

ULD Training- One Airline's Approach

The subject of ULD Training, or rather the lack of it across much of the industry, has been aired many many times, often with an undercurrent of frustration. Its therefore very encouraging to see an example of an airline - Emirates- taking the initiative to create a comprehensive on line training that is now being rolled out across both Emirates offices and, shortly, the dnata network, dnata being of course part of the same group.

A key foundation to job level ULD training is to break down the overall process into simple steps, and in this regard the work done a couple of years ago to create such step by step guidance has made it a lot easier to create job level training.

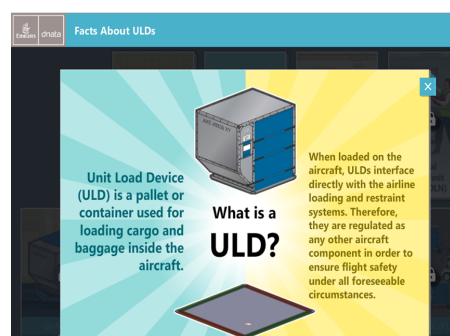
No doubt only a few airlines have the resources to embark on a project of the scale of that undertaken by Emirates, but it is still a great example of what can be achieved. Furthermore ULD CARE's "job aid" project has similarities in its approach in that it is based on the same level of "step by step" material and we have high expectations that some ULD CARE material will be on line in the coming few months.

With the kind permission of Emirates we are pleased to bring to you an overview of their material, through the use of a number of screen shots direct from their system:

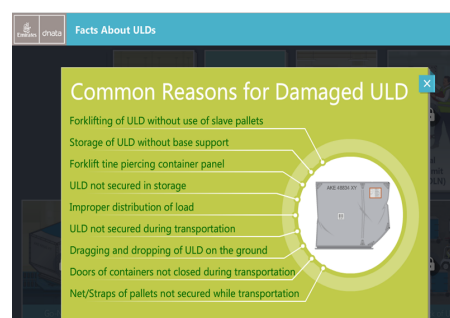
1. Home screen, showing the different modules interspersed with three "lets play" modules in which trainees are tasked to answer a series of questions that are part of games.



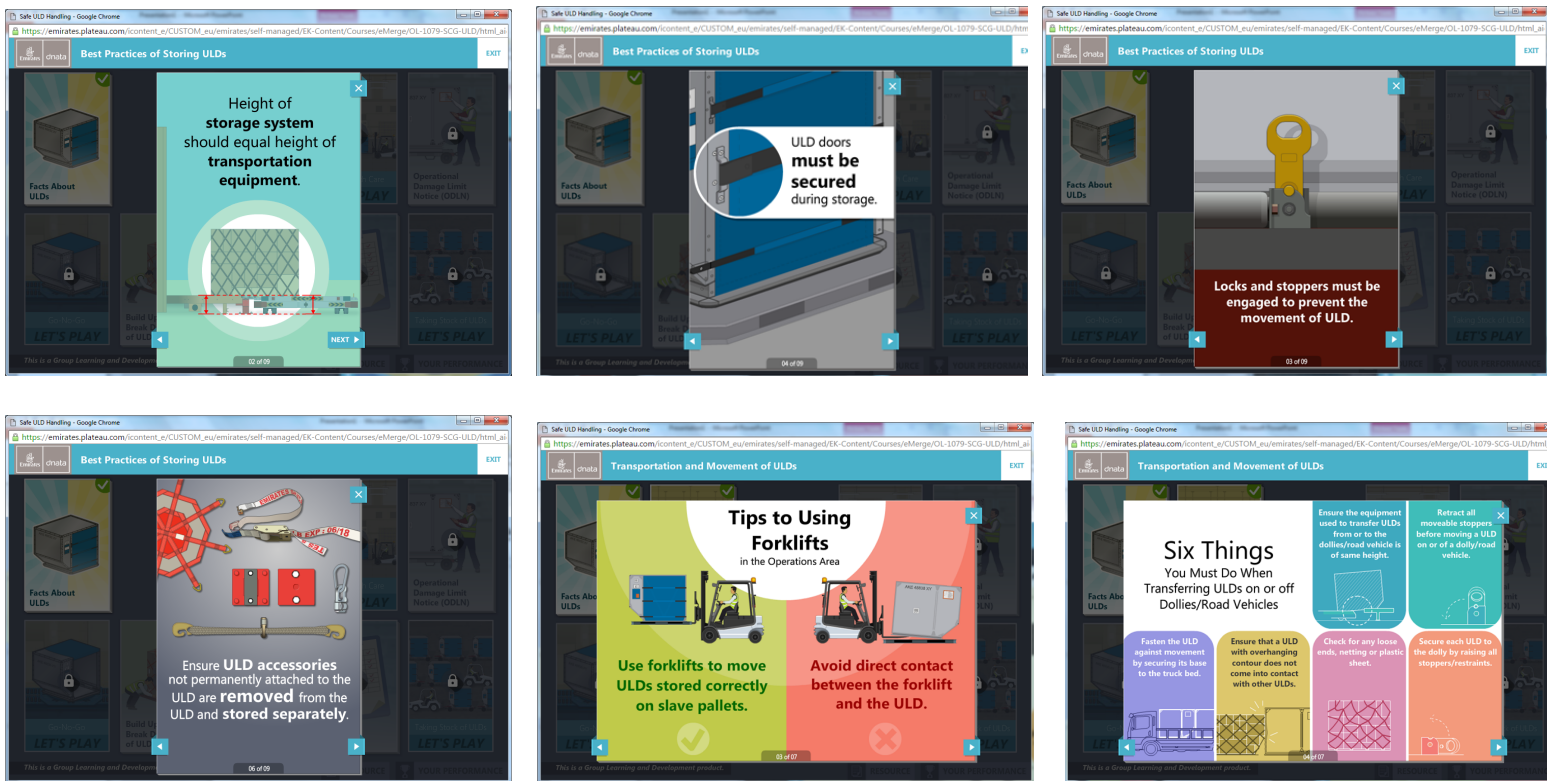
2. Some introduction's to ULD, explaining ULD in simple terms



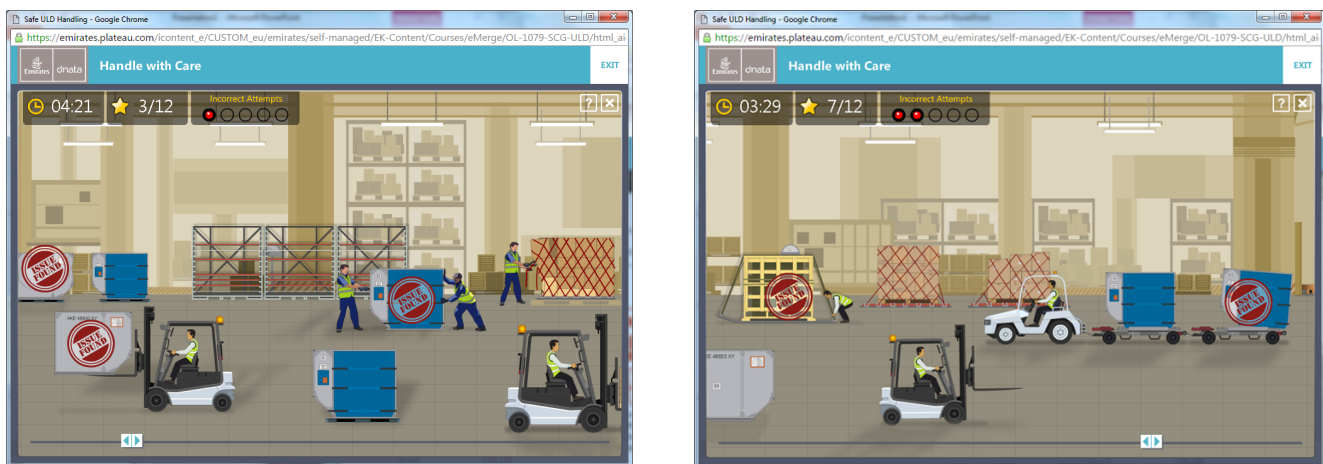
3. Basics, in this slide a listing of common damage reasons



4. Then moving into simple clear instructions of how to perform specific tasks



5. And then a quiz/game that tests the trainees understanding of the material just covered



In these games the trainee is presented with a series of scenarios as might be experienced in real life cargo operations and has a limited time and limited attempts to identify- for example- incorrect practices.

The trainee can log on to do the program at any time and does not have to go through the entire process in a single sitting. The results of the tests are available to management who can track individual and group knowledge levels

There are many many reasons why staff performing ULD operations and handling need to be trained, the rapid turnover of staff in this industry adds to the argument for the widespread adoption of training throughout the industry. However until recently there has been an absence of resources to make widespread, simple, easy to use, low cost ULD training available, the good news is that technology combined with the work done by IATA and ULD CARE in the past few years can now overcome these obstacles and deliver a whole new level of ULD competence across the air cargo industry.