



EURO TRANS LOG

Units of learning outcomes

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U 1 - Assessing the feasibility of transport and logistics operations

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

U 2 - Organising and coordinating transport and logistics operations

Skills	Competence	Knowledge
<p>U2S1 - DEVELOPING AN OPERATION OR A TRANSPORT PLAN</p> <p>U2S1.1 - Choosing one or more modes of transport U2S1.2 - Choosing one or more means of transport U2S1.3 - Drawing up a loading plan U2S1.4 - Route planning U2S1.5 - Organising load breaking and transit operations U2S1.6 - Applying standards and regulations specific to goods transport U2S1.7 - Applying the standards and regulations specific to the modes of transport used</p>	<p>U2S1.C1 - Following the order instructions U2S2.C2 - Complying with safety and quality rules U2S2.C3 - Respecting protocols</p>	<p>U2K1 - Fundamental principles of Supply chain management U2K2 - Mode of transport U2K3 - Transport/Logistics service contracts U2K4 - Sub-contracting and its regulations U2K5 - The application and use of documentation appropriate to the national and international transportation of goods U2K6 - Rules, procedures and protocols U2K7 - The loading plan U2K8 - Routes and mapping tools U2K9 - Scheduling and planning methods U2K10 - Professional ethics U2K11 - The environmental impact of the transport/logistic activity</p>
<p>U2S2 - CHOICE OF POSSIBLE SUB-CONTRACTORS</p> <p>U2S2.1 - Identify the elements to sub-contract for transport U2S2.2 - Identify subcontractors' potential U2S2.3 - Obtain quotations from sub-contractors U2S2.4 - Analyse quotations from sub-contractors U2S2.5 - Select a sub-contractor</p>	<p>U2S2.C1 - Take the company's limitations into account in terms of activity U2S2.C2 - Comply with the regulations specific to sub-contracting A12T2CP 2 - Comply with ethical business rules</p>	
<p>U2S3 - IMPLEMENTATION OF AN OPERATION OR TRANSPORT PLAN</p> <p>U2S3.1 - Allocate the necessary resources U2S3.2 - Prepare the documents necessary for carrying out the service U2S3.3 - Choose the procedures for taking charge of the load U2S3.4 - Choose the delivery procedures</p>	<p>U2S3.C1 - Look after the company's contractual interests U2S3.C2 - See that the company's image is preserved U2S3.C3 - See that the customer is treated with respect</p>	
<p>U2S4 - ORGANISATION AND PROVISION OF LOGISTICS SERVICES</p> <p>U2S4.1 - Allocate logistical resources U2S4.2 - Coordinate operations U2S4.3 - Implement appropriate procedures U2S4.4 - Control the application of procedures</p>	<p>U2S4.C1 - Comply with rules and procedures</p>	

U 3 - Monitoring transport and logistics operations

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

U 4 - Evaluating transport and logistics operations

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

U 5 - Using information systems and managing physical resources

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

U 6 - Managing service relationships

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

U 7 - Team management

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