Last Mile Deliverers/Drivers in Safe and sustainable urban areas Competence Map

MODULES	UNITS OF LEARNING OUTCOMES	LEARNING OUTCOMES	KNOWLEDGE	SKILL	COMPETENCE
Module 1 Drivers Rules	1.1 Working in the logistics industry: certifying entities and qualifications	1.1.1 The participant is able to carry out last mile delivery activities according to standards and foreseen legislations for drivers and deliverers (driving licence, medical certificates, certificates of fitness, etc.)	Define the legislation governing the logistics industry operations concerning the required qualifications and their validity periods for last mile deliverers and drivers.	Verify the qualifications required for deliverers and the documents required to verify them.	Perform the driving and transport tasks according to the deliverer' driving license class and respecting the foreseen regulations.
	1.2 Road traffic regulations	1.2.1 The participant is familiar with the traffic rules, prohibitions and restrictions in force in different Member States (speed limits, priorities, waiting and parking restrictions, use of lights, Urban Access Regulation etc.) and with the legislations depending on the kind of vehicle employed	Monitor compliance with road traffic regulations and additional instructions while managing last mile delivery operations	Monitor compliance with road traffic regulations and additional instructions while managing last mile delivery operations	Plan and carry out a delivery task efficiently according to traffic laws and regulations, especially those concerning limited urban areas.
Module 2 Safety rules and behaviours for last mile deliverers	2.1 Occupational health and safety (OHS)	2.1.1 The participant is aware of sector specific and worker related provisions (workload, ergonomical and psychosocial risks); is aware of the key risks factors and hazards: speeding, driver fatigue; is informed on national legislation on safety and violence	Define the road traffic regulations governing the last mile delivery sector	Monitor and follow safe work procedures while performing any delivery task	Comply with every safety rule and behaviour of the sector along with the regulations, prohibitions and restrictions in force in different Member States
	2.2 Defensive driving	2.2.1 The participant is familiar with the procedures to properly secure parcels and be familiar with the corresponding techniques.	Adopt the principles and effects of safe, economical and proactive driving to avoid accidents and minimize fuel consumption	Adhere to safe and economical driving and also use them when planning transport; be able to use the data collected at work (eg emissions, consumption, accident statistics, violations) in the planning of drivers/deliverers' work	Plan and work according to specific safety procedures to avoid danger and damage based on accident statistics and damage reports
Module 3 New technologies for last mile deliverers	3.1 Different type of vehicles, fuelling and vehicle technologic features	3.1.1 The participants are familiar with the different types of vehicles available on the market (bikes, mopeds and EV in general) and their features in terms of fuelling, technology, advanced driver-assistance systems (ADAS) to deliver the most secure and sustainable services in a urban area	Identify the main types of vehicles and alternative fuels (hybrid, electric etc.) available on the market; 2 define the latest technologies for commercial trasportation and delivery as tools for improving their work	Compare the most efficient and secure means of transport for delivery in compliance with the traffic limitations of a specific urban area without neglecting their own safety and environmental impact	Be able to deal with the most suitable vehicle according to propulsion and technology to comply with traffic regulations and restrictions of specific urban areas while reducing their carbon footprint
	3.2 Last mile delivery platforms	3.2.1 The participants manage the main delivery software and platforms providing route optimization, advanced dispatching, customer alerts, proof of delivery and delivery analytics on daily work basis	Describe today's advanced driver-assistance systems (ADAS) like park assistance, lane keeping, lane departure warning and traffic jam assist; list the features of the main eletronic data transmission in order to work as efficiently as possible	Choose and profit from the most updated electronic data trasmission softwares for last mile delivery	Manage to drive in total safety thanks to the main driver-assistance systems (ADAS); be capable of work efficiently in virtue of the msot updated connected platforms for delivery
	3.3 New tecnologies applied	3.3.1 The participants recognise the most relevant digital devices and are able to manage the new tecnologies applied	Know the different digital shipping platform, manage freight compartment. Manage and choose gps and digital devices according to personalised delivery services	Create a more efficient service, through the use of new tecnologies applied; provide personalised services; use the most relevant digital devices	Use digital shipping platforms to create a more efficient service and a better customer experience; be able to arrange the freight compartment in order to achieve the maximum load factor; Be able to organise personalised delivery services, a. Be able to work with GPS, urban area and restricted access area tolls and other kinds of digital devices

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Module 4 Fast and effective emergency response	4.1 First Aid	4.1.1 The participants are aware of the procedures to be followed in the event of an accident and implement appropriate procedures to prevent the recurrence of accidents or serious traffic offences; the participants are able to react to accidents, fire and break down incidents: using safety and health protection equipment, fire classes, fire extinguishers and fire response, Protection and emergency (fire, accident, etc.)	Master the first aid skills and practices in case of road accident and the like	Ensure that in the event of an accident, know how to act correctly and provide the necessary first aid	Comply with a first aid kit of skills and behaviours to act immediately in situations where they are needed
Module 5 Safety rules and behaviours for last mile deliverers	5.1 Transport of perisha-bles- ATP	5.1.1 The participants are able to implement procedures to comply with the rules on the carriage of perishable goods, notably those arising from the Agreement on the International Carriage of Perishable Foodstuffs and on the Special Equipment to be used for such Carriage (ATP); how to be compliant with hygiene standards concerning food conservation and transport	Discern the different perishable goods assigned to the last mile delivery services and their characteristics to deliver them with no setbacks	Apply the rules of control according to the different products and vehicles to be used in the transport of perishable food products	Use temperature controlled vehicles for food products according to ATP to be compliant with hygiene standards concerning goods (food, medicine, etc.) conserva-tion and transport
	5.2 Parcel protection	5.2.1 The participants are familiar with the different types of parcel-handling and loading devices (tailboards, containers, pallets, etc.) and are able to introduce procedures and issue instructions for loading and unloading goods (load distribution, stacking, stowing, blocking and chocking, etc.)	Catalogue the different containers, pallets and lashing systems with cables, chains or slings, distributing the load by weight or volume	Apply the norms of manipula-tion of load and stowage, adapting the load in the position of security in the mooring and of stability. Know the Euro pallets and isopallets	Apply a loading and stowage plan by choosing the appropria-te elements also according to the last mile vehicle
Module 6 Customer service	6.1 Insurance and liabilities	6.1.1 The participants are familiar with the different types of insurance relating to road transport (liability, accidental injury /life insurance, non-life and parcel insurance) and the obligations arising therefrom	Discern the conditions and formalities with all necessary types of insurance of the logistics operations	Describe the most important insurance contracts for road transport	Comply with the main principles the most important types of insurances
	6.2 Customer communica-tion	6.2.1 The participants are able to properly communicate and behave with customers focusing on verbal and non-verbal communication to deliver a positive professional image; manage payments, returns and fraud in parcels delivery	Identify the main features and strategies to communicate with customers; describe the payment, return and parcel procedures of parcels	Face various customers needs and expectations with the most effective communication strategies while managing payments, returns, fraud or just delivery operations	Perform the most efficient and sustainable delivery service to have the lowest impact on the environment and to avoid unnecessary occupational stress
Module 7 Efficient driving	7.1 Alternative fuels	7.1.1 The participants are familiar with the wide range of alternative fuels present on the market as common practices able to reduce energy and carbon emissions; the participants are able to choose the most	Recognise the importance of fuel selection in relation to vehicle consumption and emissions, especially within urban areas	Use and interpret the last mile vehicle's own emission control and fuel consumption to monitoring indicators and techniques	Comply with e-mobilty standards and requirements. Employ all the features of the last mile vehicle that contribute to the achievement of environ-mental goals. Comply with urban access regulations (low emissions areas)
	7.2 Logistic planning and optimizazion	7.2.1 The participants are familiar with ITS on board to choose the shortest route and to check the vehicle in order to avoid damages leading to energy waste and pollution	Employ the available traffic systems (e.g. congestion application, avoiding altitude differences, optimizing the route according to stops, avoiding light control, limited service areas, etc.)	Use ITS and /or mobile technologies on board of the last mile vehicles to optimize the driving route to avoid congestions, low-speed streets and respect delivery time windows	Perform the most efficient and sustainable delivery service to have the lowest impact on the environment and to avoid unnecessary occupational stress