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

**BASIC UNITS OF COMPETENCIES**

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| **DUTIES** | **TASKS** |
| **A**Demonstrate communication skills | A1Utilize 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  | B1Calculate with whole numbers and familiar fractions, decimals and percentages  | B2Estimate, measure, and calculate routine metric measurements  | B3Use routine maps and plans  | B4Interpret, draw and construct 2D and 3D shapes for work | B5Interpret routine tables, graphs and charts  |
|  | B6Collect data and construct routine tables and graphs for work | B7Use basic function of a calculator | B8 |  |  |
| **C**Demonstrate digital literacy | C1 Identify appropriate computer software and hardware |  C2Apply security measures to data, hardware, software in automated environment  |  C3Apply computer software in solving tasks  | C4 Apply internet and email in communication at workplace  |  C5Apply desktop publishing in official assignments  |
| C6Prepare presentation packages |  |  |  |  |
| **D**Demonstrate entrepreneurial skills | D1Develop business Innovative strategies | D2Develop new products/ markets | D3Expand customers and product lines | D4Motivate staff/workers | D5Expand employed capital base |
| D6Maintain records |  |  |  |  |
| **E**Demonstrate employability skills | E1Create awareness of rules and regulations | E2Demonstrate critical safe work habits for employees in the workplace | E3 Demonstrate leadership skills   | E4Plan and organize work  | E5Maintain professional growth and development in the workplace |
| E6Demonstrate learning, creativity and innovativeness in the workplace |  |  |  |  |
| **F**Demonstrate environmental literacy | F1Control environmental hazards | F2Control environmental Pollution  | F3Demonstrate sustainable resource use | F4Evaluate current practices in relation to resource usage | F5Identify Environmental legislations/conventions /regulations for environmental concerns |
| F6Implement specific environmental programs | F7Monitor activities on Environmental protection/Programs  |  |  |  |
| GDemonstrate occupational safety and health practices | G1Identify workplace hazards and risk | G2Identify and implement appropriate mitigation/control measures | G3Implement OSH programs, procedures and policies/ guidelines |  |

1. **COMMON UNITS OF COMPETENCY**

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| **DUTIES** | **TASKS** |
| **A.****Perform Airport Operations** | A1Conduct Airport Security | A2Perform terminal operations | A3Undertake Emergencies control | A4Perform Navigation services | A5Perform Air Traffic Control Services | A6Monitor 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** | E1Prepare cargo packaging | E2Manage lashing/unlashing of cargo | E3Protect cargo from adverse weather | E4Manage cargo packing/unpacking  | E5Secure valuable/general cargo |
| E6Manage perishable |  |  |  |  |
| **F.****Perform cargo stowage** | F1Observe cargo plan | F2Prepare cargo loading/offloading | F3Monitor loading/unloading of cargo | F4Monitor cargo voyage | F5 |
| **G.****Develop Cargo Automation** | G1.Identify the systems | G2Administer cargo automation | G3Handle cargo automation | G4Process 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
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| **Skills*** Communication skills
* Planning skills
* Customer care
* Active listening
* Critical thinking
* Team player
* Time management
 | **Acronyms*** ATC- Air Traffic Control
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| **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
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