

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.	Define the road traffic regulations governing the last mile delivery sector	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.	Describe personal protection devices and regulations for the last mile deliverer/drivers required in logistics operations.	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 transportation 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 diagnostics, 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 electronic data transmission in order to work as efficiently as possible.	Choose and profit from the most updated electronic data transmission 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 most updated connected platforms for delivery.
	3.3 New technologies applied	3.3.1 The participants recognise the most relevant digital devices and are able to manage the new technologies 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 technologies 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
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 - Urban logistics the role of deliverers in the current urban distribution model	5.1 Transport of perishables- 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.) conservation 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 manipulation 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 appropriate 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 communication	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.	Engage in the most appropriate customer relationship to leave the most professional image as a last mile deliverer/drivers in every situation.
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 appropriate vehicle type for deliveries in limited urban areas.	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-mobility standards and requirements. Employ all the features of the last mile vehicle that contribute to the achievement of environmental goals. Comply with urban access regulations (low emissions areas).
	7.2 Logistic planning and optimization	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.

SPANISH COURSES RELATED TO LOGISTICS AND ROAD TRANSPORTATION

COURSE TYPE	COURSES RELATED TO LOGISTICS AND ROAD TRANSPORTATION	SKILLS LEARNT	LINK TO THE COURSE
VET			
Vocational Education and Training (VET) (Formación Profesional (FP))	Technician in Driving of Road Transportation Vehicles	1) Perform the basic maintenance and revisions of the vehicle, carrying out the operations contemplated in the instructions and in the maintenance plan. 2) Prepare the documentation related to the driver, passengers, cargo and vehicle, according to the requirements of the operation to be performed. 3) Perform passenger boarding operations, pick-up and delivery of goods and loading and unloading of the vehicle, applying the related regulations and established protocols. 4) Carry out the driving of vehicles on urban and interurban roads, complying with the established road traffic and road safety and road transport regulations. 5) Carry out a rational and safe driving of the vehicle on urban and interurban roads, applying the preventive driving techniques and the necessary actions to carry it out. 6) To drive vehicles transporting dangerous goods, tank vehicles and others specifically adapted to different types of goods, applying safety protocols and prevention criteria. 7) Drive vehicles in special situations, applying safety protocols and prevention criteria. 8) Attend to user complaints, processing the pertinent reports, when appropriate. 9) Act in emergency situations, applying established procedures and protocols. 10) Attend and inform travelers, applying the appropriate communication techniques in each case.	https://www.todofp.es/que-estudiar/loe/transporte-mantenimiento-vehiculos/conduccion-vehiculos-transporte-carretera.html
(PROFESSIONAL QUALIFICATIONS)			
	Home delivery and collection service	Distributing and collecting products at home, as well as making the associated payments, attending to the customer/recipient and offering a quality service customer/recipient and offering a quality service in compliance with the applicable regulations on data protection, occupational risks, internal protection, occupational hazards, internal rules of the organisations, as well as those established for the products to be distributed. products to be distributed.	https://incual.educacion.gob.es/documentos/20195/94271/COM701_1+-O_Documento-publicado.pdf/8d90141f-a4be-4abb-9a21-2899e834b51e
Certificate of Professionalism (Suplemento Europass)	Auxiliary warehouse activities	1) Perform auxiliary operations of reception, placement, maintenance and dispatch of loads in the warehouse as part of the team. 2) Prepare orders effectively and efficiently, following established procedures. 3) Handle loads with forklifts.	https://www.sepe.es/HomeSepe/que-es-el-sepe/comunicacion-institucional/publicaciones/publicaciones-oficiales/listado-pub-formacion/repertorio-certificados-profesionalidad.html
	Commercial and financial management of road transport	1) To market road transportation services. 2) To manage the economic-financial activity of road transport. 3) To carry out the administrative and documentary management of road transport operations. 4) Manage customer relations and follow-up of road transport operations. 5) Communicate in English with an independent user level, in the relations and activities of logistics and international transport. logistics and international transport activities.	
	Supply management and control	1) Collaborate in the development of the procurement plan. 2) To monitor and control the procurement program. 3) Collaborate in the optimization of the logistics chain with the criteria established by the organization. 4) Communicate in English with an independent user level in the relations and activities of international logistics and transport. international logistics and transportation activities.	
	Organization of transport and distribution	1) Organize, manage and control the capillary distribution of goods. 2) Organize, manage and control long distance transport operations. 3) Collaborate in the optimization of the logistics chain with the criteria established by the organization. 4) Communicate in English with an independent user level in the relations and activities of international logistics and transport. logistics and international transport activities.	
	Warehouse organization and management	1) Organize the warehouse according to the criteria and levels of activity foreseen. 2) Manage and coordinate warehouse operations. 3) Collaborate in the optimization of the logistics chain with the criteria established by the organization. organization.	
	Road freight traffic	1) To organize and control the activity of the traffic/operations department in companies that transport goods by road. 2) To plan and manage the operations of the traffic/operations in the companies that carry out road freight transport. 3) Communicate in English with an independent user level in the relationships and activities of logistics and international transport.	
	Road passenger traffic	1) Establish and organize road passenger transport plans. 2) Manage and supervise road passenger transport operations. 3) Perform administrative and documentary management of road transport operations. 4) To carry out the activities of attention and information to the passengers of the bus or coach.	

ITALIAN COURSES RELATED TO LOGISTICS AND ROAD TRANSPORTATION

This sheet details the courses that currently exist in Italy and that are most closely linked to the project.

Technician in Logistic and Road Transportation Course -VET		Link to the training
GENERAL COMPETENCE	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	
COMPETENCE UNITS	1) Carrying out freight transport by road vehicles EQF Level: 4	<p>Knowledge</p> <ul style="list-style-type: none"> Privacy protection regulations Procedures for loading and unloading goods (bills of lading) Procedures for checking and filling out transport documents <p>Skills</p> <ul style="list-style-type: none"> Apply route planning criteria Apply route selection criteria Apply modes of delivery of goods Apply modes of checking bills of accompanying goods Apply procedures for verifying the functionality of the vehicle Apply techniques for loading/unloading materials Apply safe driving techniques
	2) Perform routine vehicle maintenance EQF Level: 3	<p>Knowledge</p> <ul style="list-style-type: none"> Technical characteristics of the vehicle Elements of electrical engineering Elements of automotive mechanics Regulations on the protection of the health and safety of workers in all private or public sectors of activity <p>Skills</p> <ul style="list-style-type: none"> Apply workplace safety procedures Apply routine vehicle maintenance techniques Use tools for electrical maintenance Use tools for mechanical maintenance
Last Mile delivery Driver/Freight forwarder or courier Course -VET		
GENERAL COMPETENCE	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:	
TRAINING MODULES	Module	Units
	MODULE 1: HEALTH AND SAFETY IN THE WORKPLACE - GENERAL PART	1.Topics related to Health and Safety in the workplace according to Legislative Decree 81/08
	MODULE 2: WORKERS' RIGHTS AND DUTIES IN EMPLOYMENT	1.Topics related to the rights and duties of workers according to the CCNL for Employment Agencies
	MODULE 3: TIME AND STRESS MANAGEMENT	<ul style="list-style-type: none"> 1. Managing stress 2. Psychophysiological disorders 3. Stress management techniques 4. Positive and negative stress 5. Coping strategies 6. Strategies for managing stress 7. Time management and prioritization 8. The 11 strategies for becoming a master of your time 9. How to improve and increase time management productivity 10. Meeting management
	MODULE 4: COMMUNICATION, LEADERSHIP AND GROUP	<ul style="list-style-type: none"> 1. What it means to communicate 2. The process of communication 3. The modes of communication: analog and verbal 4. The language of the body 5. Proxemics 6. The channels of access 7. Milton's model 8. Communication styles and strategies 9. How to communicate in the company 10. What is internal communication 11. The human resource as a strategic factor 12. Teamwork 13. Leadership 14. Sharing and collaboration 15. Self-empowerment what it is
	MODULE 5: QUALITY AND PROBLEM SOLVING	<ul style="list-style-type: none"> 1. What is quality 2. The definition of quality 3. Types and types of quality 4. Quality and the environment 5. The benefits of quality 6. When quality does not help 7. The quality manager 8. Mistakes in quality 9. Corporate certifications 10. Problem solving 11. Problem solving in practice 12. Brainstorming 13. Role playing 14. Example quality system manual
MODULE 6: TRANSPORT-ROAD SAFETY	<ul style="list-style-type: none"> 1. Transportation of goods under national and EU law; 2. Hints on transportation of dangerous goods (Adr), perishable goods (Atp); 3. Road safety for drivers of commercial vehicles; 4. Principles on cargo securing; 5. Anti-covid behavioral procedures 19 	
Mobility Manager/Operator Course- Vocational Education and Training (VET)		
GENERAL COMPETENCE	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	
COMPETENCE UNITS	Module	Units
	1st -2nd Module: Economics and structure of the sustainable mobility sector	<ul style="list-style-type: none"> 1. The sustainable mobility sector in the national and international economy 2. The electric mobility scenario: EU market and Italy 3. The electric mobility supply chain: from automotive, to e-scooters, to charging infrastructure, to VAS services 4. The new driver, last-mile mobility, the main obstacles to deployment and the drivers of growth 5. The Italian regulatory framework and constraints 6. The environmental impact of electric vehicles 7. The prospects for electric mobility: trends, trends and market outlooks 8. The impact of technology and the transition from ownership to mobility as a service
	3rd-4th Module: The role of the mobility manager	<ul style="list-style-type: none"> 1. Laws and norms: D.M 27 March 1998, Decreto Legge 34 of 19 May 2020, so called "Relaunch decree"; 2. The role of the mobility manager; 3. Activities of the Mobility manager: mobility plans from home to work and fleet management; 4. Competences of a mobility manager; 5. main tools to optimize staff mobility
	5th-6th Module: The figure of the mobility manager within the business context and project work	<ul style="list-style-type: none"> 1. The contribution of the mobility manager to employers experience; 2. Home-work mobility and smart working 3. Mobility in welfare strategies 4. Benefits for employees, enterprises and stakeholders 5. The impact on Corporate social responsibility 6. The importance of communicating mobility management actions 7. Management of fiscal aspects of mobility management initiatives

<https://www.confartigianatoformazione.tv/corso/corso-per-laccesso-alla-professione-autotrasportatori-mercato-terzi-sopra-le-35-t-2020/>

<https://www.geviacademy.it/course/driver-corso-gratuito-online/#1551870343207-703ab646-05fb>

<https://www.assolombarda.servizi.it/formazione-a-catalogo/gestione-del-personale/mobility-manager/>

COURIER RELATED TO LOGISTICS AND ROAD TRANSPORTATION IN BULGARIA

This sheet details the course that currently exists in Bulgaria and that is most closely linked to the project.

COURIER. This is the most similar training. It is a Professional Qualification (not VET) that has been found in Bulgaria, and which is directly related to last mile deliverers.

Link to the training

Professional qualification courses and training in Bulgaria are held by VET centers on the specified modules of the "courier" profession. The courses of all centers should meet the requirements of the state educational standard for the courier profession, presented below.

GENERAL COMPETENCE	<p>The courier receives and transfers shipments and amounts to customers, taking into account everyone's 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.</p>
COMPETENCE UNITS	<p>1) Learning outcomes units in general professional training - uniform for all professions</p> <p>2) Learning outcomes units in sectoral vocational training - uniform for the profession</p> <p>Learning outcomes units in specific vocational training for the specialty "Logistics"</p>
ASSOCIATED TRAINING (Training Modules)	<p>1) General training module</p> <p>2) Module "Transport services"</p> <p>3) Module "Logistics of goods and services"</p>
RELEVANT OCCUPATION AND JOBS	<p>According to National Classification of Occupation and Positions - 2011, the "Courier" can hold the following positions:</p> <ul style="list-style-type: none"> * 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. <p>2.1 of Ordinance No. 10 OF MAY 23, 2022 FOR THE ACQUISITION OF QUALIFICATION FOR THE PROFESSION "COURIER"</p>

<https://www.navet.government.bg/bg/media/kurier.pdf>

COURSES RELATED TO LOGISTICS AND ROAD TRANSPORTATION IN FINLAND

In terms of training, it is difficult to fulfill justification, because there are several similar trainings in Finland, which, however, have different contents. This is due to the fact that 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

COURSES RELATED TO LOGISTICS AND ROAD TRANSPORTATION IN SWITZERLAND

No similar courses found.