**DACUM RESEARCH CHART FOR AIR CARGO OPERATOR LEVEL 5**

**BASIC UNITS OF COMPETENCIES**

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| **DUTIES** | **TASKS** | | | | |
| **A**  Demonstrate communication skills | A1  Utilize specialized communication skills processes | A2   Contribute to the development of communication strategies | A3   Conduct interviews | A4   Facilitate group discussion | A5   Represent the organization |
| **B**  Demonstrate numeracy | B1  Calculate with whole numbers and familiar fractions, decimals and percentages | B2  Estimate, measure, and calculate routine metric measurements | B3  Use routine maps and plans | B4  Interpret, draw and construct 2D and 3D shapes for work | B5  Interpret routine tables, graphs and charts |
|  | B6  Collect data and construct routine tables and graphs for work | B7  Use basic function of a calculator | B8 |  |  |
| **C**  Demonstrate digital literacy | C1   Identify appropriate computer software and hardware | C2  Apply security measures to data, hardware, software in automated environment | C3  Apply computer software in solving tasks | C4   Apply internet and email in communication at workplace | C5  Apply desktop publishing in official assignments |
| C6  Prepare presentation packages |  |  |  |  |
| **D**  Demonstrate entrepreneurial skills | D1  Develop business Innovative strategies | D2  Develop new products/ markets | D3  Expand customers and product lines | D4  Motivate staff/workers | D5  Expand employed capital base |
| D6  Maintain records |  |  |  |  |
| **E**  Demonstrate employability skills | E1  Create awareness of rules and regulations | E2  Demonstrate critical safe work habits for employees in the workplace | E3  Demonstrate leadership skills | E4  Plan and organize work | E5  Maintain professional growth and development in the workplace |
| E6  Demonstrate learning, creativity and innovativeness in the workplace |  |  |  |  |
| **F**  Demonstrate environmental literacy | F1  Control environmental hazards | F2  Control environmental Pollution | F3  Demonstrate sustainable resource use | F4  Evaluate current practices in relation to resource usage | F5  Identify Environmental legislations/conventions /regulations for environmental concerns |
| F6  Implement specific environmental programs | F7  Monitor activities on Environmental protection/Programs |  |  |  |
| G  Demonstrate occupational safety and health practices | G1  Identify workplace hazards and risk | G2  Identify and implement appropriate mitigation/control measures | G3  Implement OSH programs, procedures and policies/ guidelines |  | |

1. **COMMON UNITS OF COMPETENCY**

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| **DUTIES** | **TASKS** | | | | | |
| **A.**  **Perform Airport Operations** | A1  Conduct Airport Security | A2  Perform terminal operations | A3  Undertake Emergencies control | A4  Perform Navigation services | A5  Perform Air Traffic Control Services | A6  Monitor Meteorological conditions |

1. **CORE UNITS OF COMPETENCIES**

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| **DUTIES** | **TASKS** | | | | |
| **A. Perform Cargo operations** | A1.  Prepare Cargo Plan | A2.  Carry out cargo operations | A3.  Perform Cargo Voyage | A4.  Manage Cargo emergencies | A5.  Prevent environmental pollution |
| A6.  Maintain records | A7. | A8 |  | |
| **B.**  **Handle Air Cargo** | B1.  Identify Air Cargo | B2.  Manage cargo facilities | B3.  Perform cargo loading/offloading | B4.  Handle dangerous goods | B5.  Process cargo payments |
| B6.  Perform cargo storage | B7. | B8. | B9. | B10. |
| **C.**  **Carry out airline Marketing** | C1.  Identify air market segment | C2.  Understand freight rate | C3.  Carry out air market promotion | C4.  Determine freight pricing | C5.  Perform customer service |
|  | C6. |  |  |  | |
| **D.**  **Handle special Freight** | D1.  Identify special freight | D2.  Monitor special freight | D3.  Maintain special freight documentation | D4. |  |
|  |  |  |  |  |
| **E.**  **Provide Air Cargo Security** | E1  Prepare cargo packaging | E2  Manage lashing/unlashing of cargo | E3  Protect cargo from adverse weather | E4  Manage cargo packing/unpacking | E5  Secure valuable/general cargo |
| E6  Manage perishable |  |  |  |  |
| **F.**  **Perform cargo stowage** | F1  Observe cargo plan | F2  Prepare cargo loading/offloading | F3  Monitor loading/unloading of cargo | F4  Monitor cargo voyage | F5 |
| **G.**  **Develop Cargo Automation** | G1.  Identify the systems | G2  Administer cargo automation | G3  Handle cargo automation | G4  Process cargo automation |  |

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| **General knowledge**   * Transportation * Public safety and security * Customer service * English Language * Computers and Electronics * Legislations * Clerical * Communication * Geography * Information Communication Technology * Ethics * Mathematics | **Worker Behavior**   * Self –disciplined * Diligent * Integrity * Attention to detail |
| **Skills**   * Communication skills * Planning skills * Customer care * Active listening * Critical thinking * Team player * Time management | **Acronyms**   * ATC- Air Traffic Control |
| **Tools, equipment, materials and supplies**   * Belt loaders * Container loader * Pushback tugs and tractors * Communication gadgets * Computer * internet * office equipment * projector | **Future concerns and trends**   * Automation of systems * Use of drones |