



Education and Culture DG

Lifelong Learning Programme

EURO TRANS LOG

SHARED REFERENCES FOR QUALIFICATION IN TRANSPORT AND LOGISTIC

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Shared references for qualification in transport and logistic EURO TRANS LOG

I. Definition of the occupation

In carrying out his/her occupation, the holder of the ETL qualification contributes to national and international flows of goods

The holder of this qualification organises and manages transport operations and related logistical services on local, regional, national, Community and international markets. He/she optimises operations within the context of the globalisation of trade, taking into account the complementary modes of transport and sustainable development. He/She contributes to, and implements, strategic decisions and coordinates operations between the company's various services and/or external partners. In this context, he/she is responsible for both managing and leading teams.

The holder of this qualification has a good command of the written and spoken communication skills related to the commercial and managerial aspects of his position. He/she also has a sound knowledge of the economic, legal and professional environment.

II. Technical and economic environment of employment

The technical and economic environment of the job is influenced by several factors:

→ The increased globalisation of trade initially affects the European Union, but it also has an impact on the rest of the world with which our Community is linked in the context of globalisation;

→ Technological progress is being translated into a variety of increasingly reliable modes of transport within a complex logistical chain; the power and accessibility of the available IT solutions means that it is possible to bring about continuous improvement of efficiency levels in this area;

→ Environmental constraints, which are the result of the on-going pursuit of sustainable development, means that freight transport sector must constantly seek to reduce its energy consumption. Furthermore, societal requirements, together with the need to respect ethical rules, mean that there is a need to be increasingly vigilant in order to ensure that social rights are fully respected.

In a particularly competitive market, all of these changes are forcing companies to adapt in a variety of ways:

- greater reactivity to customers' needs;
- creation of a new range of services;
- implementation of a quality-based approach;
- traceability of operations and products;
- competitiveness in terms of costs and deadlines.

The context in which employees work for transport companies is currently characterised by an increasing number of constraints:

- the mobilisation of a range of increasingly sophisticated means of transport and logistical tools (maintenance, storage, warehousing);
- the use of complex IT systems;
- team working, both in a national and international setting, with different cultural backgrounds.

III. The jobs concerned.

According to his/her experience, the size of the company and the opportunities that may arise, the holder of the ETL qualification may accede to several levels of responsibility. He/she may occupy the following positions (this is a non-exhaustive list) :

A. In the context of a first professional experience:

- Transport supervisor
- Assistant to the operations manager
- Operations supervisor
- Freight forwarder
- Assistant to the Warehouse Manager;
- Shipping officer;
- Customer services officer
- Dispatcher
- Transport administrator

B. Following initial professional experience:

- Operations manager - Transport agency manager;
- Line manager
- Shipping manager;
- Fleet manager
- Manager responsible for customer services, after-sales service;
- Consignment manager;
- Warehouse or storage facility manager;
- Technical/commercial manager for transport and logistics in charge of customer relations;
- Quality manager
- Key account manager
- ...

In accordance with the prevailing local regulations, the ETL qualification may permit the holder to create or take over a transport company.

IV. Types of company

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

- transportation of goods by road, rail, air, sea, inland waterways including multimodal operations;
- commissioning of transport services;
- rental of commercial vehicles;
- specialised transport (removal services, transportation under controlled temperatures, transportation of dangerous goods ...).
- own account transport and logistical services

V. Position within the organisations

The position occupied by the holder of the ETL qualification as part of the common European reference scheme, varies according to the organisation and the objectives of the company that employs him:

- within an SME, he/she may report directly to the head of the company or to the operations and/or logistics manager;

- in a larger company, he/she may report, according to circumstances, to the operations manager, the logistics manager, transport manager (at a national and at an international level) or to a transport purchasing manager.

VI. General employment conditions

The holder of the ETL qualification carries out his/her activities for:

- the current or potential national/international customers of his/her company;
- the foreign prime contractor (either current or potential) ;
- service providers (either current or potential) that operate within the framework of activities at an international level.

These activities require the holder of this qualification to:

- Have sound knowledge in the following areas:
 - Transport and logistics techniques;
 - Scheduling of transport operations;
 - Fleet management
 - National and international regulations regarding the transportation of goods
 - Business and financial management;
 - Customer relations;
 - Team management;
 - The geographical, ecological, economic and institutional environment for transport and logistics activities;
 - Information and communication technologies.
- Have command of the following skills:
 - choose and implement the optimum transport solutions;
 - choose and implement the logistical solutions
 - manage customer relations
 - organise and lead a team
 - speak a major foreign language to B2 level
 - ensure the safety and quality of operations
 - assure the traceability of operations
 - evaluate the costs and results obtained
 - make appropriate use of ICT
- Display the following aptitudes:
 - Reactivity, self-reliance, mobility, discipline
 - An openness towards inter-cultural relations
 - Loyalty, ethics
 - Desire to improve results
 - Be vigilant
 - The ability to be enterprising and display initiative.