



# DIPLOMA IN FREIGHT FORWARDING



701, Ithraa Tower, Near Jumeira Creekside Hotel - Dubai

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## About Course

This two-day course builds essential customer service skills for the freight forwarding industry. It focuses on clear communication, accurate information gathering, and effective teamwork. Participants will gain the tools to support smooth cargo movement and enhance customer satisfaction.

## Objectives

By the end of the course, participants will:

- Understand key principles of air and sea freight operations
- Gain competency in handling dangerous goods in compliance with IATA and IMDG regulations
- Develop a strong foundation in international trade documentation and processes
- Learn the practical application of Incoterms in commercial transactions

## Audience

### Working Professionals

- Those already employed in logistics, cargo, or supply chain roles looking to earn a formal qualification
- Staff working in freight forwarding companies who want to move into supervisory or compliance roles
- Warehouse, operations, and dispatch personnel looking to grow into documentation, coordination, or DGR roles
- Employees in customs brokerage or clearance roles needing structured knowledge in international trade
- Aviation and maritime staff aiming to shift from general operations into freight/logistics management

### Students & Fresh Graduates

- Final-year students or graduates in commerce, business, supply chain, or aviation management
- Diploma/degree holders looking for a specialized career path in international logistics
- Those interested in building careers with freight agents, airlines, shipping companies, or cargo terminals

### Aspiring Freight Forwarders & Career Switchers

- Individuals aiming to start their own freight or logistics business
- Professionals from unrelated industries exploring a career switch to a high-demand logistics sector
- Freelancers or part-time workers seeking industry-recognized skills for full-time employment



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## Course Content

- Air Freight Operations – 12 hours
- Sea Freight Operations – 12 hours
- Dangerous Goods Regulations (IATA) – 40 hours
- IMDG (International Maritime Dangerous Goods) – 22 hours
- International Trade – 30 hours
- Incoterms – 4 hours

**Total Course Duration:** 120 Hours

## Delivery Mode & Schedule

This diploma is structured to accommodate working professionals, with a flexible yet intensive schedule:

**Program Duration:** 3 Months

### Online Sessions:

Alternate Days (Mon/Wed/Fri or Tue/Thu/Sat): 2 hours per session (9:00 PM – 11:00 PM)

**Weekend Sessions:** Saturday & Sunday – 2 sessions of 3 hours each

**Dangerous Goods Regulations (IATA):** Dedicated one-week module (Monday to Saturday) - Classroom

## Certification

Participants will be awarded a Diploma in Freight Forwarding upon successful completion of all modules and final assessments.



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