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# **LastMile DELIVERY**

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Training for Last Mile Deliverers/Drivers in  
Safe and Sustainable Urban Areas (TRALMEDES)

[trainingforlastmile.eu](http://trainingforlastmile.eu)

## I04 – Last Mile Deliverer/Driver

# QUALIFICATION ASPECTS REPORT

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## 1. COMPARISON OF TRAINING COURSES FOUND.

This section presents the courses found in the different countries under study that are related to the last mile training proposed in the framework of the Last Mile project.

The training most similar to the one proposed is the one currently offered in Spain under a vocational qualification called "home delivery and collection service".

### 1.1. SPAIN

In Spain there is a professional qualification which is very similar to that of the subject of this project. The name of the course is: "**HOME DELIVERY AND COLLECTION SERVICE**".

This course establishes among its **competences** that of distributing and collecting products at home, making associated collections, attending to the client/recipient and offering a quality service in compliance with the applicable regulations on data protection, labour risks, internal rules of the organisations, as well as those established by the products to be distributed.

It is composed of **2 units of competence**:

1. Delivering and collecting products at home.
2. Carrying out collection operations in the home delivery and collection service.

It also includes an **associated training** comprising **2 training modules**:

1. Delivery and collection of home deliveries (120 hours).
2. Collection operations in home delivery and collection service (90 hours).

Regarding the **professional field**, this training is aimed at those who develop their professional activity in the logistics area of entities dedicated to the delivery or collection of products at home, either on foot or with a vehicle, whether they are employed or self-employed.

It is mainly located in the service industry, specifically in the **subsector of logistics and transport** related to conventional commerce, electronic commerce, courier services, catering, as well as public administration.

Relevant jobs include mainly home deliverers on foot, on a motorbike or in a van. Also, couriers, porters, and delivery drivers.

It should be noted that scooters are not expressly mentioned in this training but could perhaps be understood to be included when saying "Home delivery workers, on foot and related".

If the competence map is analysed in the light of the vocational qualification "home delivery and collection service", it can be seen that a large part of the content of the competence map is **already covered** by the necessary training of this vocational qualification.

Tabla 1: Comparativa de diferencias entre ambas formaciones.

LAST MILE DELIVERER/DRIVER		DELIVERY SERVICE HOME DELIVERY AND COLLECTION
MODULES	UNITS OF LEARNING OUTCOMES	IS IT OR IS IT NOT COVERED BY EXISTING TRAINING?
Module 1 – Drivers' Rules	1.1 Working in the logistics industry: certifying bodies and qualifications	✗
	1.2 Road traffic rules	✗
Module 2 - Safety Rules and Behaviors for Last Mile Couriers	2.1 Health and safety at work	☑
	2.2 Defensive drivinga	✗
Module 3 - New technologies for last mile couriers	3.1 Different types of vehicles, fueling and technological characteristics of the vehicle	✗
	3.2 Last Mile Delivery Platforms	☑
	3.3 New technologies applied	☑
Module 4 - Rapid and Effective Emergency Response	4.1 First aid	✗
Module 5 - Urban logistics the role of delivery drivers in the current urban distribution model	5.1 Transport of perishable products	☑
	5.2 Package Protection	☑
Module 6 - Customer Service	6.1 Insurance & Liability	✗
	6.2 Communication with the client	☑
Module 7 – Efficient driving	7.1 Alternative fuels	✗
	7.2 Logistics planning and optimization	☑

In addition, it is interesting to note the importance of **data protection** regulations in this area. In particular, in the transport and logistics sector, it must be ensured that the regulations are complied with, among others:

- The completion of a Register of processing activities.
- The signing of contracts with third parties and employees.
- The inclusion of legal texts and warnings on the website.
- Requesting or asking customers for their consent.
- Carrying out a risk analysis.
- Notification of security breaches.

## 1.2. ITALY

In Italy there are 3 existing courses related to last-mile delivery:

i. **Technician in Logistic and Road Transportation Course -VET (Profession: Freight Transport Operator).**

The Driver is in charge of driving a vehicle by providing for the transportation of goods, for which the vehicle is intended. He drives trucks or tractor-trailers, transports goods to their destination and provides routine maintenance of the vehicle. He or she is also sometimes engaged in the several activities related to the freight service, from customer acquisition to transport order entry, to 'acquisition of the transport documentation, cargo handling and protection in compliance with the regulations governing the transport according to the type of goods (flammable materials, explosives, food, etc.).

Units of competence:

- 1) Carrying out freight transport by road vehicles. EQF Level: 4
- 2) Perform routine vehicle maintenance. EQF level: 3.

ii. **Last Mile delivery Driver/Freight forwarder or courier Course -VET.**

The course aims to train professionals to respond promptly to the needs of logistics and transportation companies, namely the care of one of the most important steps in the supply chain: delivery to the customer. Indeed, this step is the one that significantly affects customer perception and judgment regarding the quality of delivery. The skills developed during the course will enable you to manage this activity professionally and with reduced risk.

Training modules:

- Module 1: Health and safety in the workplace - general part
- Module 2: Workers' rights and duties in employment
- Module 3: Time and stress management
- Module 4: Communication, Leadership and Group
- Module 5: Quality and Problem Solving
- Module 6: Transport-road safety

iii. **Mobility Manager/Operator Course - Vocational Education and Training (VET)**

The training course starts with a careful overview of the main dynamics that are shaping mobility, with a particular focus on electric mobility, last-mile alternatives, and integration between different means of transport. Next, the role of the mobility manager, the skills required, the main activities that fall under his or her purview will be analyzed in detail, and the basic policy document will be detailed: the home-work travel plan (PSCL), which is the tool for optimizing systematic employee travel by reducing the use of the private car. The course will end with an in-depth look at the interrelationships between the mobility manager and the business environment on the one hand, and external stakeholders on the other. The course will include some testimonials and case studies of key players.

The course aims to provide notions and operational tools, combined with technical-regulatory and market skills, for the professional training of the Corporate Mobility Manager, a professional figure with the mission of optimizing the change of transportation habits in urban areas and directing them toward more efficient modes of home

Modules:

- 1) 1st and 2nd module: Economics and structure of the sustainable mobility sector.
- 2) 3rd and 4th module: The role of the mobility manager.
- 3) 5th and 6th module: The figure of the mobility manager within the business context and project work.



### 1.3. BULGARIA

Training to be a **courier** consists, in Bulgaria, of a professional qualification (not VET), and is directly related to last-mile delivery drivers. Vocational qualification courses and training in Bulgaria are given in VET centres on the specific modules of the "messenger" profession. Courses at all centers must meet the requirements of the state educational standard for the profession of messenger, which is presented below.

"The courier receives and transfers shipments and amounts to customers, taking into account everyone requirements of the regulatory framework related to postal, courier and logistics activities.

Distributes shipments in the office, observing the conditions for optimizing logistics in the company. Accepts shipments according to the described standard, ensuring that they are properly accounted for and their specificity. Loads shipments on national and international lines, taking into account the general ones conditions for their transportation. When transporting shipments in urban and non-urban conditions complies with road safety requirements.

When performing work activities, the courier works with a specialized system for processing, distribution, acceptance and transmission of the shipments from/to the customer by performing their processing with specialized software.

In his daily work, the courier communicates with the company's customers, observing business etiquette. He is responsible for the correct counseling of the clients.

Observes the internal rules of the company, established in the rules for the internal labor rules. At performance of his official duties complies with the Road Traffic Act and the Act on accounting.

The courier needs to orient himself quickly in urban and suburban environments, to pick up timely and adequate solutions in the event of unforeseen situations, to properly plan and organizes its activities.

When performing his work duties, he works in a team and implements an efficient communication with customers and employees of the company and operates with cash".

Cited by article 2.1 of Ordinance No. 10 OF MAY 23, 2022, FOR THE ACQUISITION OF QUALIFICATION FOR THE PROFESSION "COURIER"



**ASSOCIATED TRAINING (Training Modules) (Learning outcomes units/ Learning outcomes):**

**1) General training module.**

1. Healthy and safe working conditions (OHS)

- 1.1. Complies with the regulations for ensuring health and safety in the workplace
- 1.2. Performs preventive activities on environmental protection
- 1.3. Participates in the control of risk and emergency situations

2. Economy

- 2.1. Knows the market economy fundamentals
- 2.2. Knows the characteristics of the activity of a given company

3. Entrepreneurship

- 3.1. Knows the basics of entrepreneurship
- 3.2. Forms entrepreneurial behavior

**2) Module "Transport services".**

4. Communication and foreign language

- 4.1. Communicates effectively in the work team
- 4.2. Fluent in a foreign language by profession

5. Use of information and communication technologies in the professional activity

- 5.1. Processes information and content with the help of information and communication technologies
- 5.2. Communicates by means of information and communication technologies
- 5.3. Creates digital content with information and communication technologies

6. Work process organisation

- 6.1. Organizes the work process at his workplace
- 6.2. Performs labor activities in the work process

7. Transport services

- 7.1. Knows the services and vehicles in freight road transport
- 7.2. Knows services and vehicles in rail freight transport
- 7.3. Knows the services and vehicles in sea and river freight transport
- 7.4. Knows services and vehicles in air transport

**3) Module "Logistics of goods and services".**

## 8. Courier activity

8.1. Defines the essence and principles of logistics

8.2. Applies the regulatory framework for the provision of universal and non-universal

postal services and their rates

8.3. Follows the rules for manual handling of weights

## 9. Tariffing and determining the conditions of carriage

9.1. Calculates the price of the courier service

9.2. Completes transport documents

9.3. Prepares reporting documents

9.4. Works with technical means and office equipment

## 10. Specific loads

10.1. Processes specific loads according to requirements

10.2. Provides postal and courier services

10.3. Applies the regulations for specific loads

## 11. Acceptance, processing and delivery of courier shipments

11.1. Accepts courier shipments subject to compliance with regulatory requirements

11.2. Processes and stores courier shipments

11.3. Delivers courier shipments to a client subject to quality requirements of delivery

### RELEVANT OCCUPATION AND JOBS.

"According to National Classification of Occupation and Positions - 2011, the "Courier" can hold the following positions:

- 8322-2007 "Driver, courier";
- 9621-0001 "Courier";
- 9621-0002 "Courier, service/office", occupations of group 9621 "Couriers, parcel carriers and porters", as well as other positions added when updating the National Classification of Occupation and Positions.

### 1.4. FINLAND

In terms of training, it is difficult to fulfil justification, because there are several similar trainings in Finland, which, however, have different contents. This is because in Finland the Board of Education only defines the competence required in degrees, not what and how it

should be acquired. That's why each training provider has their own program (including their own modules and their own number of lessons) according to which they guide the study.

## 1.5. SWITZERLAND

No similar courses have been found in Switzerland.

## 2. JUSTIFICATION OF THE NEED FOR SPECIALIZED TRAINING.

As established in the IO1 deliverable, the training proposal for last-mile delivery drivers finds its justification in the following arguments and needs:

### **Justification of Module 1 - Drivers' Rules.**

In general terms, not respecting traffic rules increases the chances of a traffic accident.

A fundamental principle must be taken as a starting point: the principle of trust, which implies knowing and complying with the rules to ensure the safety of all road users, so the rules must be respected so that this sense of security prevails.

### **Module 2 Justification - Safety Rules and Behaviours for Last Mile Couriers**

Defensive driving is driving that seeks to anticipate risky situations on the road in order to avoid a possible accident or, if this is not possible, to minimise its consequences.

The precautionary principle must be considered in defensive driving since defensive driving can help to avoid accidents despite the behaviour of other drivers and external factors such as bad roads or poor road signs.

As far as health and safety at work is concerned, it is essential in a profession where one is so exposed to danger to know the general safety rules, in particular, all those aspects related to problems arising from overweight, ergonomics in the working posture and psychosocial risks. As well as the risks arising from driving under the risks of fatigue or driving above the maximum permitted limits, among others.

Among the dangers to which delivery drivers are exposed are road accidents. This is due to different reasons, among which the following stand out:

On the one hand, companies do not check the condition of the vehicles used by delivery drivers and, on the other hand, if they are not given the necessary training, they cannot know it themselves.

In addition to road accidents, companies should carry out health checks, as this is a job in which one is subjected to physical strain and stress to deliver as many deliveries as possible on time.

### **Justification of module 3 - new technologies for last mile couriers.**

In general terms, new technologies mean improved services, greater care of goods and increased safety for all involved. Knowing how to drive safely with advanced driver assistance systems (ADAS), knowing how to work with connected delivery platforms. Knowing how to use technology to improve customer service, freight loading and service efficiency, among others.

#### **Justification of module 4 - rapid and effective emergency response.**

According to data from the Spanish Red Cross, a 20% reduction in road fatalities could be achieved if those involved in accidents had known how to perform first aid techniques correctly. Adequate training will include acquiring the necessary knowledge to understand the occupational risk factors, and to know how to analyse the main injuries derived from work and to obtain the necessary skills and behaviours to act in situations where immediate action is required.

#### **Justification of module 5 - Urban logistics the role of delivery drivers in the current urban distribution model.**

Redefine how customers are best served by improving efficiency, eliminating frustration, streamlining claims, and reducing duplication of effort and wasted time. Ensure that packages are protected, while in transit, from loss, theft, or unexpected damage.

For perishable goods, it is important to ensure that these products are transported from one place to another without losing their organoleptic properties and reach the consumer in optimal conditions. Therefore, the method of transport used must be able to maintain the ideal temperature for the storage of the product.

#### **Justification of module 6 - Customer service.**

Customer service training can help improve communication details and language nuances that help make a support interaction work.

Among the aspects to be considered are:

- How to use CRM tools (Customer relationship management)
- Information resources
- Knowledge of products and services
- The scope of representatives' decision-making authority
- Emotional intelligence
- Crisis management

#### **Justification of module 7 - Efficient driving.**

Efficient driving is a way of driving a vehicle that aims to achieve low fuel consumption while reducing environmental pollution. At the same time, it results in greater driving comfort and a reduction in risks on the road.

Efficient driving is governed by a series of simple and effective rules, which seek to exploit the possibilities offered by today's car engines.

### 3. ANNEXES

1. Document Excel: "**LAST MILE- IO4\_Similar Courses**".

This document contains detailed information about those similar courses related to the logistics and transport of the last mile delivery driver.