

INTRODUCTION TO COLD CHAIN COURSE INFO SHEET



**Member
Benefit Course**

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**AI Coach
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Course Overview

Cold chain logistics plays a critical role in protecting temperature-sensitive freight—such as food, pharmaceuticals, and other regulated commodities. When temperature control fails, the consequences can be serious: rejected freight, financial loss, compliance issues, and damaged shipper relationships.



Introduction to Cold Chain Transport is designed to give TIA members a practical, intermediary-focused foundation in cold chain logistics. Rather than focusing on equipment operation or memorizing regulations, this course teaches brokers and 3PLs how cold chain decisions impact real brokerage outcomes—and how to protect customers, carriers, and organizations through better planning, communication, and oversight.

By completing the course, learners gain the ability to identify risk early, ask the right questions, and support successful temperature-controlled execution across the supply chain.

What You'll Learn

After completing this course, you will be able to:

- Explain how cold chain logistics works and where risk is introduced across transportation handoffs
- Understand regulatory and compliance expectations that affect transportation intermediaries, including FSMA and sanitary transportation requirements
- Recognize temperature-controlled equipment fundamentals, heat sources, airflow considerations, and preparation requirements
- Identify how monitoring, visibility, and alerting tools support proactive shipment oversight
- Respond professionally to temperature deviations and exceptions using structured documentation and escalation processes
- Clarify roles and responsibilities across shippers, intermediaries, carriers, and facilities
- Support defensible claims resolution through objective data and accurate records

- Understand emerging sustainability trends shaping the future of temperature-controlled logistics
- Apply cold chain principles to real-world brokerage scenarios involving delays, deviations, and equipment selection

Competencies You'll Build

This course supports the development of core professional competencies, including:

- **Operational Readiness & Risk Awareness**
- **Applied Industry Knowledge**
- **Decision-Making Under Constraints**
- **Customer Communication & Expectation Management**
- **Problem Recognition and Resolution**

How the Course Works

Course Type:	TIA Member Benefit / On-Demand
Length of Access:	60 days of access from enrollment
Cost:	Complimentary to TIA Members
Final Exam:	Yes
Certificate:	Certificate of Completion issued

Who Should Take This Course?

- Brokers managing or expanding temperature-controlled freight services
- Operations professionals coordinating refrigerated or regulated shipments
- Sales teams advising customers on cold chain risk, service, and compliance
- Teams supporting claims, documentation, or exception management
- Anyone responsible for protecting product integrity during transit

This course is ideal for professionals who want to move beyond surface-level refrigerated shipping knowledge and develop confidence managing cold chain risk in real brokerage environments.

Why It Matters

Cold chain failures are rarely caused by one major mistake. They typically result from multiple small breakdowns in preparation, communication, documentation, or oversight.

Transportation intermediaries don't physically handle temperature-sensitive freight—but they shape the conditions under which it moves. Brokers who complete Introduction to Cold Chain Transport learn how time, temperature, equipment, and execution work together, and how early intervention prevents rejected loads, claims, and damaged relationships.

By understanding compliance expectations, equipment limitations, monitoring tools, exception handling, and shared responsibilities, learners position themselves as informed, reliable partners in one of logistics' most risk-sensitive environments—protecting product integrity while strengthening long-term customer trust.