

European Logistics Skills Network

www.project-metalog.eu



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General information about the project.

Project Partners:

- DEKRA Akademie GmbH (DE)
- Arbeit und Leben Hamburg (DE)
- AFT IFTIM (FR)
- 3s research laboratory (AT)
- ITB Bremen (DE)
- CILT (UK)
- Istituto sui Trasporti e la Logistica Fondazione (IT)
- Pannon Egyetem (HU)
- perspektive3 GmbH (DE)
- Lagermax (AT)

Associate Partners:

- Piacenza Intermodale (IT)

Duration of the project:

- 10/2013-09/2015

Project background.

- The transport and logistics sector in Europe is one of the fastest growing industries with a very heterogeneous structure.
- In the last 10 years, new occupations appeared and traditional occupations have changed fundamentally.
- For many of the (new) occupations, there does not yet exist any formal vocational training up to now.



Project aims.

- improve transparency and comparability of transport and logistics qualifications in Europe ...
- establish a forum for the anticipation of future skill needs ...

FRAMEWORK

... by developing a sectoral qualifications framework for transport and logistics.

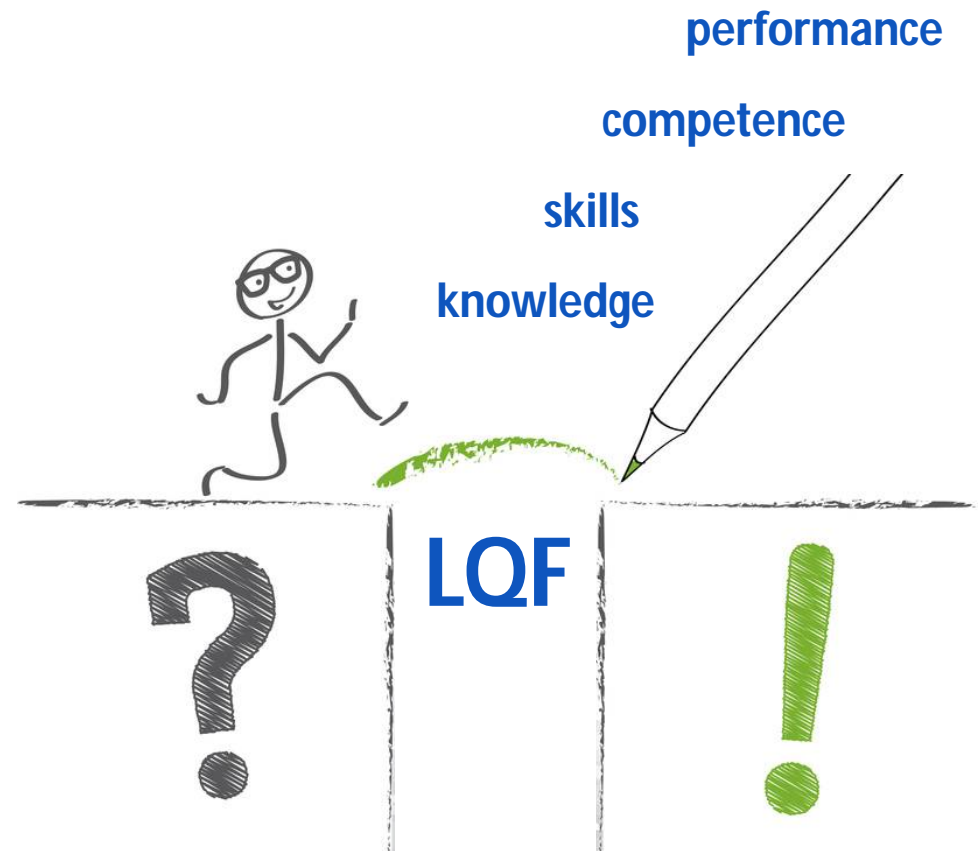
NETWORK

... by consolidating a European Logistics Skills Network.

TARGET GROUPS: logistics companies, employees, training providers, social partners, regulatory bodies.

Benefits of the Logistics Qualification Framework.

- increasing the flexibility of the labour market
- fostering competition within the sector and thus improving quality of work processes, work results, personnel management, and qualification of workforce
- enhancing acknowledgement of the transport and logistics skills, jobs and the sector as such
- facilitating sectorial negotiations at European level



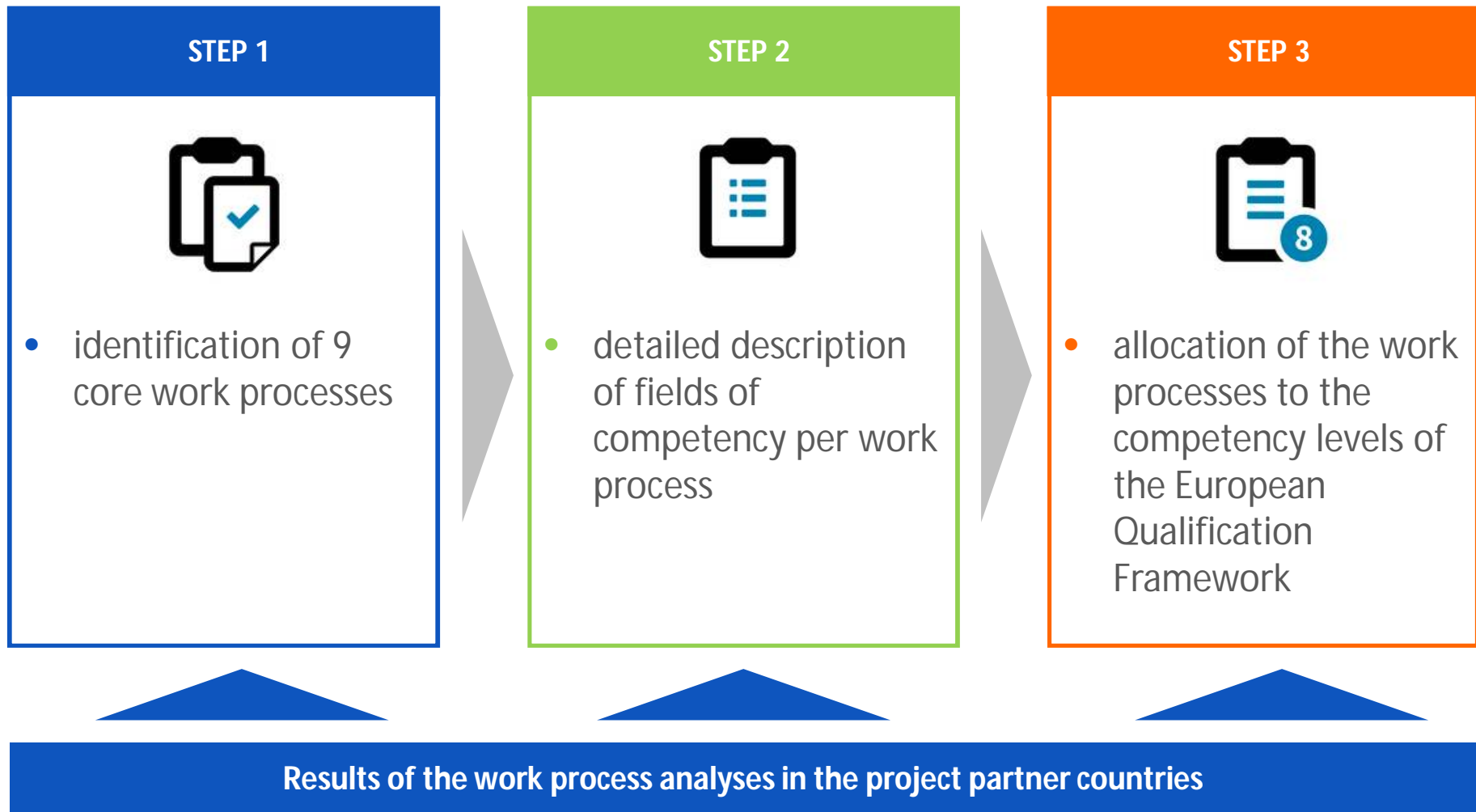
Benefits of the Logistics Skills Network.

- sustaining and increasing quality of skills development in the sector and facilitate innovation through sharing and borrowing information and best practices
- offering a valid basis for decisions to be met on national and international levels
- enhancing business opportunities
- unified strong voice in negotiations



Methodology

The Logistics Qualifications Framework



The Logistics Qualifications Framework / final draft.

STEP 1 – IDENTIFICATION OF 9 CORE WORK PROCESSES



1. Handle incoming goods and related information
2. Transload, repack, store and retrieve goods
3. Pick and pack orders
4. Handle outgoing goods and related information
5. Control and administrate goods and shipment
6. Draw up offers and prepare contracts, supervise customer-relations
7. Organize and implement the shipment and storage of goods
8. Monitor and enhance the efficiency and range of services offered by company
9. Plan and schedule resources

STEP 2



Results of the work process analyses in the project partner countries

The Logistics Qualifications Framework /final draft.

STEP 2 – DETAILED DESCRIPTION OF FIELDS OF COMPETENCY PER WORK PROCESS



1. Handle incoming goods and related information

The employee

- _knows documentation procedures for incoming goods
- _re-labels incoming goods
- _handles scanners
- _maintains order in the warehouse
- _checks delivery against documentation, e.g. using the information on master labels and packing lists
- _checks if delivery is undamaged and free from vermin
- _accepts goods and documents it using tally sheets and/or software
- _notes special characteristics for storage, e.g. "non-stackable"
- _transports goods to company-internal destination, knowing the warehouse system and proper storage areas
- _complies with basic health and safety regulations



- _performs quality and quantity conformity inspection
- _records damaged packages and takes pictures
- _detects and reports anomalies / faults in goods received
- _reports defective goods to the customer, asks for instructions from the customer before accepting defective goods
- _uses storage equipment and transport equipment, e.g. floor-borne vehicles
- _uses in-house software

STEP 3



The Logistics Qualifications Framework / final draft.

STEP 2 – DETAILED DESCRIPTION OF FIELDS OF COMPETENCY PER WORK PROCESS



2. Transload, repack, store and retrieve goods

The employee

- _distinguishes physical quantities and types of cargo for proper storage in the warehouse
- _knows the warehouse system and its storage requirements
- _unpacks and sorts goods
- _is able to carry through documentation procedures in the warehouse
- _handles scanners
- _maintains order in the warehouse



- _stores goods efficiently and as required in consideration of the warehouse system
- _stores goods according to instructions (e.g. refrigerated or dangerous goods)
- _keeps goods in orderly condition during storage
- carries out checks (inventory, counts, etc.), keeps track/ documentation of goods' movements, monitors product flows and stock levels
- _complies with basic health and safety regulations

- _evaluates availability, tracing and status of goods to answer requests of internal / external customers
- _communicates well and efficiently with co-workers and supervisors
- _works in a customer-orientated manner
- _uses storage equipment and transport equipment, e.g. floor-borne vehicles
- _uses in-house software

STEP 3



The Logistics Qualifications Framework / final draft.

STEP 2 – DETAILED DESCRIPTION OF FIELDS OF COMPETENCY PER WORK PROCESS



3. Pick and pack orders

The employee

_picks goods according to picking list or with IT-support (e.g. scanner, pick by voice, pick by light), knowing warehouse system and locations

_uses scanners for identification of stocks, amounts, locations etc.

_takes pictures for documentation

_maintains order in the warehouse

_picks stocks applying principles like FIFO or LIFO

_packs goods and deliveries

_uses suitable packaging materials like cardboard boxes, stretch foil ("cling filming") or pallets

_checks pallets and goods for damage

_complies with basic health and safety regulation



_compile goods into loading units

_uses storage equipment and transport equipment, e.g. floor-borne vehicles

_uses in-house software

_keeps contact with drivers

_reports problems

_takes decisions on pallet types to use, applying calculations

STEP 3



The Logistics Qualifications Framework / final draft.

STEP 2 – DETAILED DESCRIPTION OF FIELDS OF COMPETENCY PER WORK PROCESS



4. Handle outgoing goods and related information

The employee

_practises documentation procedures in outgoing goods
_maintains order in the warehouse



_labels, marks, secures and seals deliveries in accordance with regulations and statutory stipulations
_loads, stows delivers in means of transport in accordance with accompanying documentation
_practises securing of loads
_complies with basic health and safety regulations

_uses in-house software
_uses storage equipment and transport equipment, e.g. floor-borne vehicles

STEP 3



The Logistics Qualifications Framework / final draft.

STEP 2 – DETAILED DESCRIPTION OF FIELDS OF COMPETENCY PER WORK PROCESS



5. Control and administrate goods and shipment

The employee

- _fulfills and performs administrative tasks
- _applies charges and prices
- _practices documentation and verification of goods movements and tasks
- _knows the company's controlling and documentation procedures
- _knows and applies Incoterms
- _complies with basic health and safety regulations
- _knows legal requirements
- _respects environmental aspects



- _practices logistics controlling
- _ensures the tracking of goods
- _checks and documents the bill of lading
- _issues and checks invoices and receipts, for example from haulage contractors
- _documents the process in databases, e.g. SAP or warehouse management software

- _carries-out payments and dunning procedures
- _identifies and defines cargo with regard to destination of routes and goods
- _records company related statistical data

STEP 3



The Logistics Qualifications Framework / final draft.

STEP 2 – DETAILED DESCRIPTION OF FIELDS OF COMPETENCY PER WORK PROCESS



6. Draw up offers and prepare contracts, supervise customer-relations

The employee

_applies customer complaint regulations
_complies with basic health and safety regulations

_calculates prices, i.e. calculates and verifies elements that constitute the cost of a complex logistical service,
_carries through the cost-calculation
_processes customer complaints and notices claims and arranges for settlement
_communicates and liaises with customers regarding offers and complaints



_manages negotiations with customers
_stipulates and supervises contracts
_collaborates in the calculation of costs and returns and in commercial control procedures

STEP 3



The Logistics Qualifications Framework /final draft.

STEP 2 – DETAILED DESCRIPTION OF FIELDS OF COMPETENCY PER WORK PROCESS



7. Organize and implement the shipment and storage of goods

The employee

- _conceives and implements transport solutions
- _organizes shipping of goods to final destinations by air, sea and land; for example: chooses the mode of shipping, compares offers from different hauliers
- _takes into account legal, environmental and economic concerns; complies with the regulations concerning the shipment of dangerous goods and substances
- _controls and monitors the cooperation of persons and institutions involved in the logistics chain
- _designs, directs and coordinates all operations needed to organize international freight transport
- _documents the process in databases, e.g. SAP or warehouse management software
- _takes over responsibility for insurance and compliance with customs procedure
- _issues the customs documents
- represents the client when dealing with customs
- _practices economic thinking and efficiency (making use of opportunities to consolidate consignments into larger loading units)
- _communicates effectively and co-ordinates people involved in the logistics chain and goods' movements, e.g. contacts the haulage contractor, when goods are ready to be handed over
- _applies the customs procedures and regulations
- _procures insurances for services rendered
- takes into account customs legislation and regulations governing cross-border trade
- _knows legal requirements
- _respects environmental aspects
- _prepares documentation for goods transported
- _compiles lists and schedules
- _complies with basic health and safety regulations



STEP 3



The Logistics Qualifications Framework / final draft.

STEP 2 – DETAILED DESCRIPTION OF FIELDS OF COMPETENCY PER WORK PROCESS



8. Monitor and enhance the efficiency and range of services offered by company

The employee

- _knows relevant parts of the logistics market
- _identifies and evaluates service offers on the transport and logistics market
- _optimises time and cost of transport
- _executes suitable post calculations
- _carries out assessments of key performance indicators (KPI) and evaluates them
- _develops offers
- practices self-organisation



- _practices initiative
- _applies basic research methodologies
- _monitors the market and plays an active role in enhancing the range of services offered by their company
- _assists in creating networks to consolidate, dispatch and deliver goods
- _assists in the development of logistics concepts, using conceptual thinking
- _takes part in projects regarding the business operations, e.g. the harmonization of different logistics areas

- _evaluates own and other companies offers
- _complies with basic health and safety regulations

STEP 3



The Logistics Qualifications Framework / final draft.

STEP 2 – DETAILED DESCRIPTION OF FIELDS OF COMPETENCY PER WORK PROCESS



9. Plan and schedule resources

The employee

- _schedules the personnel (short-time) on an operational level
- _schedules resources, e.g. floor-borne vehicles on an operational level
- _complies with basic health and safety regulations



- _practices store management
- _medium-term planning of personnel
- _deals with legal frameworks


- _conducts personnel talks

STEP 3



The Logistics Qualifications Framework / final draft.


STEP 3 – ALLOKATION OF THE WORK PROCESSES TO THE COMPETENCY LEVELS OF THE EQF

	No.	Work Processes	EQF descriptors K: Knowledge S: Skills C: Competences
Level 1			C: Work or study under direct supervision in a structured context K: Basic general knowledge S: Basis skills required to carry out simple tasks
Level 2			C: Work under supervision with some autonomy K: Basic factual knowledge of a field of work or study S: Basic cognitive and practical skills, use relevant information, solve routine problems using simple rules and tools

Results of the work process analyses in the project partner countries

The Logistics Qualifications Framework / final draft.


STEP 3 – ALLOCATION OF THE WORK PROCESSES TO THE COMPETENCY LEVELS OF THE EQF

	No.	Work Processes	EQF descriptors K: Knowledge S: Skills C: Competences
Level 3	1	Handle incoming goods and related information	C: Responsibility for completion of tasks; adapt own behaviour K: Knowledge of facts, principles, processes in a field of work S: A range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying basic methods, tools, materials and information.
	2	Transload, repack, store and retrieve goods	
	3	Pick and pack orders	
	4	Handle outgoing goods and related information	
	(5)	Control and administrate goods and shipment	

Results of the work process analyses in the project partner countries

The Logistics Qualifications Framework / final draft.


STEP 3 – ALLOCATION OF THE WORK PROCESSES TO THE COMPETENCY LEVELS OF THE EQF

	No.	Work Processes	EQF descriptors K: Knowledge S: Skills C: Competences
Level 4	5 (6) (7)	Control and administrate goods and shipment Draw up offers and prepare contracts, supervise customer-relations Organize and implement the shipment and storage of goods	C: Supervise the routine work of others , some responsibility for the evaluation and improvement of work K: Factual and theoretical knowledge in broad contexts within a field of work S: A range of cognitive and practical skills required to generate solutions to specific problems.

Results of the work process analyses in the project partner countries

The Logistics Qualifications Framework / final draft.


STEP 3 – ALLOCATION OF THE WORK PROCESSES TO THE COMPETENCY LEVELS OF THE EQF

	No.	Work Processes	EQF descriptors K: Knowledge S: Skills C: Competences
Level 5	6	Draw up offers and prepare contracts, supervise customer-relations	C: Management and supervision in contexts of work where there is unpredictable change ; review and develop performance of self and others
	7	Organize and implement the shipment and storage of goods	K: Comprehensive, specialised, factual and theoretical knowledge within a field of work and an awareness of the boundaries of that knowledge S: A comprehensive range of cognitive and practical skills required to develop creative solutions to abstract problems
	(8)	Monitor and enhance the efficiency and range of services offered by company	
	(9)	Plan and schedule resources	

Results of the work process analyses in the project partner countries

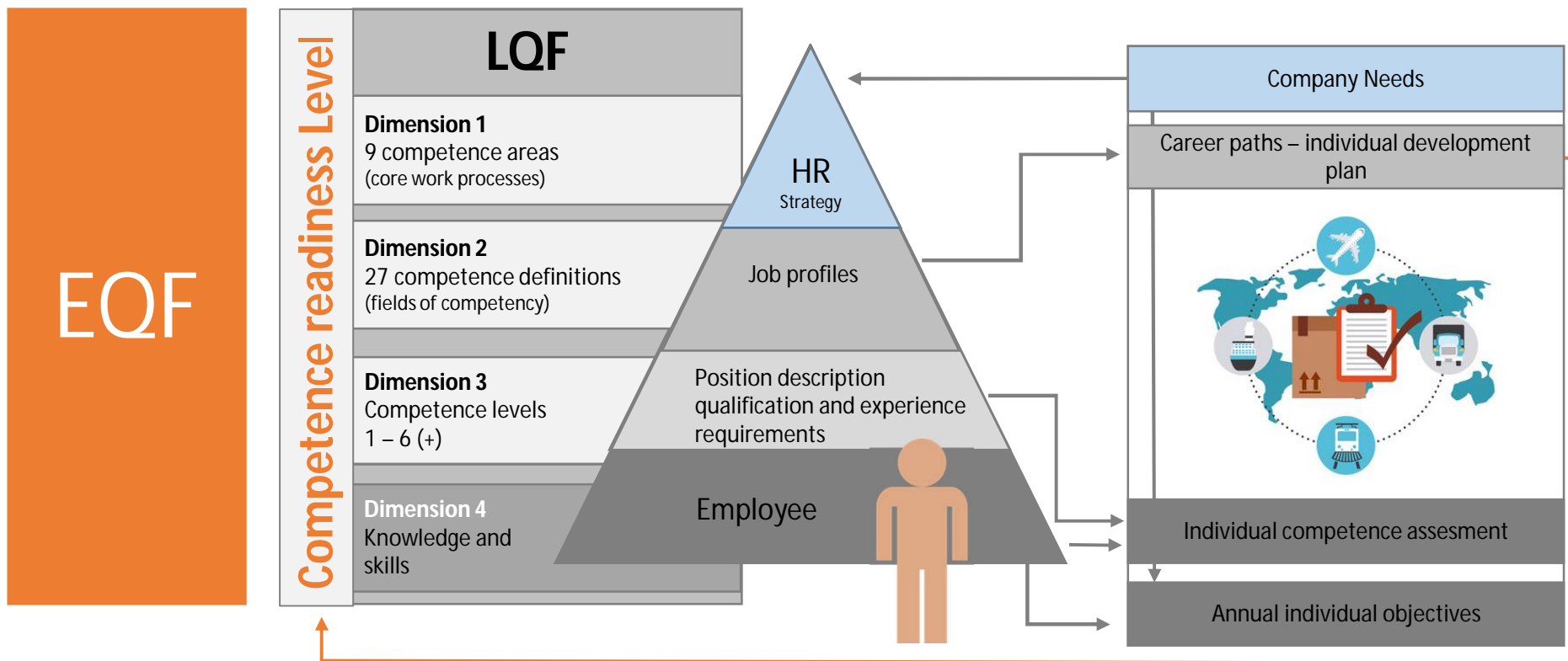
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STEP 3 – ALLOCATION OF THE WORK PROCESSES TO THE COMPETENCY LEVELS OF THE EQF

	No.	Work Processes	EQF descriptors K: Knowledge S: Skills C: Competences
Level 6 (+)	8	Monitor and enhance the efficiency and range of services offered by company	C: Responsibility for decision-making in unpredictable work contexts and for managing professional development of individuals and groups
	9	Plan and schedule resources	K: Advanced knowledge of a field of work or study, involving a critical understanding of theories and principles S: Advanced skills, mastery and innovation , required to solve complex and unpredictable problems in a specialised field of work.

Results of the work process analyses in the project partner countries

LQF – Competence readiness Level



Online Hub and Communities



We are looking forward to discuss the LQF and its elements with you

Contact and further information: EU-project.akademie@dekra.com



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