



Output 4

Competence standards

for EQF level 4 qualifications in transport and logistics

Common version

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I. Competence standards – Transport&Logistics

1.1 Transport activities

1.1.1 Overview

Unit 1: Preparation of a transport operation, including multi-modal transport

Unit 2: Implementation of a transport operation, including multi-modal transport

Unit 3: Monitoring of transport operations, including multi-modal transport

Unit 4: Implementation of the shipment in compliance with the customer's constraints as well as quality, safety and security procedures and environmental constraints

Unit 5: Customs clearance of goods

Unit 6: Maintenance and repair planning



1.2.2 Units of Learning Outcomes

Unit 1: Preparation of a transport operation, including multi-modal transport

| LEARNING OUTCOMES <i>Once completed the candidate will be able to:</i> | SKILLS <i>Once completed the candidate will have the skill to:</i> | COMPETENCES <i>Once completed the candidate will be competent to:</i> | KNOWLEDGE <i>Once completed the candidate will know:</i> |
|--|---|---|---|
| U1LO1 Prepare a transport operation, including multi-modal transport | U1LO1S1 Identify client needs U1LO1S2 Apply procedures for transport services U1LO1S3 Determine and select the appropriate means of transport according to given instructions U1LO1S4 Set a price based on company rates U1LO1S5 Implement a transport plan | U1LO1C1 Comply with the client's request U1LO1C2 Implement transport solutions according to the instructions of their supervisor | 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 U1K9 Transport and forwarding agreements U1K10 Related services U1K11 Regulations applicable to the transport of goods (national and |



| | | | |
|--|--|--|--|
| | | | <p>international)</p> <p>U1K12 Company rates, prices and profitability of the transport operation</p> <p>U1K13 Terms of international trade</p> <p>U1K14 Route, destination, delivery and collection schedules</p> |
|--|--|--|--|

Unit 2: Implementation of a transport operation, including multi-modal transport

| LEARNING OUTCOMES <i>Once completed the candidate will be able to:</i> | SKILLS <i>Once completed the candidate will have the skill to:</i> | COMPETENCES <i>Once completed the candidate will be competent to:</i> | KNOWLEDGE <i>Once completed the candidate will know:</i> |
|--|---|---|---|
| U2LO1 Use subcontractors¹ | U2LO1S1 Identify services to be subcontracted U2LO1S2 Select a subcontractor U2LO1S3 Give instructions | U2LO1C1 Identify the place of individual initiatives within the logistics chain U2LO1C2 Act in the interest of the company | U2K1 Subcontracting U2K2 Use of professional transport and logistics software U2K3 Documents associated with transport U2K4 Logistics areas U2K5 Rules and procedures U2K6 Company-internal documentation procedures U2K7 Rules governing use and circulation of handling equipment U2K8 Receipt of goods U2K9 Order preparation U2K10 Shipping of goods |
| U2LO2 Perform the administrative management of transport operations | U2LO2S1 Prepare transport documents U2LO2S2 Complete transport documents according to the instructions received U2LO2S3 Verify transport documents according to established protocols | | |
| U2LO3 Carry out the transport operation | U2LO3S1 Open and complete the transport file U2LO3S2 Give instructions necessary for the success of the transport operation | U2LO3C1 Understand and ensure the different steps of the process U2LO2C2 React quickly to unforeseen events and respond adequately and appropriately | |

¹ In Spain, the use of subcontractors is part of the national standards at EQF level 5, it is not included in the standards at EQF level 4.



Unit 3: Monitoring of transport operations, including multi-modal transport

| LEARNING OUTCOMES <i>Once completed the candidate will be able to:</i> | SKILLS <i>Once completed the candidate will have the skill to:</i> | COMPETENCES <i>Once completed the candidate will be competent to:</i> | KNOWLEDGE <i>Once completed the candidate will know:</i> |
|--|---|---|---|
| U3LO1 Monitor the implementation of the transport operation | U3LO1S1 Fulfil the transport operation U3LO1S2 Gather and follow up on feedback | | U3K1 Links between the different departments of the transport company |
| U3LO2 Ensure traceability of goods | U3LO2S1 Update and maintain the transport file | | U3K2 Client-centred vision U3K3 Incidents associated with transport |
| U3LO3 Close the transport file and records of expenses | U3LO3S1 Transmit information necessary for invoicing U3LO3S2 Archive the transport file | U3LO3C1 Ensure the accuracy of data transmitted | U3K4 Procedures for crisis management |
| U3LO4 Deal with incidents, malfunctions and complaints | U3LO4S1 Identify malfunctions U3LO4S2 Deal with malfunctions U3LO4S3 Verify the grounds of a complaint U3LO4S4 Prepare the items necessary to process the complaint U3LO4S5 Transmit information to the department(s) concerned | U3LO4C1 Comply with protocols and procedures | U3K5 Liability of the carrier and forwarder U3K6 Pre-invoicing U3K7 Professional ethics |



Unit 4: Implementation of the shipment in compliance with the customer’s constraints as well as quality, safety and security procedures and environmental constraints

| LEARNING OUTCOMES <i>Once completed the candidate will be able to:</i> | SKILLS <i>Once completed the candidate will have the skill to:</i> | COMPETENCES <i>Once completed the candidate will be competent to:</i> | KNOWLEDGE <i>Once completed the candidate will know:</i> |
|--|---|---|---|
| U4LO1 Identify customer’s constraints | U4LO1S1 Identify the customer’s constraints (regulatory, equipment, human, financial and environmental) | U4LO1C1 Comply with rules of confidentiality | U4K1 Quality approach U4K2 Security rules associated with transport and logistics U4K3 Security rules associated with employees |
| U4LO2 Implement quality, safety, security and environmental procedures | U4LO2S1 Implement appropriate safety and security procedures U4LO2S2 Check the quality of the transport operation using KPIs | U4LO2C1 Comply with safety, security and quality control procedures U4LO2C2 Apply environmental measures U4LO2C3 Adopt an environmentally-friendly approach U4LO2C4 Apply KPIs | U4K4 Safety rules U4K5 Sustainable development in the field of transport and logistics U4K6 Key Performance Indicators (KPIs) |



Unit 5: Customs clearance of goods

| LEARNING OUTCOMES <i>Once completed the candidate will be able to:</i> | SKILLS <i>Once completed the candidate will have the skill to:</i> | COMPETENCES <i>Once completed the candidate will be competent to:</i> | KNOWLEDGE <i>Once completed the candidate will know:</i> |
|--|--|--|---|
| U5LO1 Prepare the customs file | U5LO1S1 Identify the client request U5LO1S2 Monitor documents necessary for customs clearance | U5LO1C1 Comply with client instructions U5LO1C2 Comply with the time line for assembling the file | U5K1 Customs missions and organisation U5K2 Status of customs brokers |
| U5LO2 Participate in the processing of routine tasks of the customs formalities | U5LO2S1 Fill out and/or draft the necessary documents U5LO2S2 Fill out a declaration U5LO2S3 Verify information provided U5LO2S4 Verify value U5LO2S5 Follow up on the declaration | U5LO2C1 Ensure the accuracy of calculations U5LO2C2 Ensure the quality of the information transmitted U5LO2C3 Take into account customs legislation and regulations governing cross-border trade U5LO2C4 Use constructive communication methods | U5K3 Information to be declared regarding goods U5K4 Documents necessary for customs operations U5K5 Customs clearance procedures U5K6 Transit rules U5K7 Customs rules |
| U5LO3 Close the customs file | U5LO3S1 Transmit documents U5LO3S2 Transmit information necessary for invoicing U5LO3S3 Archive the customs clearance file | U5LO3C1 Ensure compliance with procedures in force | U5K8 Submitting a declaration U5K9 Determination of customs taxes and duties |



Unit 6: Maintenance and repair planning

| LEARNING OUTCOMES <i>Once completed the candidate will be able to:</i> | SKILLS <i>Once completed the candidate will have the skill to:</i> | COMPETENCES <i>Once completed the candidate will be competent to:</i> | KNOWLEDGE <i>Once completed the candidate will know:</i> |
|--|--|---|---|
| U6LO1 Recognise technical problems of vehicles and the different equipment and systems used for loading and unloading | <p>U6LO1S1 Identify the characteristics of the different types of means of transport</p> <p>U6LO1S2 Identify, classify and analyse the functions of the components forming the systems for production, transmission and / or transformation of electricity</p> <p>U6LO1S3 Use and manage simple electrical and electronic equipment and systems for the conduction and control of the vehicle in accordance with national, European and international regulations for environmental protection</p> <p>U6LO1S4 Carry out tests on electric and electronics components of the transport vehicle</p> <p>U6LO1S5 Apply the basic laws of mechanics, thermodynamics and fluid dynamics</p> <p>U6LO1S6 Identify and classify the functions of the components constituting the production and conversion systems of thermal energy, mechanical,</p> | <p>U6LO1C1 Manage the functioning of the different parts of a specific means of transport</p> | <p>U6K1 Technical characteristics of the vehicle and the transport equipment</p> <p>U6K2 Structure, functions and components of Transport vehicles</p> <p>U6K3 Safety regulations</p> <p>U6K4 Maintenance regulations</p> |



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| | <p>electrical and fluid dynamics</p> <p>U6LO1S7 Interpret the operation of systems and processes by applying the fundamental laws of energy conversions²</p> | | |
| <p>U6LO2 Plan the repair and maintenance of vehicles and the different equipment and systems used for loading and unloading³</p> | <p>U6LO2S1 Plan the maintenance of the equipment and the vehicle</p> | | |

² The skills U6LO1S2 to U6LO1S7 are not included in the French standards.

³ The planning of the repair and maintenance is not included in the Spanish standards.

1.2 Logistics activities

1.2.1 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: Safe operation of motorised lift trucks

1.2.2 Units of Learning Outcomes

Unit 1: Preparation of logistics operations

| LEARNING OUTCOMES <i>Once completed the candidate will be able to:</i> | SKILLS <i>Once completed the candidate will have the skill to:</i> | COMPETENCES <i>Once completed the candidate will be competent to:</i> | KNOWLEDGE <i>Once completed the candidate will know:</i> |
|--|---|--|---|
| U1LO1 Consider the client's needs | U1LO1S1 Identify client's needs | U1LO1C1 Comply with the client's request | U1K1 Logistics chain actors U1K2 Operational relationships in the organisation |
| U1LO2 Support planning of inbound and outbound flows | U1LO2S1 Evaluate the needs in material and equipment U1LO2S2 Participate in the evaluation of human resources needed | U1LO2C1 Ensure the respect of the deadlines U1LO2C2 Implement logistics solutions according to the instructions of their supervisor | U1K3 Company-internal documentation procedures U1K4 Logistics space organisation U1K5 Preparation of the receiving of goods |
| U1LO3 Prepare the receiving of goods | U1LO3S1 Organise the receipts of goods U1LO3S2 Organise the occupancy of the receiving area | | U1K6 Order preparation U1K7 Transportation contract U1K8 Transport equipment |



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| U1LO4 Prepare the sending of goods | U1LO4S1 Plan into a hierarchy the preparations to do U1LO4S2 Contact the transport operator | | U1K9 Logistics dashboards U1K10 Lifting devices U1K11 Handling equipment |
| U1LO5 Determine and prepare the required resources | U1LO5S1 Determine and select the appropriate resources U1LO5S2 Prepare the relevant equipment | | |

Unit 2: Processing incoming goods

| LEARNING OUTCOMES <i>Once completed the candidate will be able to:</i> | SKILLS <i>Once completed the candidate will have the skill to:</i> | COMPETENCES <i>Once completed the candidate will be competent to:</i> | KNOWLEDGE <i>Once completed the candidate will know:</i> |
|--|--|---|--|
| U2LO1 Receive and sort the incoming goods properly | U2LO1S1 Verify the conformity of the goods delivered U2LO1S2 Unload the goods U2LO1S3 Physically check the goods U2LO1S4 Accept or reject the goods U2LO1S5 Provide all the necessary data U2LO1S6 Rehabilitate the reception area making it available again for new receptions | U2LO1C1 Welcome the driver U2LO1C2 Apply the current procedures U2LO1C3 Safely use the handling equipment U2LO1C4 Apply effort saving rules U2LO1C5 Contribute to safety at the workplace U2LO1C6 Take into account selective refuse collection principles | U2K1 The documents related to the reception of the goods U2K2 Different goods characteristics U2K3 Different pictograms (nature of the goods or handling picto) U2K4 Effort saving rules U2K5 Safety rules U2K6 Quality and quantitative controls U2K7 Repacking methods |



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| <p>U2LO2 Process the storage and transfer of goods</p> | <p>U2LO2S1 Pick or repackage the goods U2LO2S2 Identify the delivery address U2LO2S3 Participate in storage operations U2LO2S4 Validate the information related to stocks</p> | <p>U2LO2C1 Carry out tasks taking into account the warehouse organisation and capacity U2LO2C2 Ensure a vigilant dispatching of the goods U2LO2C3 Understand safety rules U2LO2C4 Apply effort saving rules</p> | <p>U2K8 Reservations U2K9 Main procedures and regulations U2K10 Incidents and unforeseen problems, procedures for crisis management</p> |
| <p>U2LO3 Participate in dispute resolution</p> | <p>U2LO3S1 Detect anomalies and safety deficiencies U2LO3S2 Prepare the litigation file U2LO3S3 Participate in the monitoring of the litigation process</p> | <p>U2LO3C1 Precisely express reservations U2LO3C2 Apply current procedures and regulations</p> | |

Unit 3: Processing outgoing goods

| LEARNING OUTCOMES <i>Once completed the candidate will be able to:</i> | SKILLS <i>Once completed the candidate will have the skill to:</i> | COMPETENCES <i>Once completed the candidate will be competent to:</i> | KNOWLEDGE <i>Once completed the candidate will know:</i> |
|--|---|--|---|
| U3LO1 Prepare orders, pick and pack orders for shipment | U3LO1S1 Implement and follow picking routes in the warehouse U3LO1S2 Assign properly the zones for order grouping U3LO1S3 Remove the products in demand U3LO1S4 Set up well balanced and stable loading unit U3LO1S5 Trigger replenishment U3LO1S6 Take an inventory U3LO1S7 Alert about any anomaly in the stock U3LO1S8 Validate information and data concerning order picking U3LO1S9 Choose the packaging method according to the given instructions for each transport mode U3LO1S10 Wrap, weight and label the loading units U3LO1S11 Transfer the order in the grouping zone | U3LO1C1 Ensure the respect of deadlines U3LO1C2 Comply with customer needs when picking U3LO1C3 Safely use the handling equipment U3LO1C4 Apply effort saving rules U3LO1C5 Ensure the respect of ethic rules U3LO1C6 React flexible towards unforeseen events and respond adequately and appropriately | U3K1 The documents related to order picking and shipping U3K2 The methods of picking the goods U3K3 Palletisation U3K4 Types of packaging and regulations U3K5 Stocktaking operations U3K6 Professional ethics U3K7 Delivery itinerary routes |



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| U3LO2 Ship goods | U3LO2S1 Edit transport documents U3LO2S2 Undertake loading operations U3LO2S3 Rehabilitate the shipping area | U3LO2S1 Welcome the drivers U3LO2C2 Safely use the handling equipment U3LO2C3 Apply effort saving rules U3LO2C4 Contribute to safety at the workplace | |
| U3LO3 Check compliance with specifications and with safety and security rules | U3LO3S1 Check and control order pickings and shipments U3LO3S2 Implement appropriate safety and security procedures | U3LO3-4C1 Apply procedures | |
| U3LO4 Follow the shipping operations | U3LO4S1 Point out anomalies U3LO4S2 Transfer or record the shipping documents | | |

Unit 4: Storage tracking and optimisation

| LEARNING OUTCOMES <i>Once completed the candidate will be able to:</i> | SKILLS <i>Once completed the candidate will have the skill to:</i> | COMPETENCES <i>Once completed the candidate will be competent to:</i> | KNOWLEDGE <i>Once completed the candidate will know:</i> |
|--|---|---|--|
| U4LO1 Participate in the organisation of the storage site | U4LO1S1 Plan the relevant materials U4LO1S2 Optimise the placement of goods in the warehouse U4LO1S3 Participate in the storage structure layout U4LO1S4 Participate in the modification of the storage layout | U4LO1C1 Apply rules and procedures U4LO1C2 Ensure the accuracy of data transmitted U4LO1C3 Apply KPIs | U4K1 Storage organisation in the warehouse U4K2 Storage materials and structure U4K3 Space allocation U4K4 Principles of storage U4K5 Basics of tracking and tracing |
| U4LO2 Track goods | U4LO2S1 Identify storage locations U4LO2S2 Assign the goods to the relevant storage location U4LO2S3 Monitor the stocks movement | U4LO2C1 Take into account product characteristics | U4K6 Traceability and its tools U4K7 Stock management indicators U4K8 Main Stock management methods |
| U4LO3 Control the inventory | U4LO3S1 Proceed to the replenishment of stock U4LO3S2 Prepare an inventory of stock U4LO3S3 Analyse and correct any discrepancy using KPIs | U4LO3C1 Apply procedures U4LO3C2 Apply KPIs | U4K9 Returnable load supports and packaging management U4K10 Waste processing |



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| U4LO4 Manage returnable load supports | U4LO4S1 Evaluate the needs in returnable load supports U4LO4S2 Record any movement of returnable load supports U4LO4S3 Follow and track the return of the returnable load supports | | U4K11 Key Performance Indicators (KPIs) |
| U4LO5 Optimise waste | U4LO5S1 Plan the waste collection U4LO5S2 Prepare waste shipping U4LO5S3 Track specific waste U4LO5S4 Apply waste management procedures | U4LO5C1 Apply waste optimisation procedures and rules U4LO5C2 Avoid wasting | |

Unit 5: Safe operation of motorised lift trucks^{4 5}

| LEARNING OUTCOMES <i>Once completed the candidate will be able to:</i> | SKILLS <i>Once completed the candidate will have the skill to:</i> | COMPETENCES <i>Once completed the candidate will be competent to:</i> | KNOWLEDGE <i>Once completed the candidate will know:</i> |
|--|---|--|--|
| U5LO1 Select a forklift | | U5LO1C1 Adapt the selection of a forklift to the situation | U5K1 Forklift safe driving regulation |
| U5LO2 Drive a forklift | U5LO2S1 Carry out mandatory checks (complete the pre-operations checklist) U5LO2S2 Take position of the forklift U5LO2S3 Drive the forklift U5LO2S4 Stop the forklift U5LO2S5 Detect and inform about any anomaly or difficulty U5LO2S6 Proceed to the first level maintenance | U5LO2C1 Ensure the respect of the steps of the pre-operation checklist U5LO2C2 Ensure an ergonomic sitting position U5LO2C3 Apply safe driving rules U5LO2C4 Follow safety instructions when parking U5LO2C5 Follow the procedure for reporting irregularities | U5K2 Risk prevention institutions U5K3 The main factors of accidents when using a forklift U5K4 The main types of forklifts U5K5 The technology of forklifts U5K6 Maintenance operations U5K7 Safe driving operations U5K8 Personal protective equipment |

⁴ In France the following forklifts are concerned: Forklift mounted by a driver and used to prepare an order on the floor with a height of stroke lower than or equal to 1m (French category 1); Overhang forklift with a capacity lower than or equal to 6,000kg (French category 3); Reach truck, minimum height of stroke 6m (French category 5).

⁵ Driving a forklift is not contained in the Italian standards because it is considered as an activity which is mostly executed by persons with a lower qualification than EQF level 4.



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| U5LO3 Take and lift safely a load | U5LO3S1 Identify the principal factors for accidents U5LO3S2 Take and lift a load respecting the physical laws and security instructions | U5LO3C1 Make decisions about the feasibility of handling operations U5LO3C2 Apply very attentively security instructions | |
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1.3 Communication activities in Transport and Logistics

1.3.1 Overview

Unit 1: Relations with internal and external partners (in their own and in one or more other languages)⁶

Unit 2: Use of monitoring and communications systems in transport and logistics

⁶ Level A1-A2 of the common European Framework of Reference for Languages (CEFR).



1.3.2 Units of Learning Outcomes

Unit 1: Relations with internal and external partners (in their own and in one or more other languages)⁷

| LEARNING OUTCOMES <i>Once completed the candidate will be able to:</i> | SKILLS <i>Once completed the candidate will have the skill to:</i> | COMPETENCES <i>Once completed the candidate will be competent to:</i> | KNOWLEDGE <i>Once completed the candidate will know:</i> |
|---|---|---|--|
| U1LO1 Speak correctly in your own and in one or more other languages in a professional context | U1LO1S1 Greet or contact the interlocutor U1LO1S2 Formulate an oral response U1LO1S3 Orally express a need | U1C1 Become part of a work team U1C2 Adjust oral communication to the person on the other end U1C3 Report any communication | U1K1 Principles of professional communication |
| U1LO2 Identify the needs of the client and/or partner in your own and in one or more other languages | U1LO2S1 Collect data / information U1LO2S2 Identify the interlocutor's need U1LO2S3 Transfer data / information | U1C4 Comply with rules and standards for professional writing U1C5 Ensure customer or partner satisfaction | U1K2 Oral communication U1K3 Communication by telephone |
| U1LO3 Write texts in your own and in one or more other languages in a professional context | U1LO3S1 Write standard messages | U1C6 Project a positive and professional image of the company | U1K4 Written professional communication |

⁷ Level A1-A2 of the common European Framework of Reference for Languages (CEFR).



Unit 2: Use of monitoring and communications systems in transport and logistics

| LEARNING OUTCOMES <i>Once completed the candidate will be able to:</i> | SKILLS <i>Once completed the candidate will have the skill to:</i> | COMPETENCES <i>Once completed the candidate will be competent to:</i> | KNOWLEDGE <i>Once completed the candidate will know:</i> |
|--|--|---|--|
| U2LO1 Use communications systems | U2LO1C1 Use the company's ICT systems | U2C1 Use IT tools in an optimal way | U2K1 Information and communication technologies U2K2 The use of ICT tools in the supply chain U2K3 The functionalities of logistics software (ERP, WMS, TMS) U2K4 Administrative management of transport and logistics and associated documents |
| U2LO2 Use specialised software and associated equipment | U2LO2S1 Use the company's standard software and workplace-specific software U2LO2S2 Manage the Tracking-tracing tools and communicate results | | |



II. Competence standards – Road freight driver

2.1 Overview

Unit 1: Receiving the vehicle, first-level maintenance and diagnostics

Unit 2: Preparation for transport missions

Unit 3: Loading and unloading operations, arrangements of goods

Unit 4: Carrying out transport and delivery

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

Unit 6: Finalising transport missions



2.2 Units of Learning Outcomes

Unit 1: Receiving the vehicle, first-level maintenance and diagnostics

| LEARNING OUTCOMES <i>Once completed the candidate will be able to:</i> | SKILLS <i>Once completed the candidate will have the skill to:</i> | COMPETENCES <i>Once completed the candidate will be competent to:</i> | KNOWLEDGE <i>Once completed the candidate will know:</i> |
|--|---|---|---|
| U1LO1 Assume control of the vehicle before departure | U1LO1S1 Check the technical condition of the vehicle U1LO1S2 Check the technical condition of the auxiliary equipment U1LO1S3 Find malfunctions | U1LO1C1 Comply with security standards U1LO1C2 Ensure that the vehicle complies with standards applicable to the transport in question | U1K1 Conventional safety checks (damage, levels, headlights, tyres, coupling, etc.) U1K2 Different types of vehicles, structures, bodies, specific equipment U1K3 Technical standards U1K4 Vehicle cab U1K5 Lighting and signalling |
| U1LO2 Make sure that the vehicle complies with security standards⁸ | U1LO2S1 Carry out a first-level maintenance of the vehicle U1LO2S2 Carry out a first-level maintenance of the associated equipment and accessories | U1LO2C1 Comply with the manufacturer's indications | U1K6 Couplings U1K7 Engine U1K8 Fuel and air supply |

⁸ The maintenance is not part of the Belgium standards.



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|---|---|--|---|
| <p>U1LO3 Detect malfunctions on route and find diagnostics</p> | <p>U1LO3S1 Check the vehicle U1LO3S2 Find malfunctions U1LO3S3 Evaluate one’s possibilities of intervention</p> | <p>U1LO3C1 Apply security standards U1LO3C2 Comply with road safety rules</p> | <p>U1K9 Drive train (clutch, gearbox, transmission shaft, powered axle, etc.) U1K10 Suspension (suspension system, drive axles, steering, tyres, etc.) U1K11 Braking – retarders U1K12 Electric circuits U1K13 Driver comfort U1K14 On-board hydraulic systems U1K15 On-board documents and tool kit U1K16 Compulsory and optional vehicle equipment U1K17 Compulsory vehicle inspections U1K18 Security standards U1K19 Maintenance and servicing instructions</p> |
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Unit 2: Preparation for transport missions

| LEARNING OUTCOMES <i>Once completed the candidate will be able to:</i> | SKILLS <i>Once completed the candidate will have the skill to:</i> | COMPETENCES <i>Once completed the candidate will be competent to:</i> | KNOWLEDGE <i>Once completed the candidate will know:</i> |
|--|--|---|---|
| U2LO1 Use information required for transport | U2LO1S1 Use various documentary materials U2LO1S2 Gather all information required to carry out the transport operation U2LO1S3 Use and analyse information concerning transport regulations U2LO1S4 Gather and analyse information concerning the itinerary | U2LO1C1 Comply with the client's request | U2K1 Transport regulations U2K2 Domestic transport U2K3 Operation permits (domestic permit, EU permit) U2K4 Accompanying documents for special transport U2K5 International transport U2K6 Transport authorisations |
| U2LO2 Receive and verify the documents required for transport | U2LO2S1 Prepare the document folder and accompanying documents U2LO2S2 Select and fill out transport documents U2LO2S3 Identify and report anomalies and incidents U2LO2S4 Validate transport documents with the client or principal | U2LO2C1 Ensure the accuracy of documents transmitted | U2K7 Miscellaneous taxes U2K8 Cabotage U2K9 Customs rules (within and outside the EU) U2K10 Road and city maps U2K11 Notions of national and European geography U2K12 Different types of driving licence U2K13 Professional certificates U2K14 Driving rules, violations and penalties |



Unit 3: Loading and unloading operations, arrangements of goods

| LEARNING OUTCOMES <i>Once completed the candidate will be able to:</i> | SKILLS <i>Once completed the candidate will have the skill to:</i> | COMPETENCES <i>Once completed the candidate will be competent to:</i> | KNOWLEDGE <i>Once completed the candidate will know:</i> |
|--|--|---|---|
| U3LO1 Prepare the vehicle and accessories for loading | U3LO1S1 Attach and detach trailers U3LO1S2 Prepare the vehicle for loading U3LO1S3 Manoeuvre and position the vehicle in the designated area | | U3K1 Safe manoeuvring U3K2 Blind spots, vehicle dimensions U3K3 Third-party guidance U3K4 Parking areas |
| U3LO2 Organise the loading procedure | U3LO2S1 Discern the space needed for goods U3LO2S2 Organise the loading plan U3LO2S3 Propose corrective measures | U3LO2C1 Propose correct solutions | U3K5 Packaging of goods U3K6 Labelling of goods U3K7 Compatibility of the different batches of goods U3K8 Loading plan |
| U3LO3 Load, block and secure goods using handling equipment | U3LO3S1 Choose and safely operate the appropriate manual handling equipment U3LO3S2 Perform load distribution U3LO3S3 Block and secure the goods | U3LO3C1 Ensure that goods are safe and protected U3LO3C2 Ensure that the handling equipment is protected U3LO3C3 Apply rules concerning the payload and load distribution U3LO3C4 Apply rules concerning | U3K9 Transport of hazardous materials U3K10 Payload U3K11 The various handling equipment and accessories used U3K12 Rules for operating handling equipment and accessories |



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| | | ergonomics, gestures and postures during handling | <p>U3K13 Rules for handling during loading and unloading</p> <p>U3K14 Positioning the vehicle</p> <p>U3K15 Load distribution</p> <p>U3K16 Instructions for use to follow</p> |
| U3LO4 Manage load supports, packaging, waste | <p>U3LO4S1 Exchange load supports</p> <p>U3LO4S2 Manage non-reusable materials</p> | | <p>U3K17 Responsibilities during loading and unloading</p> <p>U3K18 Securing goods</p> <p>U3K19 Principles of vehicle sheeting and unsheeting</p> |
| U3LO5 Safely operate ride on forklift trucks⁹ | <p>U3LO5S1 Choose and safely operate the appropriate forklift truck</p> <p>U3LO5S2 Perform the handling operation</p> <p>U3LO5S3 Park handling equipment</p> | U3LO5C1 Ensure a safe operation of forklifts | <p>U3K20 Use and management of load supports</p> <p>U3K21 Mechanised handling</p> <p>U3K22 Operations of ride-on forklift trucks</p> |
| U3LO6 Supervise loading | <p>U3LO6S1 Inspect goods to be transported</p> <p>U3LO6S2 Fill out documents required for transport and verify that documentation is complete</p> | U3LO6C1 Cooperate in the logistics platform activities for the management of goods and of technical services | |

⁹ In France the following forklifts are concerned: Forklift mounted by a driver and used to prepare an order on the floor with a height of stroke lower than or equal to 1m (French category 1); Overhang forklift with a capacity lower than or equal to 6,000kg (French category 3).

Unit 4: Carrying out transport and delivery

| LEARNING OUTCOMES <i>Once completed the candidate will be able to:</i> | SKILLS <i>Once completed the candidate will have the skill to:</i> | COMPETENCES <i>Once completed the candidate will be competent to:</i> | KNOWLEDGE <i>Once completed the candidate will know:</i> |
|---|---|--|---|
| U4LO1 Operate the vehicle in a safe, attentive, responsible, environmentally friendly and economic way and reasonable towards other road users | U4LO1S1 Take advantage of the vehicle's technical characteristics in all circumstances U4LO1S2 Safely operate and manoeuvre vehicles U4LO1S3 Operate the vehicle according to the load, the physical forces applied, the type of road and traffic conditions U4LO1S4 Identify dangerous situations U4LO1S5 Put the seat in the correct position respecting ergonomic rules U4LO1S6 Inspect goods during travel | U4LO1C1 Comply with traffic rules U4LO1C2 Comply with road safety rules U4LO1C3 Drive in an economic, ecological and defensive way U4LO1C3 Ensure an ergonomic sitting position | U4K1 Traffic rules U4K2 Road safety rules U4K3 Laws of physics concerning vehicles in motion U4K4 Driving rules applicable to heavy goods vehicles U4K5 Principles of attentive driving U4K6 Traffic information |
| U4LO2 Determine and adjust the itinerary | U4LO2S1 Use information on traffic conditions U4LO2S2 Take into consideration weather and geographical conditions U4LO2S3 Determine an itinerary U4LO2S4 Propose and justify route modifications | U4LO2C1 Schedule and manage activities | U4K7 Social regulations U4K8 IT-based on-board goods tracking tools U4K9 Driver assistance systems |



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| U4LO3 Schedule and manage driving time, rest time and other activities | U4LO3S1 Use regulatory information U4LO3S2 Verify compatibility of transport orders U4LO3S3 Propose work organisation U4LO3S4 Justify and defend proposals while managing costs | U4LO3C1 Manage different activities in accordance with regulations in force | U4K10 Road maps U4K11 Safety protocol |
| U4LO4 Use on-board surveillance, communication and goods tracking tools, as well as driver assistance systems | U4LO4S1 Use work management tools U4LO4S2 Use driver assistance tools U4LO4S3 Use tools to monitor goods and communicate with the company U4LO4S4 Use toll and tax payment tools | U4LO4C1 Use on-board IT tools in an optimal way | |
| U4LO5 Arrive at the client's site and perform appropriate manoeuvres | U4LO5S1 Locate the client's site U4LO5S2 Drive at the client's site U4LO5S3 Back the vehicle against a platform at the client's site | U4LO5C1 Perform appropriate manoeuvres | |
| U4LO6 Deliver the goods and documents to the client | U4LO6S1 Position and prepare the vehicle for unloading U4LO6S2 Verify that the goods correspond to transport documents U4LO6S3 Release the goods U4LO6S4 Take payment and carry out administrative management of the delivery | U4LO6C1 Handle commercial contacts and actions | |

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| <p>U4LO7 Deal with disputes, anomalies, incidents and accidents</p> | <p>U4LO7S1 Analyse a problem or a difficulty</p> <p>U4LO7S2 Identify a vehicle malfunction</p> <p>U4LO7S3 Implement approved solutions</p> <p>U4LO7S4 Manage vehicle accidents or incidents</p> <p>U4LO7S5 Propose solutions to deal with disputes, anomalies or incidents</p> <p>U4LO7S6 Manage unforeseen events</p> | <p>U4LO7C1 Respond to unexpected events</p> <p>U4LO7C2 Deal with problems</p> | |
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Unit 5: Communication and understanding of one's working environment

| LEARNING OUTCOMES <i>Once completed the candidate will be able to:</i> | SKILLS <i>Once completed the candidate will have the skill to:</i> | COMPETENCES <i>Once completed the candidate will be competent to:</i> | KNOWLEDGE <i>Once completed the candidate will know:</i> |
|--|---|---|---|
| U5LO1 Understand one's work environment | U5LO1S1 Apply correct behaviour corresponding to the requirements of the profession | U5LO1C1 Act responsibly and autonomously within the scope of their competence U5LO1C2 Organise and perform the work assigned U5LO1C3 Cooperate or work in a team with other professionals in the working environment | U5K1 The professional legislation U5K2 Professional environment |
| U5LO2 Communicate with the company, the client and public authorities | U5LO2S1 Transmit information regarding the transport operation U5LO2S2 Apply basic foreign language knowledge to communicate | U5LO2C1 Demonstrate a respectful and civic-minded attitude U5LO2C2 Report any difficulties and propose corrective measures U5LO2C3 Respond to unexpected events U5LO2C4 Report correctly on activities U5LO2C5 Use and understand one or more foreign languages ¹⁰ | U5K3 Communication in the context of transport U5K4 Transport agreements U5K5 Occupational risk prevention U5K6 Foreign language(s) ⁴ |

¹⁰ Level A1-A2 of the common European Framework of Reference for Languages (CEFR)



Unit 6: Finalising transport missions

| LEARNING OUTCOMES <i>Once completed the candidate will be able to:</i> | SKILLS <i>Once completed the candidate will have the skill to:</i> | COMPETENCES <i>Once completed the candidate will be competent to:</i> | KNOWLEDGE <i>Once completed the candidate will know:</i> |
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| U6LO1 Return the vehicle | U6LO1S1 Return the vehicle U6LO1S2 Return load supports U6LO1S3 Report possible anomalies | U6LO1C1 Follow given procedures | U6K1 Waste sorting U6K2 Rules for environmental protection |
| U6LO2 Return documents associated with driving activities | U6LO2S1 Return documents and information associated with professional activities U6LO2S2 Report to superiors U6LO2S3 Use quality control tools U6LO2S4 Fill out quality control documents | U6LO2C1 Ensure the accuracy of documents and data transmitted U6LO2C2 Comply with protocols and procedures U6LO2C3 Make propositions for improvement | U6K3 Organisation of transport companies U6K4 Costs and rates for transport U6K5 Documents of the quality control to hand in at the return |

