



# **EURO TRANS LOG**

## **Units of learning outcomes**

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# EURO TRANS LOG

U: unit ; S: skills; C:  
competence,

K: knowledge

## Units of learning outcomes

### U 1 - Assessing the feasibility of transport and logistics operations

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

## U 2 - Organising and coordinating transport and logistics operations

<b>Skills</b>	<b>Competence</b>	<b>Knowledge</b>
<p><b>U2S1 - DEVELOPING AN OPERATION OR A TRANSPORT PLAN</b></p> <p><b>U2S1.1</b> – Choosing one or more modes of transport  <b>U2S1.2</b> – Choosing one or more means of transport  <b>U2S1.3</b> – Drawing up a loading plan  <b>U2S1.4</b> – Route planning  <b>U2S1.5</b> – Organising load breaking and transit operations  <b>U2S1.6</b> – Applying standards and regulations specific to goods transport  <b>U2S1.7</b> – Applying the standards and regulations specific to the modes of transport used</p>	<p><b>U2S1.C1</b> – Following the order instructions  <b>U2S2.C2</b> – Complying with safety and quality rules  <b>U2S2.C3</b> – Respecting protocols</p>	<p><b>U2K1</b> - Fundamental principles of Supply chain management  <b>U2K2</b> - Mode of transport  <b>U2K3</b> - Transport/Logistics service contracts  <b>U2K4</b> - Sub-contracting and its regulations  <b>U2K5</b> - The application and use of documentation appropriate to the national and international transportation of goods  <b>U2K6</b> - Rules, procedures and protocols  <b>U2K7</b> - The loading plan  <b>U2K8</b> - Routes and mapping tools  <b>U2K9</b> - Scheduling and planning methods  <b>U2K10</b> - Professional ethics  <b>U2K11</b> - The environmental impact of the transport/logistic activity</p>
<p><b>U2S2 - CHOICE OF POSSIBLE SUB-CONTRACTORS</b></p> <p><b>U2S2.1</b> – Identify the elements to sub-contract for transport  <b>U2S2.2</b> – Identify subcontractors' potential  <b>U2S2.3</b> – Obtain quotations from sub-contractors  <b>U2S2.4</b> – Analyse quotations from sub-contractors  <b>U2S2.5</b> – Select a sub-contractor</p>	<p><b>U2S2.C1</b> – Take the company's limitations into account in terms of activity  <b>U2S2.C2</b> – Comply with the regulations specific to sub-contracting A12T2CP2 – Comply with ethical business rules</p>	
<p><b>U2S3 - IMPLEMENTATION OF AN OPERATION OR TRANSPORT PLAN</b></p> <p><b>U2S3.1</b> – Allocate the necessary resources  <b>U2S3.2</b> – Prepare the documents necessary for carrying out the service  <b>U2S3.3</b> – Choose the procedures for taking charge of the load  <b>U2S3.4</b> – Choose the delivery procedures</p>	<p><b>U2S3.C1</b> – Look after the company's contractual interests  <b>U2S3.C2</b> – See that the company's image is preserved  <b>U2S3.C3</b> – See that the customer is treated with respect</p>	
<p><b>U2S4 - ORGANISATION AND PROVISION OF LOGISTICS SERVICES</b></p> <p><b>U2S4.1</b> – Allocate logistical resources  <b>U2S4.2</b> – Coordinate operations  <b>U2S4.3</b> – Implement appropriate procedures  <b>U2S4.4</b> – Control the application of procedures</p>	<p><b>U2S4.C1</b> – Comply with rules and procedures</p>	

### U 3 - Monitoring transport and logistics operations

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

#### U 4 - Evaluating transport and logistics operations

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

## U 5 - Using information systems and managing physical resources

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

## U 6 – Managing service relationships

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

## U 7 – Team management

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