



Expanding, developing and pushing forward

VET MObility at EQF level 4

In T ransport and L ogistics



Output 4

Qualification standards for EQF level 4 qualifications in
transport and logistics

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1. Qualification standards for the Transport Technician at EQF level 4

1.1 Overview

Unit 1: Setting up of transport operations, including multi-modal transport

Unit 2: Implementation of transport operations, including multi-modal transport

Unit 3: Ensuring efficiency in transport operations

Unit 4: Monitoring of transport operation

Unit 5: Organisation of the shipment in compliance with quality, safety and security procedures as well as environmental constraints

Unit 6: Customs clearance of goods

Unit 7: Maintenance and repair planning

Unit 8: Communication activities

1.2 Detailed description of Units of Learning Outcomes

Unit 1: Setting up of transport operations, including multi-modal transport	
Responsibility/Autonomy	
Comply with the client's request. Implement transport solutions according to the instructions of their supervisor and the regulations in force. Respect imperatives of efficiency and profitability.	
Skills	Knowledge
U1S1: Develop a transport plan U1S1.1 Distinguish between transport-related concepts U1S1.2 Determine the scope of transport tasks U1S1.3 Identify clients' needs. Recognise the demand and supply on the transport services market U1S1.4 Determine and select the appropriate means of transport U1S1.5 Apply procedures for transport services U1S1.6 Develop transport routes U1S1.7 Use the optimal allocation methods to elaborate a transport plan U1S1.8 Prepare transport documents	U1K1 Participants in the logistics chain U1K2 Modes and techniques of transport U1K3 The transport offering U1K4 Transport geography U1K5 Transport cartography U1K6 Nature of goods U1K7 Characteristics of the shipment U1K8 Planning diagrams
U1S2: Calculate prices based on the company's rates, budgeting, cost management U1S2.1 Set a price based on company rates U1S2.2 Use price lists and tariffs for transport services	U1K9 Transport and forwarding agreements U1K10 Related services U1K11 Regulations applicable to the transport of goods (national and

U1S2.3 Calculate receivables for transport and forwarding services U1S2.4 Calculate costs for transport and forwarding services	international) U1K12 Company rates, prices and profitability of the transport operation U1K13 INCOTERMS U1K14 Route, destination, delivery and collection schedules
U1S3: Use legal and commercial regulations U1S3.1 Understand and use relevant INCOTERMS U1S3.2 Verify transport documents according to established protocols	
Assessment criteria	
<ul style="list-style-type: none"> ▪ Respect of clients' needs ▪ Respect of procedures for transport services ▪ Respect of company rates ▪ Correct verification of transport documents ▪ Application of targeted, planned procedures in the handling of tasks and problems ▪ A well-developed efficient and profitable transport plan with calculated prices and use of the right resources/ The transport plan corresponds to clients' needs, company's rates, transport documents etc. 	



Unit 2: Implementation of transport operations, including multi-modal transport

Responsibility/Autonomy

Participate in one of the stages of the supply chain process, under the responsibility of the manager. Act in the interest of the company. Understand and ensure the different steps of the process. React quickly to unforeseen events and respond adequately and appropriately.

Skills

Knowledge

U2S1: Participate in drawing up daily offers, participate in selling services and participate in concluding contracts

- U2S1.1 Complete transport documents according to the instructions received
- U2S1.2 Open and complete the transport file
- U2S1.3 Give instructions necessary for the success of the transport operation
- U2S1.4 Carry out and record commercial transactions
- U2S1.5 Apply the terms of deliveries
- U2S1.6 Respect the importance of promotion of transport and forwarding services

- U2K1 Rules and procedures
- U2K2 Professional transport and logistics software
- U2K3 Documents associated with transport
- U2K4 Terms of deliveries in foreign trade
- U2K5 Trade formulas
- U2K6 Characteristics of the transport market
- U2K7 Participants of the transport market
- U2K8 Driver's time schedule
- U2K9 AETR agreement

U2S2: Plan and coordinate transport autonomously with drivers and sub-contractors, partners and particularly with customers

- U2S2.1 Develop a driver's time schedule
- U2S2.2 Apply the principles of the AETR agreement

- U2K10 Tasks of drivers and vehicle crews
- U2K11 Rights and duties of transport participants



<p>U2S2.3 Respect the legal working time of drivers</p> <p>U2S2.4 Analyse the tachograph discs</p> <p>U2S2.5 Characterise the tasks, authorisations, rights and duties of drivers and vehicle crews</p> <p>U2S2.6 Identify the rights and obligations of the employer in the field of transport</p> <p>U2S2.7 Identify services to be subcontracted</p>	<p>U2K12 Subcontracting</p> <p>U2K13 Order preparation</p> <p>U2K14 Company-internal documentation procedures</p> <p>U2K15 Logistics areas</p> <p>U2K16 Legal framework for drivers</p> <p>U2K17 Tachograph disc</p> <p>U2K18 Occupational safety of the driver</p>
<p>U2S3: Choose possible sub-contractors from the given list</p> <p>U2S3.1 Know the concept of supplier and subcontractor</p> <p>U2S3.2 Characterise the rules for selecting suppliers and subcontractors</p> <p>U2S3.3 Assess the quality of services offered by subcontractors</p> <p>U2S3.4 Select a subcontractor</p> <p>U2S3.5 Give instructions</p>	
<p>Assessment criteria</p>	
<ul style="list-style-type: none"> ▪ Work carried out in cooperation with clients, sub-contractors, drivers and warehouse operators by taking into account one's own possibilities and resources ▪ Independent acquisition of knowledge ▪ Successful handling of unexpected situations with lack of time and implementation of socially responsible solutions to problem ▪ Respect of administrative requirements like customs regulations, security ▪ Implementation of a planned and coordinated transport mission ▪ Efficient promotion plan of transport and forwarding services which should contain specific factors for example: description of receivers, promotion aims etc. ▪ Calculation of the working time of the driver performing the carriage from point A to point B 	



Unit 3 Ensuring efficiency in transport operations

Responsibility/Autonomy

Independently transmit necessary information to participate in the improvement of the processing of flows of goods.

Skills

Knowledge

U3S1: Consolidate consignments into larger load units

- U3S1.1 Identify the types and categories of loads
- U3S1.2 Consolidate groupage shipments
- U3S1.3 Plan loads in containers
- U3S1.4 Assess the correctness of formation of the loading unit
- U3S1.5 Describe and analyse the principles of forming transport units
- U3S1.6 Choose the vehicle

- U3K1 Rules and procedures
- U3K2 Professional transport and logistics software
- U3K3 Documents associated with transport
- U3K4 Company-internal documentation procedures
- U3K5 Computer programmes used in forwarding
- U3K6 Loads and their properties
- U3K7 Transport packaging and its functions
- U3K8 Securing loads
- U3K9 Influence of vehicle choice on environmental issues

U3S2: Participate in planning and organising the dispatch using software, shipment and storage of goods and other logistics services according due consideration to relevant legal requirements and environmental protection aspects

- U3S2.1 Use computer programmes supporting the performance of professional tasks of shippers
- U3S2.2 Apply the law regarding the carriage of cargo by various modes of transport
- U3S2.3 Plan loads for transport



<p>U3S2.4 Select the packaging with regards to the type of product and means of transport and the customer's needs</p> <p>U3S2.5 Select the means to secure loads</p> <p>U3S2.6 Apply legal standards for preparing and securing loads</p> <p>U3S2.7 Plan the distribution of cargo in means of transport</p> <p>U3S2.8 Plan transport of cargo including oversized and dangerous goods</p>	
<p>Assessment criteria</p>	
<ul style="list-style-type: none"> ▪ Distinguishing computer programmes used in forwarding to support the work of the shipper ▪ Indication of legal norms regarding the carriage of cargoes by various modes of transport ▪ Distinguishing transport units ▪ Characterisation of the means to secure loads ▪ Protection of the loads on transport units and means of transport ▪ Respect of legal standards for preparing and securing loads ▪ Use of KPI and their correct interpretation 	



Unit 4: Monitoring of transport operations

Responsibility/Autonomy

Ensure the accuracy of data transmitted. Comply with protocols and procedures .Reporting to a branch, operations or customer service manager who determines the degree of autonomy.

Skills

Knowledge

U4S1: Monitor the transport operations

- U4S1.1 Identify the systems for monitoring and registering means of transport and cargo
- U4S1.2 Supervise the course of the transport process with the use of monitoring systems and record of means of transport and cargo
- U4S1.3 Gather and follow up on documents and feedback

- U4K1 Transport file
- U4K2 Links between the different departments of the transport company
- U4K3 Client-centred vision
- U4K4 The rules of marking goods, packaging and means of transport
- U4K5 Incidents associated with transport
- U4K6 Procedures for crisis management
- U4K7 Liability of the carrier and forwarder

U4S2: Ensure traceability of goods

- U4S2.1 Update and maintain the transport file
- U4S2.2 Identify the cargo and transport packaging



<p>U4S3: Deal with incidents, malfunctions and complaints</p> <p>U4S3.1 Identify and manage malfunctions</p> <p>U4S3.2 Apply the rules for submitting and processing complaints</p> <p>U4S3.3 Verify the grounds of a complaint</p> <p>U4S3.4 Determine the scope of the parties' liability for entrusted property during the forwarding and transport process</p> <p>U4S3.5 Prepare the items necessary to process the complaint</p> <p>U4S3.6 Transmit information to the department(s) concerned</p> <p>U4S3.7 Report the sources of failure</p> <p>U4S3.8 Determine the sources of needs</p> <p>U4S3.9 Transmit needs of negotiation</p> <p>U4S3.10 Apply the negotiation scenario for the sale of a transport service</p> <p>U4S3.11 Apply negotiation methods and techniques</p> <p>U4S3.12 Manage drivers</p>	<p>U4K8 Pre-invoicing</p> <p>U4K9 Professional ethics</p> <p>U4K10 Methods and techniques of negotiation</p> <p>U4K11 The sources of failure</p> <p>U4K12 Needs of negotiation</p> <p>U4K13 Billing documents</p> <p>U4K14 Terms of insurance</p> <p>U4K15 Documentation used in correspondence</p> <p>U4K16 Economic aspects</p> <p>U4K17 Systems for monitoring and registering means of transport and cargo</p> <p>U4K18 Means of transport</p>
<p>U4S4: Record, maintain and close transport files and records of expenses</p> <p>U4S4.1 Identify billing documents</p> <p>U4S4.2 Recognise forwarding and transport documents</p> <p>U4S4.3 Transmit information necessary for invoicing</p> <p>U4S4.4 Archive the transport file</p>	
<p>U4S5: Participate in initiating measures in the event of disruptions to service and process customer complaints</p> <p>U4S5.1 Classify insurance</p> <p>U4S5.2 Identify the terms of insurance</p> <p>U4S5.3 Identify the conditions of insurance</p>	

U4S5.4 Define the rules, forms, methods and scope of insurance
 U4S5.5 Specify the insurance claim
 U4S5.6 Give a feedback to the customer

Assessment criteria

- Permanent monitoring of the transport operations
- Traceability of goods is ensured
- Respect of the rules of marking goods and means of transport
- Effective detection of malfunctions
- Respect of the rules for submitting and processing complaints
- Report of disruptions
- Report and closure of the transport file



Unit 5: Organisation of the shipment in compliance with quality, safety and security procedures as well as environmental constraints

Responsibility/Autonomy

Comply with rules of confidentiality. Comply with safety, security and quality control procedures. Apply environmental measures. Adopt an environmentally- friendly approach. Apply KPIs.

Skills

Knowledge

U5S1: Identify customer’s requirements and constraints (regulatory, equipment, human, financial and environmental)

- U5S1.1 Categorise the customer’s constraints and requirements
- U5S1.2 Use the terminology in accounting

- U5K1 Terminology in accounting
- U5K2 Legal standards for preparing and securing loads
- U5K3 Appropriate safety and security procedures
- U5K4 Principles of securing loads on means of transport
- U5K5 Quality approach
- U5K6 Security rules associated with transport and logistics
- U5K7 Security rules associated with employees
- U5K8 Safety rules in traffic and occupational safety
- U5K9 Sustainable development in the field of transport and logistics
- U5K10 Key Performance Indicators (KPIs)

U5S2: Implement quality, safety, security and environmental procedures

- U5S2.1 Apply appropriate safety and security procedures
- U5S2.2 Apply the rules for the admission of a transport vehicle
- U5S2.3 Respect the legal standards for preparing and securing loads
- U5S2.4 Apply the principles of securing loads on means of transport

U5S3: Respect and implement quality procedure

- U5S3.1 Check the quality of the transport operation using KPIs
- U5S3.2 Identify and apply concepts related to quality
- U5S3.3 Assess transport and forwarding services from a quality point of view



U5S3.4 Grade the quality and efficiency of transport processes	
U5S4: Respect the nature and regulations of the goods U5S4.1 Respect the nature of the goods (for example oversized, dangerous goods)	
Assessment criteria	
<ul style="list-style-type: none"> ▪ Respect of customers' needs ▪ Satisfying responses to markets' and customers' expectations ▪ Management of complaints and development of quality in order to enlarge regular customers ▪ Correct account management ▪ Report regarding Safety, Quality & Environment 	



Unit 6: Customs clearance of goods

Responsibility/Autonomy

Comply with client instructions. Comply with the time line for assembling the file. Ensure the accuracy of calculations. Ensure the quality of the information transmitted. Take into account customs legislation and regulations governing cross-border trade. Ensure compliance with procedures in force.

Skills

Knowledge

U6S1: Prepare the customs file

- U6S1.1 Identify the client's request
- U6S1.2 Apply the legal rules regarding customs procedures
- U6S1.3 Monitor documents necessary for customs clearance

- U6K1 Customs missions and organisation
- U6K2 Status of customs brokers
- U6K3 Information to be declared regarding goods
- U6K4 Documents necessary for customs operations

U6S2: Participate in the processing of custom formalities

- U6S2.1 Fill out and/or draft the necessary documents
- U6S2.2 Fill out a declaration
- U6S2.3 Verify information provided
- U6S2.4 Follow up on the declaration
- U6S2.5 Use the rules on customs procedures

- U6K5 Customs clearance procedures
- U6K6 Transit rules
- U6K7 Customs rules
- U6K8 Submitting a declaration



<p>U6S3: Close the customs files</p> <p>U6S3.1 Transmit documents</p> <p>U6S3.2 Transmit information necessary for invoicing</p> <p>U6S3.3 Archive the customs clearance file</p>	<p>U6K9 Determination of customs taxes and duties</p>
<p>Assessment criteria</p>	
<ul style="list-style-type: none"> ▪ Respect of specific regulations in export and import ▪ The necessary documents are completed ▪ Evaluation of risks of transportation and communication ▪ Monitoring of payment practise ▪ Preparation & processing custom activities ▪ Handling of customs files 	



Unit 7: Maintenance and repair planning	
Responsibility/Autonomy	
Manage the functioning of the different parts of a specific means of transport.	
Skills	Knowledge
U7S1: Notice technical problems of vehicles and of the different equipment and systems used for loading/ unloading	U7K1 Technical characteristics of the vehicle and the transport equipment U7K2 Structure, functions and components of Transport vehicles
U7S2: Plan the repair and maintenance of vehicles and the different equipment and systems used for loading/unloading	U7K3 Safety regulations U7K4 Maintenance regulations
Assessment criteria	
<ul style="list-style-type: none"> ▪ Adaptation of time schedules ▪ Survey of the profitability of existing modes of transport to compare the options of repairing and reinvestment ▪ Handling of small technical problems 	



Unit 8: Communication activities¹	
Responsibility/Autonomy	
Use of constructive communication methods. Complying with rules and standards for professional writing and oral communication and adjustment of oral and written communication to the contact person(s). Projection of a positive and professional image of the company.	
Skills	Knowledge
U8S1: Speak and write correctly in your own and in one or more other languages in a professional context U8S1.1 Greet or contact the interlocutor U8S1.2 Determine barriers in communication U8S1.3 Formulate an oral or written response U8S1.4 Orally express a need	U8K1 Principles of professional communication U8K2 Oral communication U8K3 Written professional communication U8K4 Information and communication technologies U8K5 ICT tools in the supply chain
U8S2: Identify the needs of the client and/or partner in your own and in one or more other languages U8S2.1 Collect data / information U8S2.2 Identify the interlocutor's need U8S2.3 Transfer data / information	U8K6 Functionalities of logistics software (ERP, WMS, TMS) U8K7 Security of the communication

¹ This transversal unit is part of both qualification, Transport Technician as well as Warehouse Technician.

<p>U8S3: Use communications systems</p> <p>U8S3.1 Use the company's ICT systems</p> <p>U8S3.2 Use the company's standard software and workplace-specific software</p> <p>U8S3.3 Manage the tracking-tracing tools and communicate results</p>	
<p>U8S4: Participate in monitoring the effective cooperation of persons and institutions involved in logistics chains</p> <p>U8S4.1 Identify the documentation used in correspondence with contractors</p> <p>U8S4.2 Prepare the documentation used in correspondence with contractors</p> <p>U8S4.3 Read and understand the information contained in commercial correspondence</p>	
<p>Assessment criteria</p>	
<ul style="list-style-type: none"> ▪ Establishment and sustainment of social relationships in various intercultural settings ▪ Respect of typical habits of partners ▪ Identification and understanding tensions ▪ Rational and responsible dealing with and communication with others ▪ Use of basic communication techniques ▪ Reading, listening, writing, conversation in a foreign language. ▪ Carrying out a commercial conversation with the client in English ▪ Preparation of transport documents in English: contract for transport, international invoice, waybill of transport, shipping instruction 	

2. Qualification standards for the Warehouse Technician at EQF level 4

2.1 Overview

Unit 1: Preparation of Logistics Operations

Unit 2: Processing incoming goods

Unit 3: Processing outgoing goods

Unit 4: Storage tracking and optimisation

Unit 5: Use professional software and ICT tools

Unit 6: Respect of quality, safety, security and environmental measures

Unit 7: Communication activities

2.2 Detailed description of Units of Learning Outcomes

Unit 1: Preparation of logistics operations	
Responsibility/Autonomy	
<p>They organise and carry out the preparation of logistics operations within the organisation taking into account the nature of goods, under the supervision of the logistics manager who determines their degree of autonomy. They need to respect the client's needs, quality and safety regulations. Furthermore, they collaborate in dispute resolution and have to be able to account for anomalies or malfunctions and explain their decisions.</p>	
Skills	Knowledge
<p>U1S1: Consider client's needs U1S1.1 Identify the kind of flow (inbound/outbound) U1S1.2 Respect internal and operating procedures and client's instructions U1S1.3 Use ICT tools to ensure traceability of goods U1S1.4 Work in a customer oriented manner and coordinate work with the rest of the team U1S1.5 Deal with incidents, malfunctions and complaints</p>	<p>U1K1 Inbound and outbound flows U1K2 Supply chain: organisation and documentation U1K3 Nature and characteristics of goods / products U1K4 Storage & distribution system U1K5 Warehouse: general characteristics & layout U1K6 Warehouse: operational zone (Reception area, picking, storage, pre-shipment-preparation area & shipping area) U1K7 Warehouse operation procedures and instructions U1K8 Warehouse organisation plan</p>
<p>U1S2 Support planning of inbound and outbound flows U1S2.1 Check the global supply plan U1S2.2 Record, maintain and close warehouse files and records of expenses</p>	

<p>U1S2.3 Monitor the implementation of the logistics operation</p> <p>U1S2.4 Check the warehouse organisation plan</p>	<p>U1K9 Internal procedures and operating instructions;</p> <p>U1K10 Regulatory, commercial and technical documentation;</p> <p>U1K11 Documents (Transport, picking, order preparation, packages/ products, expedition, warehouse, etc.)</p> <p>U1K12 Package/product characteristics</p> <p>U1K13 Cargo units (pack/parcel, pallet, container, etc.)</p> <p>U1K14 Handling and storage equipment</p> <p>U1K15 Characteristics of vehicles</p> <p>U1K16 Instructions from insurance companies</p> <p>U1K17 Client instructions</p> <p>U1K18 Global supply plan</p> <p>U1K19 ICT Tools</p> <p>U1K20 IT system</p> <p>U1K21 GPS System</p> <p>U1K22 Handling regulation for specific goods (dangerous, perishable etc.)</p> <p>U1K23 Working in teams</p> <p>U1K24 Internal staff, drivers, employ, service providers, clients</p> <p>U1K25 Other departments (sales, logistics and administrative dep.)</p>
<p>Assessment criteria</p>	

- Respect of internal and operating procedures and client's instructions
- Use of ICT tools to ensure traceability of goods
- Work established in a customer oriented manner and efficient coordination of work with the rest of the team
- Dealing with incidents, malfunctions and complaints
- Identification, assignment and organisation of the operational zones
- Check the warehouse organization plan
- Check the global supply plan
- Record, maintain and close warehouse files and records of expenses
- Recognition and identification of specific needs connected to preparation of logistics operations in reference to the nature & characteristics of goods
- Check and implementation of instructions from insurance companies

Unit 2: Processing incoming goods

Responsibility/Autonomy

They prepare, organise and carry out receiving and stocking operations, within the organisation, under the supervision of the Logistics manager who determines their degree of autonomy. They collaborate in dispute resolution and must be able to account for anomalies or malfunctions and explain decisions.

Skills

Knowledge

U2S1: Accept goods and check the delivery based in the accompanying documentation

- U2S1.1 Check the accompanying documentation
- U2S1.2 Analyse nature and characteristics of goods
- U2S1.3 Check conformity of goods
- U2S1.4 Respect internal procedures and operating and client instructions
- U2S1.5 Organise and prepare operation procedures on the reception area
- U2S1.6 Apply quality rules

- U2K1 Regulatory, commercial and technical documentation
- U2K2 Nature and characteristics of goods / products
- U2K3 Warehouse
- U2K4 Codification of package/product locations
- U2K5 Reception area
- U2K6 Hygiene, health and safety at work
- U2K7 Quality



<p>U2S2: Unpack, sort and place goods into storage as required and in an efficient manner, observing the warehousing system</p> <p>U2S2.1 Use the warehouse operation procedures and instructions</p> <p>U2S2.2 Place labels and pictograms on package products</p> <p>U2S2.3 Use unpacking equipment</p> <p>U2S2.4 Use warehousing movement equipment</p> <p>U2S2.5 Determine the amount of usage of material and equipment</p> <p>U2S2.6 Put the storage area back in shape</p>	<p>U2K8 Handling and storage equipment</p> <p>U2K9 Control and inventory equipment</p> <p>U2K10 Instructions from insurance companies</p> <p>U2K11 Client instructions</p> <p>U2K12 Working teams</p>
<p>Assessment criteria</p>	
<ul style="list-style-type: none"> • Check of the accompanying documentation • Check of conformity of goods • Analyse of nature and characteristics of goods • Carrying out of stocking operations • Respect of the warehouse operation procedures and instructions (including client, safety and quality) • Use of ICT tools • Application of barcodes and place labels and pictograms on package products • Use of unpacking equipment • Use of warehousing movement equipment 	



Unit 3: Processing outgoing goods

Responsibility/Autonomy

They prepare orders, organise and carry out the transfer to the shipping area and the loading of vehicles or loading units, under the supervision of the logistics manager who determines their degree of autonomy. They participate in dispute resolution and must be able to account for anomalies or malfunctions and explain decisions.

Skills

Knowledge

U3S1: Accept the shipment or luggage and check the accompanying paperwork

- U3S1.1 Edit and check the shipping / transport documentation
- U3S1.2 Prepare the shipping area
- U3S1.3 Carry out loading operations

- U3K1 Storage areas
- U3K2 Shipping area
- U3K3 Pre-shipment preparation area
- U3K4 Products
- U3K5 Handling / loading and storage equipment
- U3K6 Picking equipment
- U3K7 Packaging and protective material
- U3K8 Labels and pictograms on packages/products

U3S2: Pick and package goods for delivery

- U3S2.1 Check order picking instructions
- U3S2.2 Apply picking routes in the warehouse
- U3S2.3 Select picking mode concerning the type of product
- U3S2.4 Use handling equipment
- U3S2.5 Update the inventory



<p>U3S3: Compile goods into loading units</p> <p>U3S3.1 Classify, check and organise transport and loading units</p> <p>U3S3.2 Prepare the pre-shipment area</p> <p>U3S3.3 Check the load with the transport documents and labelling / packaging</p> <p>U3S3.4 Store the load</p>	<p>U3K9 Personal and general protection equipment</p> <p>U3K10 Cargo security tools</p> <p>U3K11 Recycling containers</p> <p>U3K12 Cleaning equipment</p> <p>U3K13 Characteristics of vehicles or handling tools</p> <p>U3K14 Sampling methods</p>
<p>Assessment criteria</p>	
<ul style="list-style-type: none"> • Check of / confirmation of the shipping / transport documentation • Preparation of the shipping area and respect of picking routes in the warehouse • Selection of picking mode concerning the type of product • Use of handling equipment • Update of the inventory • Classification of , check of and organisation of transport and loading units • Checking of the load with the transport documents and labelling / packaging • Guidance of stowage/ stowing of the load • Respect of the warehouse operation procedures and instructions (including client, safety and quality) 	



Unit 4: Storage tracking and optimisation

Responsibility/Autonomy

They monitor and control inventory, returnable packaging and waste under the supervision of the Logistics manager. They participate in storage site management and inventory replenishment.

Skills	Knowledge
<p>U4S1: Use various picking systems like voice picking, barcode scanning, pick/put to light</p> <p>U4S1.1 Select picking systems taking into account the nature and characteristics of products</p> <p>U4S1.2 Use picking systems</p>	<p>U4K1 Storage areas</p> <p>U4K2 Handling and storage equipment</p> <p>U4K3 Load supports</p> <p>U4K4 Cargo security tools</p>
<p>U4S2: Label, mark and secure deliveries in accordance with statutory stipulations</p> <p>U4S2.1 Label and mark goods</p> <p>U4S2.2 Respect floor plans</p> <p>U4S2.3 Apply rules for work consolidation</p>	<p>U4K5 Warehouse organisation and traffic plan</p> <p>U4K6 Palletisation plans</p> <p>U4K7 Rules for work consolidation</p> <p>U4K8 Work instructions</p> <p>U4K9 Nature and characteristic of goods</p>
<p>U4S3: Track goods</p> <p>U4S3.1 Use GPS equipment</p> <p>U4S3.2 Use other tracking devices</p>	<p>U4K10 Packaging characteristics</p> <p>U4K11 Returnable packaging</p> <p>U4K12 Company inventory management procedures</p>

<p>U4S4: Control and monitor stock</p> <p>U4S4.1 Use logistics dashboards</p> <p>U4S4.2 Use inventory turnover</p> <p>U4S4.3 Apply corrective measures and inventory control</p>	<p>U4K13 Inventory turnover</p> <p>U4K14 Logistics dashboards</p> <p>U4K15 Documents</p> <p>U4K16 Packaging characteristics</p>
<p>Assessment criteria</p>	
<ul style="list-style-type: none"> • Selection and use of picking systems • Labelling and mark of goods • Respect of rules for work consolidation • Use of GPS and other tracking equipment • Use of ICT tools to control operations • Respect of quality, safety, security, hygiene and environmental rules • Use of personal and general safety and protection equipment 	



Unit 5: Use professional software and ICT tools

Responsibility/Autonomy

They work under the supervision of the logistics manager, subject to regulations in force and company procedures. They use professional software and ICT tools independently.

Skills

Knowledge

U5S1: Use ICT and digital tools

- U5S1.1 Use IT tools to control operations
- U5S1.2 Apply RFID / Apply barcodes
- U5S1.3 Update data in the IT system

- U5K1 ICT tools
- U5K2 ICT systems
- U5K3 IT system
- U5K4 GPS system
- U5K5 GPS equipment

Assessment criteria

- Proper use of ICT
- Use of GPS and other tracking devices to control goods



Unit 6: Respect of quality, safety, security and environmental measures

Responsibility/Autonomy

They respect and apply independently safety, security and environmental protection as well as quality measures. They work under the supervision of the logistics manager, subject to regulations in force and company procedures

Skills

Knowledge

U6S1 Apply safety and security rules and check compliance with specifications

- U6S1.1 Apply health, safety and security rules in the warehouse areas
- U6S1.2 Apply hygiene rules
- U6S1.3 Select security tools
- U6S1.4 Use personal and general safety and equipment
- U6S1.5 Check compliance with characteristics of goods

- U6K1 Quality procedures
- U6K2 Rules and constraints for environmental protection and the rational use of energy
- U6K3 Safety, security and hygiene protocols
- Health rules
- U6K4 Preventive security in the warehouse

U6S2 Respect environmental protection rules and the rational use of energy

- U6S2.1 Apply environmental rules
- U6S2.2 Apply waste optimisation rules
- U6S2.3 Use returnable packaging and recycling containers

- U6K5 Collective and individual protection
- U6K6 Legal aspects of warehouse safety: current legislation on prevention of occupational risks
- U6K7 UNE standards Safety and Environmental recommendations for the warehouses

U6S3 Apply quality measures

- U7S3.1 Support quality measures

- U6K8 Instructions from insurance companies
- U6K9 Cargo security tools



U7S3.2 Report on safety and quality issues	U6K10 Recycling containers U6K11 Waste circuits U6K12 Work safety
Assessment criteria	
<ul style="list-style-type: none"> ▪ Identification of the risk factors in warehouse ▪ Use of collective and individual protection ▪ Check of equipment availability ▪ Evaluation of equipment characteristics and choice of the adapted equipment ▪ Application of safe handling equipment devices ▪ Analyse of product characteristics ▪ Support of safe handling equipment operations ▪ Respect of warehouse traffic rules ▪ Respect of waste optimisation rules ▪ Respect of quality measures ▪ Respect of safety, security and hygiene protocols 	

Unit 7: Communication activities²

² Transversal unit, see description above in Warehouse Technician qualification.

3. Qualification standards for the Road Freight Advanced Driver at EQF level 4

3.1 Overview

Unit 1: Maintenance of the vehicle

Unit 2: Preparation of transport missions

Unit 3: Loading and unloading operations, arrangement of goods

Unit 4: Carrying out transport and delivery

Unit 5: Communication and understanding of one's working environment

Unit 6: Finalising transport missions



3.2 Detailed description of Units of Learning Outcomes

Unit 1: Maintenance of the vehicle	
Responsibility/Autonomy	
The learner should comply and apply security standards. Also, he or she should ensure that the vehicle complies with standards applicable to the transport in question and comply with road and safety rules.	
Skills	Knowledge
U1S1: Check, maintain and basic daily care for vehicles U1S1.1 Check and add oil when needed U1S1.2 Check the brakes and do visual inspection of the vehicle condition U1S1.3 Check the lights and change the bulbs and fuses when needed U1S1.4 Check the tyre pressure and tread depth and request new tyres when needed U1S1.5 Check the cleanliness of vehicle and wash and clean it when needed	U1K1 Oil types U1K2 Brakes U1K3 Bulb types and fuses U1K4 Liquid types U1K5 Tyre pressure, tyre tread depth, tyre types and sizes U1K6 Transmission U1K7 Vehicle manual
U1S2: Carry out a visual inspection before initiating any service and initiate measures for the elimination of vehicle faults U1S2.1 Check all the liquids of the vehicle; oils, fuel, cooling liquid, brake fluid U1S2.2 Check the brakes and tyres U1S2.3 Check the lights	U1K8 Maintenance and servicing instructions U1K9 Electric circuits

<p>U1S2.4 Check all safety equipment; spare tyre, jack, warning triangle, safety vest, spare bulbs</p>	
<p>U1S3: Detect and report malfunctions on route and fault-finding diagnostics</p> <p>U1S3.1 Observe malfunctions by smell, noise, resonance, seeing</p> <p>U1S3.2 Observe malfunctions by the signal lights and fault diagnostics</p> <p>U1S3.3 Observe malfunctions according to driving experience</p> <p>U1S3.4 Evaluate the type of malfunction and evaluate the effect on driving and safety</p> <p>U1S3.5 Assess if you can safely resolve the malfunction</p> <p>U1S3.6 Identify who should be contacted e.g. company, towing, service, police</p>	
<p>Assessment criteria</p>	
<ul style="list-style-type: none"> ▪ Independent performance of the given task ▪ Respect of the provided instructions ▪ Respect of the other members of his/her work place and the work environment ▪ Work is carried out in accordance with the quality targets set ▪ Identification of the parts of the vehicle that need maintenance and use of the correct tools ▪ Understanding of the operating principles of hydraulic, pneumatic and electrical systems in different vehicles and equipment 	



Unit 2: Preparation of transport missions

Responsibility/Autonomy

The learner should comply with the client and employer's request. He or she should ensure the accuracy of documents transmitted.

Skills

Knowledge

U2S1: Check the resources and documents conform to the requirements of the transport mission

U2S1.1 Check the documents related to the vehicle e.g. extract from register, transport licence, vehicle running recorder, fuel card, licence for special transportation if needed

U2S1.2 Check the documents related to transport; freight declaration, customs clearance documents

U2S1.3 Check for unauthorised passengers

U2K1 Transport regulations

U2K2 Domestic and international transport

U2K3 Operation permits

U2K4 Accompanying documents for special transport

U2K5 Transport authorisations

U2K6 Cabotage

U2K7 Customs rules within and outside the EU

U2K8 Road and city maps and navigators

U2K9 National and European geography

U2K10 Different types of driving licence

U2K11 Professional certificates

U2K12 Driving rules, violations and penalties.

U2S2: Use ICT and digital tools, operate board computer equipment

U2S2.1 Check navigation system

U2S2.2 Check on board computer equipment

U2S2.3 Check other digital tools as bar code reader and transport and vehicle follow-up equipment

U2S2.4 Check mobile phone

U2S3: Recognise the legal norms that regulate the transport activities and

<p>have the mandatory permits and licenses for dangerous goods or others (e.g. animals)</p> <p>U2S3.1 Check the documents related to the driver; driving licence and professional competence documents and other documents related to type of transport</p> <p>U2S3.2 Check documentation required to cross borders</p> <p>U2S3.3 Check health and safety documentation if required</p>	
<p>Assessment criteria</p>	
<ul style="list-style-type: none"> ▪ Independent performance of the given task ▪ Respect of the provided instructions ▪ Respect of the other members of his/her work place and the work environment ▪ Work is carried out in accordance with the quality targets set ▪ Independent preparation of shipments ▪ Use of all necessary transport documents ▪ Reception and stocking of goods following the instruction received ▪ Knowledge of the standard units suited to different shipments of break bulk cargo ▪ Understanding of the basic principles of the transport and logistics system 	



Unit 3: Loading and unloading operations, arrangement of goods

Responsibility/Autonomy

The learner should propose correct solutions and ensure that goods are safe and protected.

The learner should apply rules concerning the payload and load distribution. He or she should also apply rules concerning ergonomics, gestures and postures during handling.

Skills

Knowledge

U3S1 Perform and/or supervise loading and unloading operations and ensure these operations

U3S1.1 Attach and detach different kind of trailers

U3S1.2 Prepare vehicle for loading

U3S1.3 Manoeuvre and position the vehicle in the designated area

U3S1.4 Check that traction and trailer are suitable for the transportation, in good condition and clean

U3S1.5 Keep the loading and unloading environment clean and take care of waste storing and management

U3S2: Ensure document compliance and traceability

U3S2.1 Inspect goods to be transported

U3S2.2 Fill out documents required for transport and verify that documentation is complete

U3K1 Different kind of container types

U3K2 Different kind of fork lift types

U3K3 Blind spots

U3K4 Loading and unloading areas

U3K5 Packaging of goods

U3K6 Labelling of goods

U3K7 Loading and unloading plan

U3K8 Transport of hazardous materials

U3K9 Payload

U3K10 Rules for operating handling equipment and accessories

U3K11 Positioning the vehicle

<p>U3S3: Work out the space needed for goods and organising the vehicle's space U3S3.1 Organise the space according to the space and weight U3S3.2 Organise a loading and unloading order</p>	<p>U3K12 Load distribution U3K13 Responsibilities during loading and unloading U3K14 Securing goods U3K15 Use and management of load supports</p>
<p>U3S4: Loading, blocking and securing goods using suitable and approved handling equipment U3S4.1 Use different kind of blocking and securing equipment U3S4.2 Protect the items if needed</p>	
<p>U3S5: Operate motorised and manual handling equipment U3S5.1 Choose and safely operate the appropriate manual handling equipment U3S5.2 Choose and safely operate the appropriate fork lift</p>	
<p>Assessment criteria</p>	
<ul style="list-style-type: none"> ▪ Independent performance of the given task ▪ Respect of the provided instructions ▪ Respect of the other members of his/her work place and the work environment ▪ Work is carried out in accordance with the quality targets set ▪ Packing of goods and use of the labels ▪ Collection of goods and preparation for transport, following instructions ▪ Independent use of load binding equipment and, under supervision, load handling equipment in accordance with the regulations ▪ Respect of loads space for loading on the lorry in accordance with the principles for loading and use of the appropriate load handling equipment ▪ Positioning of packages in such a way that they support one another and help secure the load 	

Unit 4: Carrying out transport and delivery

Responsibility/Autonomy

The learner should comply with traffic and road safety rules and drive in an economic, ecological and defensive way.

He or she should schedule and manage different activities in accordance with regulations.

He or she should respond to unexpected events and be able to deal with problems.

Skills	Knowledge
<p>U4S1: Apply national and international legal and social road traffic and transport provisions</p> <p>U4S1.1 Explain the law concerned the road traffic</p> <p>U4S1.2 Interpret the legal provisions regarding traffic while crossing intersections and priority of passage</p> <p>U4S1.3 Specify permissible speeds vehicles on particular types of roads</p>	<p>U4K1 Traffic rules</p> <p>U4K2 Road safety rules</p> <p>U4K3 Laws of physics concerning vehicles in motion</p> <p>U4K4 Driving rules applicable to heavy goods vehicles</p> <p>U4K5 Principles of attentive driving</p>
<p>U4S2: Drive the vehicle in a safe, responsible, environmentally friendly and reasonable way</p> <p>U4S2.1 Take advantage of the vehicle's technical characteristics in all circumstances</p> <p>U4S2.2 Operate the vehicle safely according to the load, the physical forces applied, the type of road and traffic conditions</p> <p>U4S2.3 Drive economically</p>	<p>U4K6 Traffic information</p> <p>U4K7 Social regulations</p> <p>U4K8 IT-based on-board goods tracking tools</p> <p>U4K9 Driver assistance systems</p> <p>U4K10 Road maps</p>

<p>U4S2.4 Be aware of dangerous situations that may arise</p> <p>U4S2.5 Inspect goods during travel</p> <p>U4S2.6 Schedule and manage driving time, rest time and other activities</p>	<p>U4K11 Safety protocol</p>
<p>U4S3: Transport and forward goods to the company destination</p> <p>U4S3.1 Locate the client's site, choose the route and drive to the client's site</p> <p>U4S3.2 Safely position and prepare the vehicle for unloading</p> <p>U4S3.3 Verify that the goods correspond to transport documents</p> <p>U4S3.4 Release the goods</p> <p>U4S3.5 Take possible payment and carry out administrative management of the delivery</p>	
<p>U4S4: Carry out transport and delivery operations including specialised transport</p> <p>U4S4.1 Check, locks, seals and taps</p> <p>U4S4.2 Check correct safety information notices are displayed.</p> <p>U4S4.3 Check goods can be safely transported in the planned route etc.</p>	
<p>U4S5: Participate in customs clearance for goods (routine tasks)</p> <p>U4S5.1 Check and verify correct documentation for customs clearance</p> <p>U4S5.2 Check vehicle complies with customs requirements (size, weight and height)</p>	
<p>U4S6: Use on-board surveillance, communication and goods tracking tools, as well as driver assistance systems</p>	



<p>U4S6.1 Use work management tools</p> <p>U4S6.2 Use driver assistance tools</p> <p>U4S6.3 Use tools to monitor goods and communicate with the company</p> <p>U4S6.4 Use toll and tax payment tools</p>	
<p>U4S7: Manage driving time, rest time, and time set aside for other activities according to the regulations</p> <p>U4S7.1 Develop a driver's time schedule</p> <p>U4S7.2 Characterise the tasks, authorisations, rights and duties of drivers and vehicle crews</p> <p>U4S7.3 Respect the legal working times of drivers</p>	
<p>Assessment criteria</p>	
<ul style="list-style-type: none"> ▪ Independent performance of the given task ▪ Respect of the provided instructions ▪ Respect of the other members of his/her work place and the work environment ▪ Work is carried out in accordance with the quality targets set ▪ Use of one information technology applications ▪ Professional dressing and acting in a way that benefits his/her position ▪ Adapted reaction in a case of an accident ▪ Knowledge of the legal obligations of the party performing the transport operation in the event of damage during transport ▪ Identification and avoiding safety risks and respect of the effect of ergonomics on health 	



Unit 5: Communication and understanding of one's working environment

Responsibility/Autonomy

The learner should be able to act responsibly and autonomously within the scope of his or her competence. He or she should organise and perform the work assigned. He or she should be able to cooperate or work in a team with other professionals in the working environment and demonstrate a respectful attitude.

He or she should respond to unexpected events.

Skills	Knowledge
<p>U5S1: Use the logistics and transport infrastructure with support of the staff operating in these structures</p> <p>U5S1.1 Share information about traffic environment U5S1.2 Act in accordance with advice provided</p>	<p>U5K1 The professional legislation U5K2 Professional environment U5K3 Communication in the context of transport U5K4 Transport agreements U5K5 Occupational safety U5K6 Foreign languages U5K7 Customer service awareness</p>
<p>U5S2: Report to the company, communicating with the clients and with public authorities</p> <p>U5S2.1 Transmit information regarding the transport operation U5S2.2 Apply basic foreign language knowledge to communicate</p>	
<p>U5S3: Manage disputes, malfunctions, incidents and accidents</p> <p>U5S3.1 Analyse a problem or a difficulty U5S3.2 Identify a vehicle malfunction U5S3.3 Implement approved solutions</p>	

<p>U5S3.4 Manage vehicle accidents or incidents including, recording and reporting</p> <p>U5S3.5 Propose solutions to deal with disputes, anomalies or incidents</p> <p>U5S3.6 Manage unforeseen events</p>	
<p>U5S4: Provide information to the company and the clients</p> <p>U5S4.1 Demonstrate good verbal communications</p> <p>U5S4.2 Be able to record and report matters</p> <p>U5S4.3 Be able to use basic IT equipment</p>	
<p>Assessment criteria</p>	
<ul style="list-style-type: none"> ▪ Independent performance of the given task ▪ Respect of the provided instructions ▪ Respect of the other members of his/her work place and the work environment ▪ Work is carried out in accordance with the quality targets set ▪ Choices made at work which are in line with the principles of sustainable development ▪ Successive functioning in interactive situations and works carried out in a cooperation with customers; solution of problems arising at work using the means at his/her disposal 	



Unit 6: Finalising transport missions

Responsibility/Autonomy

The learner should be able to ensure the accuracy of documents and data transmitted. He or she should comply with protocols and procedures and make propositions for improvement.

Skills

Knowledge

U6S1: Return of the vehicle in accordance with company procedures

- U6S1.1 Check the condition and cleanness of the vehicle and work environment before returning
- U6S1.2 Return load supports
- U6S1.3 Return the keys
- U6S1.4 Record any problems or matters needing repair, etc.
- U6S1.5 Clean the vehicle

U6K1 Waste sorting

U6K2 Rules for environmental protection

U6K3 The importance of documents

U6S2: Return of documents associated with driving activities

- U6S2.1 Return documents associated with driving activities
- U6S2.2 Return all equipment

U6S3: Apply quality procedures

- U6S3.1 Use quality control tools
- U6S3.2 Fill out quality control documents



Assessment criteria

- Independent performance of the given task
- Respect of the provided instructions
- Respect of the other members of his/her work place and the work environment
- Work is carried out in accordance with the quality targets set
- Understanding and respect of the basic principles of quality and environmental systems for the company

Required soft skills for all three profiles:

- Stress resistant
- Hands-on mentality
- Nonquitter
- Entrepreneurship
- Flexibility
- Empathy
- Diligence
- Commitment and ability to work in a group
- Analytical and strategic thinking,
- Self-motivation,
- Self-discipline
- Self-management in time,
- Willingness to acquire new competences
- Apply methodologies and learning techniques to enable self-regulated work
- Work in a team
- Learn and assess in processes /procedures by working on case studies, role plays, projects

- Use foreign languages in real professional contexts to show that learners are able to communicate their intentions which are superior to language correctness and style

(Soft) skills which are desirable but already in the Learning Outcomes, therefore not necessary to discuss them here:

- Cooperative
- Communicate
- Analyse
- Interpret
- Accurate