM; Operation Health Safety Assurance (OSHA);
Emergency Planning & Response	7	Emergency Planning & Response for Airlines;
Sustainability	7	General Aviation Sustainability Awareness;
Cargo IT System & Tools	7	E-Cargo Business Process & Standards;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Special Cargo Handling	7	Special Cargo Handling Awareness Training; Live Animals Regulations (LAR); Transport of Pharma Products and Vaccines by Air; Perishable Cargo Transportation; Infectious Substances Transport; Temperature Controlled Cargo Operations; Temperature Controlled Container Operations; CEIV Fresh Refresher course for Key Personnel;
Supply Chain Processes & Procedures	7	Cargo Supply Chain & Transport Modes; Airport Operations Advanced;
Temperature Controlled Cargo	7	Transport of Pharma Products and Vaccines by Air; Audit, Quality and Risk Management for Temperature Controlled Cargo; CEIV Pharma Refresher course for Key Personnel;
Cargo Operations	7	Cargo Warehouse Operations and ULD Build-up; Managing Air Cargo Operations; Aircraft Turnaround Coordination and Loading Supervision; Cargo Accident Investigation and Prevention; Lean Six Sigma in Air Cargo Logistics; Cargo Airline Management with Business Simulation; Cargo Security Awareness; Station / Ground Handling Management;
Aircraft Equipment Management (ULD)	7	ULD Operations; ULD Safety and Inspection;
Computer-Based Technology	7	Microsoft Office (Word, Excel, Powerpoint, Outlook);

NO	DETAILS		
	Area : Air Cargo		
	<table> <tr> <td data-bbox="151 277 1134 338">Job Title : Head of Cargo Transformation</td><td data-bbox="1134 277 1530 338">Level : 7</td></tr> </table>	Job Title : Head of Cargo Transformation	Level : 7
Job Title : Head of Cargo Transformation	Level : 7		
	Proposed Job Title : Head of Cargo Transformation		
	<p>Job Description :</p> <ul style="list-style-type: none"> • Design the digital transformation journey for operational efficiencies and contribute to the growth of the business. • Identify priorities for Cargo Transformation, develop and implement Cargo Transformation Programme for the organisation. • Plan communication activities related to Transformation, Innovation and Industry Engagement. • Work with heads and operations to help define strategic initiatives and priorities, set goals and conduct periodic performance reviews. • Assess and improve operational efficiency and rigor across workflows, processes, reporting and tools. • Monitor project milestones to ensure timely completion of initiatives. • Accountable for all projects execution (i.e., existing and new), to ensure adherence to relevant industry, regulatory, operational and business standards in the most effective and efficient manner within the targeted timelines. • Report and recommend to the management key risks, challenges and constraints during the implementation phase with options and recommended solutions. • Develop a cargo transformational change strategy focusing on the people side of change. 		

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	7	Effective Communications Skills;
Interpersonal Skills	7	Airline Customer Service for the Leadership & Management; Diversity and Inclusion;
Critical Thinking	7	Leadership & Management Training Programme; Harvard ManageMentor (HMM©);
Customer Service Focus	7	Cargo Airlines Customer Services;
Effective Reporting	7	Report Writing;
Flexibility & Adaptability	7	Building Resilient Aviation Professional;
Account Management (Advanced)	7	Airlines Customer Service for The Leadership & Management;
Priorities & Self Management	7	Business Ethics;
Teamwork & Leadership	7	Responsible Leadership; Cargo Leadership Development Programme; Leading During Turbulent Times; Leadership Development and Succesion Planning; Building Teamwork and Stakeholder Management; Better Aviation in Challenging Times - Crisis Management Tools; Change Management;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Cargo Transformation	7	Digital Airline and Change Strategy; Data Science and Decision Support for Aviation; Airline Payment: from Cards to Blockchain; Change Management with Interactive Simulation; Cargo Revenue Management; Integrated Management & Organisation; Project Management;
Airway Bill, Cargo Rules and Procedures	7	Basic Cargo Training Initial; Basic Cargo Training Recurrent; Managing Air Cargo Operations; Air Cargo Rules and Rates;
Dangerous Goods Regulations (DGR)	7	Dangerous Goods Regulations(DGR) for General Cargo Accepting and Processing Personnel***; Dangerous Goods Regulations(DGR) for Handling and Loading Personnel***; Dangerous Goods Regulations(DGR) Initial Category 8***; Dangerous Goods Regulations(DGR) Recurrent Category 8***; Dangerous Goods Regulations(DGR) Initial Category 6***; Dangerous Goods Regulations(DGR) Recurrent Category 6***; Lithium Battery Logistics Safety Management; Shipping Lithium Batteries by Air;
Sustainability	7	Environmental Management System; Sustainable Aviation Fuels (SAF); General Aviation Sustainability Awareness;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Safety and Security Oriented	7	Safety Management Systems Documentation & Control; Safety Management System for Ground Operations; Safety Management & Compliance; Safety Management Systems for Airlines; Fatigue Management; Recurrent Aviation Security; Safety Risk Management; Security Management System (SeMS); Aviation Security Fundamentals; Human Factors in Ground Operations; Airside Safety Management & Compliance;
Occupational Health & Safety	7	Ground Operations Management with AHM; Operation Health Safety Assurance (OSHA);
Emergency Planning & Response	7	Emergency Planning & Response for Airlines;
Air Transport Business Understanding	7	Cargo Introductory Course; Overview of Air Transportation System;
Cargo IT System & Tools	7	E-Cargo Business Process & Standards;
Product Pricing, Tariff Regulations, Standards & Procedure Compliance	7	Air Cargo Claim and Complaint Handling; Air Cargo Law and Convention;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Special Cargo Handling	7	Special Cargo Handling Awareness Training; Live Animals Regulations (LAR); Transport of Pharma Products and Vaccines by Air; Perishable Cargo Transportation; Infectious Substances Transport; Temperature Controlled Cargo Operations; Temperature Controlled Container Operations; CEIV Fresh Refresher Course for Key Personnel;
Temperature Controlled Cargo	7	Transport of Pharma Products and Vaccines by Air; Audit, Quality and Risk Management for Temperature Controlled Cargo; CEIV Pharma Refresher Course for Key Personnel;
Cargo Operations	7	Cargo Warehouse Operations and ULD Build-up; Managing Air Cargo Operations; Aircraft Turnaround Coordination and Loading Supervision; Cargo Accident Investigation and Prevention; Lean Six Sigma in Air Cargo Logistics; Cargo Airline Management with Business Simulation; Cargo Security Awareness; Station / Ground Handling Management;
Aircraft Equipment Management (ULD)	7	ULD Operations; ULD Safety and Inspection;
Computer-Based Technology	7	Microsoft Office (Word, Excel, Powerpoint, Outlook);

IndSF LOGISTICS AND WAREHOUSING

NO	DETAILS		
	Area : Air Cargo		
	<table> <tr> <td data-bbox="151 277 1133 338">Job Title : COO/Director of Operations</td><td data-bbox="1133 277 1530 338">Level : 8</td></tr> </table>	Job Title : COO/Director of Operations	Level : 8
Job Title : COO/Director of Operations	Level : 8		
	Proposed Job Title : COO/Director of Operations		
	<p>Job Description :</p> <ul style="list-style-type: none"> • Perform and undertake the duties and powers assigned by the Board / Shareholders • Recommend to the Board the strategic directions, objectives and annual budget of the Company • Report to the Board in respect of the results, financial information, potential investment opportunities, status of the implementation of policies, strategies and decisions. • Hold full P&L responsibilities. • Responsible for the business, financial, operational, commercial and strategic goals of the organisation. • Provide leadership and guidance to the Management and Employees. • Manage the overall operations of the company as well as develop and implement strategies that meet the needs of the customers, the stakeholders, and the employees. • Analyse the key elements of contribution management and KPI. • Develop crucial skills needed to lead cross-functional and multicultural teams. 		

IndSF LOGISTICS AND WAREHOUSING

Soft Skills	Required Competency Level	Recommended Training
Communications	8	Effective Communications Skills;
Interpersonal Skills	8	Airline Customer Service for the Leadership & Management; Diversity and Inclusion;
Critical Thinking	8	Leadership & Management Training Programme; Harvard ManageMentor (HMM©);
Project Management Oriented	8	Project Management: From Principles to Practice; Data Science: Set Your Project up for Success;
International Negotiation Skills	8	International Negotiation Skills Training;
Managing Air Cargo Business	8	Air Cargo Business Strategy and Planning;
Leadership & Management Skills	8	Cargo Leadership Development;
Problem Solving & Decision Making	8	International Negotiation Skills Training;
Teamwork & Leadership	8	Responsible Leadership; Cargo Leadership Development Programme; Leading During Turbulent Times; Leadership Development and Succession Planning; Building Teamwork and Stakeholder Management; Better Aviation in Challenging Times - Crisis Management Tools; Change Management;

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Strategy	8	Airline Financial Management; Digital Airline and Change Strategy; Airline Leading Practices and Cost Reduction Strategies; Airline Revenue Management for the Leadership & Management;
Dangerous Goods Regulations (DGR)	8	Dangerous Goods Regulations(DGR) for General Cargo Accepting and Processing Personnel***; Dangerous Goods Regulations(DGR) for Handling and Loading Personnel***; Dangerous Goods Regulations(DGR) Initial Category 8***; Dangerous Goods Regulations(DGR) Recurrent Category 8***; Lithium Battery Logistics Safety Management; Dangerous Goods Regulations(DGR) Initial Category 6***; Dangerous Goods Regulations(DGR) Recurrent Category 6***; Shipping Lithium Batteries by Air;
Safety and Security	8	Safety Management Systems Documentation & Control; Safety Management System for Ground Operations; Safety Management & Compliance; Safety Management Systems for Airlines; Safety Risk Management; Security Management System (SeMS); Aviation Security Fundamentals; Human Factors in Ground Operations; Airside Safety Management & Compliance;

*** mandatory training program

IndSF LOGISTICS AND WAREHOUSING

Technical Skills	Required Competency Level	Recommended Training
Sustainability	8	General Aviation Sustainability; Awareness; Design a Sustainability Strategy;
Data Protection	8	Data Protection – Key Principles and International Framework; Consumer Protection in Air Transport;
Occupational Health & Safety	8	Ground Operations Management with AHM; Operation Health Safety Assurance (OSHA);
Emergency Planning & Response	8	Emergency Planning & Response for Airlines;

LIST OF SOURCES

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3. *WCO Study Report on Customs Brokerage*, World Customs Organisation, 2016
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6. *Customs Brokerage Industry due for Digital Transformation?*, KlearNow, 2020
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8. *Shifting Patterns: The Future of The Logistics Industry*, PwC, 2016
9. *What is Freight Management Logistics?*, CAF Worldwide, 2019
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LIST OF ABBREVIATION

AMS	Automated Manifest System
AHM	Airport Handling Manual
ATA	Actual Time of Arrival
AWB	Air Waybill
BCP	Business Continuity Plan
BL	Bill of Lading
CAAM	Civil Aviation Authority of Malaysia
CEIV	Center of Excellence for Independent Validators
CGO	Cargo
CIPL	Commercial Invoice Packing List
CMO	Container Movement Order
CORSIA	Carbon Offsetting and Reduction scheme for International Aviation
CPO	Central Processing Office
DO	Delivery Order
DG Cargo	Dangerous Goods Cargo
DGD	Dangerous Goods Directive
DGR	Dangerous Goods Regulations
DWS	Deadload Weight Statement
EASA	European Aviation Safety Agency
EDI	Electronic Data Interchange
ETA	Estimated Time of Arrival
EMS	EATCHIP Management Support
FAA	Federal Aviation Administration
FAD	Freight Advice Discrepancy
FCZ	Free Commercial Zone
FOCA	Foreign Carrier
FIATA	International Federation of Freight Forwarders Associations

LIST OF ABBREVIATION

GHA	Ground Handling Agent
GHSP	Ground Handling Services Provider
GRH	Ground Handling
GSE	Ground Service Equipment
HIRADC	Hazard Identification, Risk Assessment & Determination Control
HAWB	House Airwaybill
HMM	Harvard ManageMentor®
HS	Harmonised System
IATA	International Air Transport Association
IATA DGR	International Air Transport Association Dangerous Goods Regulations
IATA PCR	International Air Transport Association Perishable Cargo Regulations
IATA TCR	International Air Transport Association Temperature Control Regulations
ICAO	International Civil Aviation Organisation
IOSA	IATA Operational Safety Audit
IRM	Integrated Risk Management
ISO	International Organization for Standardization
ICT	Inland Cargo Terminal / Information Communication Technology
K2	Custom Declaration form
KPI	Key Performance Index
LAR	Live Animals Regulations
LIR	Loading Instruction Report
MAWB	Master Airwaybill
MAHB	Malaysia Airports Holding Berhad
MCAR	Malaysian Civil Aviation Regulations
MRV	Monitoring, Reporting and Verification
Mt	Metric
NOA	Notice of Arrival
NOTOC	Notification To Captain

LIST OF ABBREVIATION

NVOCC	Non Vessel Operating Common Carrier
OGA	Other Government Agencies
OSHA	Occupational Safety & Health Administration
ORM	Operational Review Meeting
OSH	Occupational Safety and Health
OSHA	Operation Health Safety Assurance
OTP	On Time Performance
P&L	Profit & Lost
PMA	Pre Manifest
PIC	Person-in-Charge
QMS	Quality Management Systems
RLS	Railway Services
ROT	Return of Container
SAF	Sustainable Aviation Fuels
SCK	Short Connection Cargo
SEC	Security Disciplines
SeMS	Security Management System
SERP	Station Emergency Respond Plan
SI	Shipping Instructions
SITA	Societe Internationale de Telecommunications Aeronautiques
SLA	Service Level Agreement
SMS	Safety Management System
SOP	Standard Operating Procedure
ULD	Unit Load Device
ULDF	ULD Assigment to Flight
UWS	Unit Weight System
VUL	Vulnerable
VGM	Verified Gross Mass