



Expanding, developing and pushing forward

VET MObility at EQF level 4

in T ransport and L ogistics



IO2 Common job profiles corresponding to EQF level 4 qualifications

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I. Common job profile – EQF 4 Qualification: Transport Technician

Definition of the occupation

Take part in organising, coordinating and monitoring transport operations and related logistical services in national and international markets.

Transport activities (all modes of transport)

- Draw up offers, participate in selling services and participate in concluding contracts
- Plan and coordinate transports autonomously with others, particularly with customers and upstream and downstream areas
- Calculate prices on the basis of the company's rates, budgeting, cost management
- Coordinate work with others, particularly with customers and upstream and downstream areas within the transport and logistics chain
- Plan and organize the dispatch, shipment and storage of goods and other logistics services according due consideration to relevant legal requirements and environmental protection aspects
- Take advantage of opportunities to consolidate consignments into larger load units
- Procure and evaluate information, participate in coordinating deadlines and organise journeys according due consideration to economic aspects
- Respect quality procedures
- Participate to initiate measures in the event of disruptions to service and process customer complaints
- Imperatives of safety, quality, efficiency, environmental standards and profitability
- Control and monitor the effective cooperation of persons and institutions involved in logistics chains
- Maintenance planning and up keep of fleet

Soft Skills

- Stress resistant
- Take initiatives, be proactive
- Flexible, no 9am to 5pm mentality
- Etc.

Communication

- Communicate with the company's various services (logistics, administrative, sales and accounting departments, as well as drivers) and external partners (clients, suppliers, subcontractors, public authorities) both orally and in writing, in their own language and in one or more other languages
- Identify customer requirements, advise customers and provide information including in a foreign language
- Use company information and communications systems, standard software and workstation-specific software

Position

- Depending on the size and type of the company, he/she will work under the supervision of a relevant manager
- After some professional experience, he/she may be potentially responsible of small teams



Technical and economic environment of employment

The profession's technical and economic environment is influenced by several factors

- Growths of the European Single Market has made the distribution of goods among most European countries easier and faster
- Increasing international trade by high-tech telecommunication systems (internet, telephone, skype) and established transport lines
- New production strategies of multinational concerns have created a high degree of specialisation: Outsourcing in the aim to minimize the costs of production dependent on the labour costs in different countries and technological standards of production
- More links from the production to the delivery
- Carriers can cut down transit times and reach almost any destination thanks to growing containerisation
- Regulatory environment
- New environmental constraints related to the pursuit of sustainable development
- Increased accessibility of IT solutions leading to continuous improvement of efficiency and reliability in the logistics chain

Impact on company's missions

- The supply chain: organisation and documentation
- International division of labour
- Global search for resources
- Integrated transport solutions
- Different means of transport
- Ensure reliability
- Tracking of goods is required by the client
- Growing demand for transport of all kinds

- Increased competitiveness in terms of costs and deadlines obligate to work out different routes and forms of transport for the delivery of the consignment

Impact on company's working methods

- Decision on suitable means of transport (types of goods, costs, urgency, distances and ecological aspects) to get the right item in the right quantity to the right place at the right time at the right price
- Added value services: Insurance policies and certificates
- The use of complex IT systems like online freight calculators
- Increased team working, both in a national and international setting, with different cultural backgrounds
- Handling Maritime transport and international air freight is getting more important with the worldwide production and commercialisation (ships and their cargoes, containerisation, regulations, rates and charges, trade documentation, documents in foreign trade: air way bill, bill of lading, air cargo rules, certificate of origin)
- Terms of payment in foreign trade (payment in advance, cash on delivery, letter of credit, open account terms)
- Management of customer complaints and adjustments (delays, faulty, wrong or damaged goods, services unsatisfactory, wrong quantity)

Tools and issues

- | | | | | |
|--------------------|--|--|-------------------------------|---|
| • Desk | • Computer | • Office | • Mobile phone | • E-mail |
| • Quality control | • Data processing | • Answer an enquiry | • Mailbox | • Road Truck |
| • Incoterms | • Telephone | • International | • Complaints | • Cargo insurance |
| • Swivel chair | • Cargo | • Loading | • Warehouse | • Rail |
| • Customer Contact | • Distribution | • Payment problems | • Offer | • Scanner + Photocopier |
| • VAT- value added | • Transportation Management System (TMS) | • Optimising tools route optimisation software | • Big data analysing software | • Use of MS office, especially MS Excel |

Types of company

Transport and logistics technicians work for companies which plan, organise, control, monitor and process the transportation of goods and other logistics services by one or more modes of transport (road, rail, air, inland waterways, sea)

The holder of this EQF 4 qualification works, for the most part, for companies in the following areas:

- Companies organising and/or providing transport of goods for third parties by road, rail, air, sea or inland waterways, including multimodal operations
- Companies offering specialised transport (removal services, transportation under controlled temperatures, transportation of dangerous goods, animals, towing services)
- Logistics departments of industrial or commercial companies with their own internal transport and logistical services



The jobs concerned

In the context of a first professional experience

- Logistics Clerk / Operator / Agent / Assistant / Employee (as for example: dispatcher)

For experienced employees

- Senior transport clerk
- Specialist commercial clerk for procurement and logistics
- Specialist commercial clerk for foreign trade
- Business economist for logistics (trade and technical school)
- Business economist for foreign trade (trade and technical school)
- Business economist for transport (trade and technical school)
- Department Supervisor
- Department Manager
- Customs declarant
- Shipper
- Sectoral specialisation for specific transport needs (e.g. dangerous goods, silo transports, heavy loads, etc.)



II. Common job profile – EQF 4 Qualification: Warehouse Technician

Definition of the occupation

Take part in organising, coordinating and monitoring transport related logistical services in national and international markets.

Logistics activities

- Accept goods and check the delivery on the basis of the accompanying documentation
- Operate handling equipment
- Stock, pick and package goods for delivery and compile goods into loading units
- Use various picking systems (like voice picking, barcode scanning, pick/ put to light)
- Unpack, sort and place goods into storage as required and in an efficient manner, observing the warehousing system
- Compile goods into loading units
- Load and stow deliveries in means of transportation in accordance with the accompanying documentation
- Label, mark and secure deliveries in accordance with statutory stipulations
- Work in a customer oriented manner and coordinate work with the rest of the team
- Assist in the implementation of quality assurance measures
- Evaluate and control stock, monitor stock indicators and implement corrective measures
- Accord due consideration to the basic principles of health and safety at work, environmental protection and the rational use of energy
- Prepare and load vehicles for the transport of goods, accept the shipment or luggage, secure the load and check the accompanying paperwork
- Use ICT and digital tools
- Work in automated storage

- Express basic sentences in English (and/or other foreign languages) and know technical words in English (and/or other foreign languages)

Soft Skills

- Stress resistant
- Take initiatives, be proactive
- Flexible, no 9am to 5pm mentality
- Etc.

Communication

- Communicate with the company's various services (logistics, administrative, sales and accounting departments, as well as drivers), in their own language and in one or more other languages (with upstream and downstream functional sectors)
- Procure information and make information available

Position

- Depending on the size and type of the company, he/she will work under the supervision of a relevant manager and carry out work autonomously on the basis of technical documentation and work orders
- After some professional experience, he/she may be potentially responsible of small teams



Technical and economic environment of employment

The profession's technical and economic environment is influenced by several factors

Warehousing and packing has become a very important part of logistics with:

- Increasing international trade
- Technological progress leading to increasing diversity and reliability of transport modes within a complex logistics chain
- Regulatory environment
- Increased accessibility of IT solutions leading to continuous improvement of efficiency in the logistics chain

Increasing complexity of urban logistics.

Impact on company's missions

- It is important to keep accurate records of the goods moving through each sector of the warehouse – from receipt, storage, packing and stocktaking
- Handling regulation for dangerous goods and environmentally hazardous materials

Impact on company's working methods

- Electronically marked codes (barcodes, RFID tags) to make them easier to be computerized in order to trace them from a central point and to track them throughout the warehousing process
- Computerized picking stations: the sorting of goods as added value service
- Complex and high advanced IT systems to check and manage the flow of goods
- High advanced technology to put products into storage and to move products out of storage (moving, loading and lifting goods with forklift trucks, pallet trucks, pickers, overhead crane, gantry crane)
- Different racking systems
- Paperless picking methods (using bar code, RFID, pick to light, voice picking, pick by vision)
- Packaging and packing
- Labelling
- Load securing: technically correct loading and unloading (usually under the responsibility of the driver)
- Modes of transport

Tools and issues

- | | | | | |
|--------------------|-------------------|-------------------|----------------------|--------------------|
| • Warehouse | • Labelling | • Order Picking | • Packaging | • Loading |
| • Quality control | • Data processing | • Computer | • Scotch tape | • Stapling machine |
| • Elevator | • Forklift truck | • Labelling goods | • Packaging material | • Road Truck |
| • Customer Contact | • Store | • Sale | • Mobile phone | • Scanner |
| • Bill of Lading | • Overhead crane | • Parcel | • Cargo | |

Types of company

Warehouse technicians work in industrial companies, in transport companies, in trading and forwarding companies and for other logistics service providers such as third party logistics provider, including services in the fields of handling, storage, warehousing and distribution of goods and logistics departments of industrial or commercial companies with their own internal transport and logistical services. Their scope of work covers all activities related to the transfer and storage of goods.

The jobs concerned

In the context of a first professional experience

- Warehouse Clerk / Operator / Agent / Assistant / Employee
- Warehouse Operation officer
- Warehouse Order Picker
- Warehouse forklift operator
- Warehouse operator
- Stockroom attendant

For experienced employees

- Warehouse line leader
- Warehouse Team Leader
- Warehouse Quality Auditor
- Warehouse Supervisor
- Dock manager
- Stockroom manager
- Depot manager (very small unit)
- Distribution Manager
- Warehouse Operations Manager
- Station Manager
- Master craftsman in warehousing services
- Charterer



III. Common job profile – EQF 4 Qualification: Road Freight Advanced Driver

Definition of the occupation

Their core activity consists of executing the transport of goods, according to given instructions

- Recognise the vehicle as the centre of the workplace of the professional driver
- Check, maintain and basic daily care for vehicles
- Carry out a visual inspection before initiating any service and initiate measures for the elimination of vehicle faults
- Check the resources and documents conform to the requirements of the transport mission
- Perform and/or supervise loading and unloading operations and ensure these operations
- Apply national and international legal and social road traffic and transport provisions
- Drive the vehicle in a safe, responsible, environmentally friendly and reasonable way
- Transport and forward goods to the company destination
- Carry out transport and delivery operations (including specialised transport)
- Ensure document compliance and traceability
- Conform with regulations related to driving and resting times
- Use ICT and digital tools, operate board computer equipment
- Participate in customs clearance for goods (routine tasks)
- Operate motorised and manual handling equipment
- Express basic sentences in English (and/or other foreign languages) and know technical words in English (and/or other foreign languages)
- Recognise the legal norms that regulate the transport activities and have the mandatory permits and licences for dangerous goods or others (e.g. animals)
 - Full clean, valid Driver's Licence – for the size of the truck needed
 - Have a digital Tachograph Card – if needed for the vehicle

- Possibly need a CPC Cert, Dangerous Goods, Advance Driver Certs

Taking into account:

- The complementary modes of transport and sustainable development
- Imperatives of safety at work and environmental protection measures
- The implementation of quality objectives
 - customer service
 - telematics
- The initiation of measures in the event of disruptions to service and process customer complaints

Soft Skills

- Stress resistant
- Take initiatives, be proactive
- Flexible, no 9am to 5pm mentality
- Etc.

Communication

- Communicate and coordinate work with others, particularly with customers and upstream and downstream areas within the transport and logistics chain
- Identify customer requirements, advise customers and provide information including in a foreign language
- Work in a customer oriented manner and coordinate work with the rest of the team

Position

- Carry out work autonomously on the basis of technical documentation and work orders
- Depending on the size and type of the company, he/she will work under the supervision of a relevant manager

Technical and economic environment of employment

The profession's technical and economic environment is influenced by several factors

- Increasing international trade: more transport on long distance
- Reliability of transport modes within a complex logistics chain
- Continuous improvement of efficiency in the logistics chain
- Litigations and complaints
- Regulatory environment (necessary permits and the regulation on the obligations of the transport carrier according to the transport contract)
- New environmental constraints related to the pursuit of sustainable development
- A bigger complexity of time and work management, cost pressure
- Densification of road traffic and traffic jams
- Deficient infrastructures and construction sites
- Defects on vehicles

Impact on company's missions

- Traceability of operations and products (track and trace)
- Service performance (e.g. return of packaging materials, loading equipment, loading and unloading, etc.)
- Different and very specialised road freight vehicles
- Terms of costs and deadlines

Impact on company's working methods

- Most truckers call (or use other technologies) to inform the warehouse in advance of a delivery – usually in English¹
- If they have problems to find the way or the receiving station they ask for directions – usually in English
- Responsibility for the safe operation of a truck transport and trailer to freight and to do paper work (e. g. bill of lading, customs documents) to get always clear signatures and acknowledgements of damage
- Managing road times to ensure loads are picked up and delivered according to schedule as assigned
- New disposition by changing conditions by satellite or phone
- Provides supervision of loading/unloading where required and secures these
- Manage on-road supply costs (road charges, toll, fuel, fluids, washes, off-route miles, grouping non-urgent repairs into regularly scheduled service, fuel cards)
- Practicing safe vehicle operation (speed policies, report on all accidents)
- Legal log book (usually an electronic one)
- Service: pre and post trip inspection
- Image support by clean, dry and odour-free trailers and professional and courteous manner with customers and staff
- Clients expect modern technologies such as GPS and navigation devices; the position of the delivery should be trackable and the driver should be more and more monitored which may increase the stress for the driver

Tools and issues

- Mobile phone
- Distribution
- E-mail
- Computer
- Road Truck
- Loading
- Cargo
- GPS

¹ In Finland usually not in English.

Types of company

Road Freight Advanced Drivers work for:

- Companies offering general and/or specialised transport services within their own business and/or as sub-contractors
- Companies organising transport of goods by road, rail, air, sea or inland waterways, including multimodal operations
- Companies offering specialised transport (removal services, transportation under controlled temperatures, transportation of dangerous goods, ...)
- Third party Transport & Logistics providers, including other services in the fields of transport
- Transport & Logistics departments of industrial or commercial companies with their own internal transport services

The jobs concerned

In the context of a first professional experience

- Driver
- Providing any type of freight transport

For experienced employees

- Master craftsman qualification in the operation of motor vehicles²
- Senior transport clerk
- Specialist commercial clerks for procurement and logistics
- Sectoral specialisation possible (e.g. dangerous goods, heavy goods, etc.)

² Does not exist in Finland.

Annex: Mapping of the existing job profiles in transport and logistics at EQF level 4 used to elaborate this document

Common Job Profile	Title of the qualification in original language	Translated title of the qualification (EN) Translation has no legal status.
Transport and Logistics Technician (10)	Liikennepäällikkö, ajojärjestelijä, ajomestari, liikennesuunnittelija, logistiikkapäällikkö, liikennetyönjohtaja, liikenne-esimies, ryhmäpäällikkö (TTS,FIN)	Managers, transport planners, transport managers, transport coordinators, shift supervisors, team leaders or in expert, planning and development tasks in the transport sector
	Kaufmann für Spedition und Logistikdienstleistung/ Kauffrau für Spedition und Logistikdienstleistung (DE)	Final examination in the state-recognized training occupation Freight forwarding and logistics services clerk
	Logistics and distribution (IRL)	Logistics and distribution
	Transport and distribution (IRL)	Transport and distribution
	Logistiek supervisor (NL)	Logistics supervisor
	Manager transport en logistiek (NL)	Manager transport and logistics
	Technik logistyk (POL)	Logistics technician
	Technik spedytor (POL)	Freight forwarding technician
	Technik transportu kolejowego (POL)	Railway transport technician
Técnico de Transportes (PRT)	Transports Technician	
Warehouse Technician (5)	Varastotyöntekijä (TTS,FIN)	Warehouse worker
	Fachkraft für Lagerlogistik (DE)	Final examination in the state-recognized training occupation Warehouse logistics operator
	Warehouse operations (IRL)	Warehouse operations
	Warehouse skills (IRL)	Warehouse skills
	Técnico de Logística (PRT)	Logistics Technician
Road Freight Advanced Driver (5)	Logistiikan perustutkinto, kuljetuspalvelujen osaamisala, autonkuljettaja (KAO, FIN)	Vocational upper secondary qualification in Logistics, competence area in Transportation Services, Driver
	Logistiikan perustutkinto, kuljetuspalvelujen osaamisala, yhdistelmäajoneuvonkuljettaja (KAO, FIN)	Vocational upper secondary qualification in Logistics, competence area in Transportation Services, Articulated Vehicle Driver
	Berufskraftfahrer/ Berufskraftfahrerin (DE)	Final examination in the state-recognized training occupation Driver (m/f)
	Technik transport drogowego (POL)	Road transport technician
	Logistiikan perustutkinto, kuljetuspalvelujen osaamisala, linja-autonkuljettaja (KAO, FIN)	Vocational upper secondary qualification in Logistics, competence area in Transportation Services, Bus Driver
OTHE RS (1)	Técnico de Tráfego de Assistência em Escala (PRT)	Ground Handling Service Technician
	↳ recommended for a similar project with ANPE	