



# **EURO TRANS LOG**

## **Units of learning outcomes**

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# EURO TRANS LOG

U: unit ; S: skills; C: competence,

K: knowledge

## Units of learning outcomes

### U 1 - Assessing the feasibility of transport and logistics operations

| <i>Skills</i>  | <i>Competence</i>  | <i>Knowledge</i>   |
|--|--|--|
| <b>U1S1 – ANALYSIS OF THE TRANSPORT ENQUIRY</b><br><b>U1S1.1</b> – Identify the person/company making the enquiry<br><b>U1S1.2</b> – Qualify the enquiry for transport<br><b>U1S1.3</b> – Request assistance from relevant internal and external contacts<br><b>U1S1.4</b> – Decide how to proceed   | <b>U1S1.C1</b> – Observe procedures for receipt<br><b>U1S1.C2</b> – Be an attentive listener<br><b>U1S1.C3</b> – Identify relevant information<br><b>U1S1.C4</b> – Adopt proactive behaviour | <b>U1K1</b> - The transport requirements<br><b>U1K2</b> - The request for quotation<br><b>U1K3</b> -The organisation of the transport/logistic company<br><b>U1K4</b> -The transport offer<br><b>U1K5</b> - Incoterms<br><b>U1K6</b> - Multimodal transport<br><b>U1K7</b> - The logistical services linked to transport<br><b>U1K8</b> - Regulations for the transport of goods nationally, within Europe and globally<br><b>U1K9</b> - Regulations relating to customs, social practices, health, safety, the environment<br><b>U1K10</b> - Pricing and pricing structures |
| <b>U1S2 - IDENTIFICATION OF THE REGULATORY, EQUIPMENT, HUMAN, FINANCIAL AND ENVIRONMENTAL CONSTRAINTS</b><br><b>U1S2.1</b> – List the constraints<br><b>U1S2.2</b> – Identify the protocols and rules to comply with   | <b>U1S2.C1</b> – Identify and share relevant information<br><b>U1S2.C2</b> – Summarise information useful for decision-making purposes.  |  |
| <b>U1S3 - ASSESSMENT OF THE RESOURCES REQUIRED AND PROFITABILITY</b><br><b>U1S3.1</b> – Define the optimum combination of transport methods and techniques<br><b>U1S3.2</b> – Price the quotation  | <b>U1S3.C1</b> – Ensure that the quotation is properly constructed<br><b>U1S3.C2</b> – Be customer oriented  |  |
| <b>U1S4 – ASSESSMENT OF THE FEASIBILITY OF LOGISTICS SERVICES</b><br><b>U1S4.1</b> – Take note of the specific requirements of the customer enquiry<br><b>U1S4.2</b> – Identify the logistics services linked to transport<br><b>U1S4.3</b> – Select suitable services<br><b>U1S4.4</b> – Identify the appropriate standards<br><b>U1S4.5</b> – Identify the necessary resources<br><b>U1S4.6</b> – Calculate the cost of the services | <b>U1S4.C1</b> – Respect priorities<br><b>U1S4.C2</b> – Comply with rules and procedures<br><b>U1S4.C3</b> – Continuous Monitoring   |  |

## U 2 - Organising and coordinating transport and logistics operations

| <i>Skills</i>  | <i>Competence</i>  | <i>Knowledge</i>   |
|--|--|--|
| <p><b>U2S1 - DEVELOPING AN OPERATION OR A TRANSPORT PLAN</b><br/> <b>U2S1.1</b> – Choosing one or more modes of transport<br/> <b>U2S1.2</b> – Choosing one or more means of transport<br/> <b>U2S1.3</b> – Drawing up a loading plan<br/> <b>U2S1.4</b> – Route planning<br/> <b>U2S1.5</b> – Organising load breaking and transit operations<br/> <b>U2S1.6</b> – Applying standards and regulations specific to goods transport<br/> <b>U2S1.7</b> – Applying the standards and regulations specific to the modes of transport used</p> | <p><b>U2S1.C1</b> – Following the order instructions<br/> <b>U2S2.C2</b> – Complying with safety and quality rules<br/> <b>U2S2.C3</b> – Respecting protocols</p>  | <p><b>U2K1</b> - Fundamental principles of Supply chain management<br/> <b>U2K2</b> - Mode of transport<br/> <b>U2K3</b> - Transport/Logistics service contracts<br/> <b>U2K4</b> - Sub-contracting and its regulations<br/> <b>U2K5</b> - The application and use of documentation appropriate to the national and international transportation of goods<br/> <b>U2K6</b> - Rules, procedures and protocols<br/> <b>U2K7</b> - The loading plan</p> |
| <p><b>U2S2 - CHOICE OF POSSIBLE SUB-CONTRACTORS</b><br/> <b>U2S2.1</b> – Identify the elements to sub-contract for transport<br/> <b>U2S2.2</b> – Identify subcontractors’ potential<br/> <b>U2S2.3</b> – Obtain quotations from sub-contractors<br/> <b>U2S2.4</b> – Analyse quotations from sub-contractors<br/> <b>U2S2.5</b> – Select a sub-contractor</p>   | <p><b>U2S2.C1</b> – Take the company’s limitations into account in terms of activity<br/> <b>U2S2.C2</b> – Comply with the regulations specific to sub-contracting A12T2CP2 – Comply with ethical business rules</p> | <p><b>U2K8</b> - Routes and mapping tools<br/> <b>U2K9</b> - Scheduling and planning methods<br/> <b>U2K10</b> - Professional ethics<br/> <b>U2K11</b> - The environmental impact of the transport/logistic activity</p>   |
| <p><b>U2S3 - IMPLEMENTATION OF AN OPERATION OR TRANSPORT PLAN</b><br/> <b>U2S3.1</b> – Allocate the necessary resources<br/> <b>U2S3.2</b> – Prepare the documents necessary for carrying out the service<br/> <b>U2S3.3</b> – Choose the procedures for taking charge of the load<br/> <b>U2S4.4</b> – Choose the delivery procedures</p>   | <p><b>U2S3.C1</b> – Look after the company’s contractual interests<br/> <b>U2S3.C2</b> – See that the company’s image is preserved<br/> <b>U2S3.C3</b> – See that the customer is treated with respect</p>           |  |
| <p><b>U2S4 - ORGANISATION AND PROVISION OF LOGISTICS SERVICES</b><br/> <b>U2S4.1</b> – Allocate logistical resources<br/> <b>U2S4.2</b> – Coordinate operations<br/> <b>U2S4.3</b> – Implement appropriate procedures<br/> <b>U2S4.4</b> – Control the application of procedures</p>   | <p><b>U2S4.C1</b> – Comply with rules and procedures</p>   |  |

### U 3 - Monitoring transport and logistics operations

| <i>Skills</i>   | <i>Competence</i>   | <i>Knowledge</i>   |
|---|---|--|
| <b>U3S1 – MONITORING AND CONTROLLING COMPLIANCE WITH THE SPECIFICATION</b><br><b>U3S1.1</b> – Check conformance of the transport operation<br><b>U3S1.2</b> – Ensure the traceability of the goods<br><b>U3S1.3</b> – Control the actual provision of the logistics service | <b>U3S1.C1</b> – Meet commitments<br><b>U3S1.C2</b> – Comply with the procedures necessary for traceability   | <b>U3K1</b> – Traceability and its tools<br><b>U3K2</b> – Customs documentation<br><b>U3K3</b> – Management of incidents and unforeseen events<br><b>U3K4</b> – Transport/logistic related insurance<br><b>U3K5</b> - Procedures for crisis management |
| <b>U3S2 – APPLICATION OF SAFETY AND SECURITY RULES AND PROCEDURES AND PRACTICES FOR PROTECTING T-E ENVIRONMENT</b><br><b>U3S2.1</b> – Identify safety and security rules<br><b>U3S2.2</b> – Implement appropriate procedures<br><b>U3S2.3</b> – Collect and control data    | <b>U3S2.C1</b> – Comply with rules and procedures<br><b>U3S2.C2</b> – Respect the confidentiality of data<br><b>U3S2.C3</b> – Minimise the environmental impact |  |
| <b>U3S3 - MANAGEMENT OF INCIDENTS AND UNFORESEEN EVENTS</b><br><b>U3S3.1</b> – Identify incidents and unforeseen events<br><b>U3S3.2</b> – Apply procedures and/or protocols<br><b>U3S3.3</b> – Take note and pass on information   | <b>U3S3.C1</b> – Adopt responsive behaviour<br><b>U3S3.C2</b> – Control stress<br><b>U3S3.C3</b> – Exhibit loyal behaviour                                      |  |

#### U 4 - Evaluating transport and logistics operations

| <i>Skills</i>   | <i>Competence</i>  | <i>Knowledge</i>  |
|---|--|---|
| <b>U4S1 – USE OF MANAGEMENT INFORMATION</b><br><b>U4S1.1</b> – Collect data<br><b>U4S1.2</b> – Produce management information<br><b>U4S1.3</b> – Use management information                                       | <b>U4S1.C1</b> – Act with care and diligence<br><b>U4S1.C2</b> – Be answerable and pass on information | <b>U4K1</b> – KPIs<br><b>U4K2</b> – Sub-contractors monitoring indicators<br><b>U4K3</b> - The environmental impact of the transport/logistic activity<br><b>U4K4</b> – Standards applicable to transport and logistic services<br><b>U4K5</b> – Creativity techniques<br><b>U4K6</b> – Monitoring techniques<br><b>U4K7</b> - Qualitative technics |
| <b>U4S2 – INTRODUCTION OF CORRECTIVE ACTION</b><br><b>U4S2.1</b> – Propose corrective action to decision-makers<br><b>U4S2.2</b> – Organise its implementation<br><b>U4S2.3</b> – Take part in its implementation | <b>U4S2.C1</b> – Be creative<br><b>U4S2.C2</b> – Adopt the appropriate tone in communication           |   |
| <b>U4S3 - CONTRIBUTION TO THE CONTINUOUS DEVELOPMENT OF THE COMPANY'S QUALITATIVE STANDARDS</b><br><b>U4S3.1</b> – Apply a qualitative approach<br><b>U4S3.2</b> – Identify areas for improvement                 | <b>U4S3.C1</b> – Show critical thinking<br><b>U4S3.C2</b> – Adopt a watching brief                     |   |

### U 5 - Using information systems and managing physical resources

| <i>Skills</i>  | <i>Competence</i>   | <i>Knowledge</i>   |
|--|---|--|
| <b>U5S1 - PARTICIPATING IN DEVELOPING AND IMPLEMENTING INFORMATION EXCHANGE PROCEDURES</b><br><b>U5S1.1</b> – Identify relevant data<br><b>U5S1.2</b> – Communicate using digital networks<br><b>U5S1.3</b> – Propose improvements to information systems  | <b>U5S1.C1</b> – Respect established protocols  | <b>U5K1</b> - Physical resources for transport/logistic activity<br><b>U5K2</b> - The logistics arena<br><b>U5K3</b> - Consumables<br><b>U5K4</b> - Information systems dedicated to transport and logistics |
| <b>U5S2 – USE OF SPECIALIST SOFTWARE AND ASSOCIATED EQUIPMENT</b><br><b>U5S2.1</b> – Interrogate databases<br><b>U5S2.2</b> – Update databases<br><b>U5S2.3</b> – Use of information systems<br><b>U5S2.4</b> – Use of electronic transmission systems<br><b>U5S2.5</b> – Ensure first level maintenance | <b>U5S2.C1</b> – Act with due diligence<br><b>U5S2.C2</b> - Respect confidentiality<br><b>U5S2.C3</b> - Ensure security of data |  |
| <b>U5S3 - CHOICE AND CAPABILITY OF PHYSICAL RESOURCES</b><br><b>U5S3.1</b> – Select resources (internal, external) appropriate to the activities<br><b>U5S3.2</b> – Optimisation of resources  | <b>U5S3.C1</b> – continuous Monitoring  |  |
| <b>U5S3 - ALLOCATION OF PHYSICAL RESOURCES TO TASKS</b><br><b>U5S3.1</b> – Ensure the availability of resources<br><b>U5S3.2</b> – Manage the available equipment  | <b>U5S4.C1</b> – Act in a methodical and organised way  |  |

## U 6 – Managing service relationships

| <i>Skills</i>   | <i>Competence</i>  | <i>Knowledge</i>  |
|---|--|---|
| <b>U6S1 – COMMUNICATIONS WITH PARTNERS AND CUSTOMERS</b><br><b>U6S1.1</b> – Identify the communication targets<br><b>U6S1.2</b> – Fluency in commercial oral communication<br><b>U6S1.3</b> – Professional written communications<br><b>U6S1.4</b> – Meetings management  | <b>U6S1.C1</b> – Display empathic behaviour<br><b>U6S1.C2</b> – Express yourself confidently<br><b>U6S1.C3</b> – Project a positive, high-quality image, demonstrating loyalty to the company<br><b>U6S1.C4</b> – Respect the rules and customs specific to written business communication | <b>U6K1</b> - Tools and techniques for written business communication<br><b>U6K2</b> - Leading meetings<br><b>U6K3</b> - Principles of customer service and account management<br><b>U6K4</b> - Cost calculations<br><b>U6K5</b> - Benchmarking and market place awareness<br><b>U6K6</b> - Assessing the value of a customer<br><b>U6K7</b> - Negotiation techniques<br><b>U6K8</b> - Business development |
| <b>U6S2 – PREPARING QUOTATION</b><br><b>U6S2.1</b> – Cost calculation<br><b>U6S2.2</b> –Preparation of pricing structure<br><b>U6S2.3</b> – Adapt the range of services offered   | <b>U6S2.C1</b> – Provision of competitive intelligence<br><b>U6S2.C2</b> – Take constraints into account   |   |
| <b>U6S3 – NEGOTIATING CONTRACTS</b><br><b>U6S3.1</b> – Preparing for negotiations<br><b>U6S3.2</b> – Conducting negotiations<br><b>U6S3.3</b> – Concluding negotiations   | <b>U6S3.C1</b> – Listening skills<br><b>U6S3.C2</b> – Recognition of diversity<br><b>U6S3.C3</b> – Ensure the company’s contractual interests are upheld<br><b>U6S3.C4</b> - Respect confidentiality   |   |
| <b>U6S4 – MONITORING CONTRACTUAL COMMITMENTS</b><br><b>U6S4.1</b> – Control contractual commitments<br><b>U6S4.2</b> – Deal with anomalies<br><b>U6S4.3</b> – Build long-term commercial relations  | <b>U6S4.C1</b> - Respect confidentiality<br><b>U6S4.C2</b> – Express oneself confidently<br><b>U6S4.C3</b> – Control stress  |   |
| <b>U6S5 – BUSINESS DEVELOPMENT</b><br><b>U6S5.1</b> – Choosing appropriate development techniques<br><b>U6S5.2</b> – Identify potential customers<br><b>U6S5.3</b> – Business development<br><b>U6S5.4</b> – Maintain customer databases<br><b>U6S5.5</b> – Analyse and assess the results of business development activities | <b>U6S5.C1</b> – Production of accurate and reliable information<br><b>U6S5.C2</b> – Monitor the commercial situation  |   |

## U 7 – Team management

| <i>Skills</i>  | <i>Competence</i>  | <i>Knowledge</i>  |
|--|--|---|
| <b>U7S1 – IDENTIFICATION OF PERSONNEL REQUIREMENTS</b><br><b>U7S1.1</b> – Analyse how the organisation functions<br><b>U7S1.2</b> – Identify foreseeable future skills needs<br><b>U7S1.3</b> – Assess training needs  | <b>U7S1.C1</b> – Show conviction   | <b>U7K1</b> - Organisation of human resources<br><b>U7K2</b> – Social regulations for the transport industry<br><b>U7K3</b> – Health and safety legislation<br><b>U7K4</b> – Recruitment of operational teams<br><b>U7K5</b> – Control and coordination of operational teams<br><b>U7K6</b> – Monitoring and evaluation of operational teams<br><b>U7K7</b> – Principles of Project Management<br><b>U7K8</b> – Oral communications |
| <b>U7S2 - PARTICIPATION IN RECRUITMENT PROCESSES</b><br><b>U7S2.1</b> – Contribute to the candidate selection process.<br><b>U7S2.2</b> – Develop an induction and integration procedure   | <b>U7S2.C1</b> – Comply with anti-discrimination legislation<br><b>U7S2.C2</b> – Comply with ethical principles  |   |
| <b>U7S3 - PARTICIPATION IN THE ORGANISATION OF WORK</b><br><b>U7S3.1</b> – Allocate tasks<br><b>U7S3.2</b> – Assign personnel<br><b>U7S3.3</b> – Communicate decisions relating to how work is organised   | <b>U7S3.C1</b> – Comply with current legislation, conventions and standards<br><b>U7S3.C2</b> – Demonstrate equitability<br><b>U7S3.C3</b> - Demonstrate authority   |   |
| <b>U7S4 - LEADING A TEAM AND MANAGING INDIVIDUAL CONFLICTS</b><br><b>U7S4.1</b> – Promote and facilitate dialogue between employees<br><b>U7S4.2</b> – Motivate employees<br><b>U7S4.3</b> – Develop team working<br><b>U7S4.4</b> – Anticipate sources of conflict<br><b>U7S4.5</b> – Conflict resolution<br><b>U7S4.6</b> – Be supportive of change  | <b>U7S4.C1</b> – Anticipate and reduce stress and tension<br><b>U7S4.C2</b> – Take account of the intercultural dimension<br><b>U7S4.C3</b> – Display impartiality<br><b>U7S4.C4</b> – Express oneself confidently |   |
| <b>U7S5 - MANAGING THE ACTIVITIES OF TEAM MEMBERS AND EVALUATING PERFORMANCE</b><br><b>U7S5.1</b> – Participate in the development of criteria for monitoring activity and performance<br><b>U7S5.2</b> – Produce management information<br><b>U7S5.3</b> – Participate in appraisal interviews<br><b>U7S5.4</b> – Recommend the award of bonuses and rewards<br><b>U7S5.5</b> – Apply disciplinary procedures | <b>U7S5.C1</b> – Be conscientious<br><b>U7S5.C2</b> – Demonstrate equitability<br><b>U7S5.C3</b> – Comply with regulations<br><b>U7S5.C4</b> - Respect confidentiality   |   |