

AFT

**Complete qualification
training program described
in Learning Unit and
modules (mandatory and
optional Results 10 and 11**

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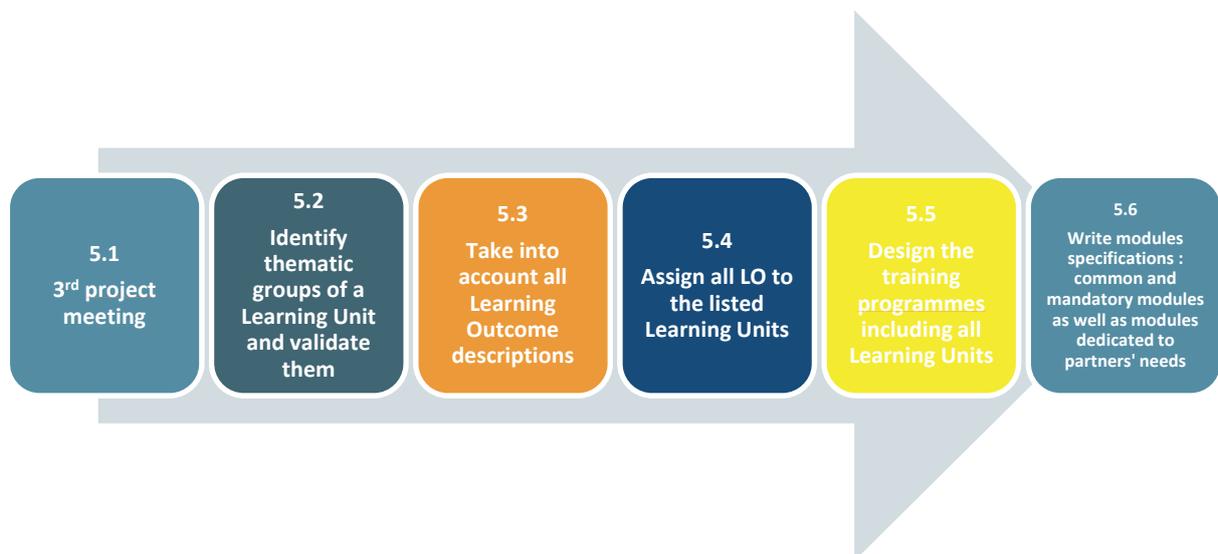
Introduction

The work package 5 aims to design educational standards for both qualifications developed within WP3 i.e.

- Warehouse Operator (field: perishable goods)
- Warehouse Manager (field: pharmaceutical products)

This work package is to be understood as an application part of the CENTRAL transfer to ensure the best comprehension of the transfer content as well as to help the transformation of knowledge into competencies by applying concepts and associated tools..

In order to enable the training modules specifications implementation, LIST consortium has followed this six-step pattern:



WP5 activities will enable project partners:

- To design a complete, objective and applicable training program in each country represented in the consortium with Learning Units referring to all Learning Outcomes identified for each of the two selected jobs.
- To fine-tune the current CENTRAL Method and associated tools to adapt them to each partner's deployment environments

In order to be sure that all partners understand the main concept of educational standards and thus talk the same language, the following CEDEFOP definitions have been used:

Educational standard refers to the statements of **learning objectives**, content of **curricula**, **entry requirements** as well as **resources required** to meet the learning objectives.

We can envisage **learning objectives** as clear statements that describe the possessed learner's competences upon completion of a course (Simon and Taylor, 2009; Anderson et

al., 2001; Harder, 2002; Kennedy et al., 2006). Basically as stated by Canadian teaching institute, “*effective learning objectives state what students [or learners] should know and be able to demonstrate, as well as the depth of learning that is expected. Clearly defined and intentionally integrated course learning objectives can:*

- *Help to organise, structure and enhance learner learning;*
- *Improve communication with learners and other instructors regarding the important concepts and skills covered in a course; and,*
- *Improve assessment practices (Simon and Taylor, 2009)”.*

The term **curriculum** refers to the lessons and academic content taught in a school or in a specific course or program.

Entry requirements refer to the prerequisites e.g. type and level of qualifications that the learners should have before undertaking the “course.

Resources required may give indications about the different tools and equipment necessary to provide high quality training.

Methodology

The methodology to draw educational standards follows broadly the one followed in CENTRAL project.

Basically two main parts have been considered:

1. First part: Consolidated general information
2. Second part : Training unit details
3. Third part : methodological guidelines for building educational standards

First, project partners collected existing training programmes that could be related to the qualifications chosen within the framework of LIST project. These programmes were meant to cover the warehouse manager or logistics manager qualifications (not to be specific to pharmaceutical products) as well as warehouse operator and freight handler (not specific to the perishable goods industry)

Warehouse Operator for Perishable Goods

CONSOLIDATED INFORMATIONS

Abbreviation Legend:

PO – Polyvalent, TE – Technics, CL – Classroom, INT – Internship, EI – eLearning, EM – Employed, UNE – Unemployed, PT - Practical Test, LO – Learning Outcomes, GE – German, FR – French, EN – English, IT – Italian, SK – Slovak, BG – Bulgarian, LU- Luxembourg

	Target Group	Prerequisites	NQF Level	EQF Level	Job Description	Participants Number	Duration	Training Methodology			Language			Evaluation Method
								CL	INT		GE	FR	EN*	
Luxembourg	Pupils	9th class PO or TE	2	2	*	15	1200h	CL	INT		GE	FR	EN*	Exams PT
France	EM & UNE	Secondary school prior experience	3	3	*	15-25	400h	CL	INT	-	-	FR	EN*	Exams PT
Italy	EM & UNE		3	3	*	15-25	From 240h up to 1000h	CL	INT	-	IT		EN*	Exams PT
Slovakia	EM & UNE	Secondary school 1 year experience	3	3	*	8 -12	100 – 350h	CL	INT	-	SK	-	-	Exams PT
Bulgaria	EM & UNE	Secondary school 1year experience	1-2	1-2	*	14	32h	CL	INT	-	BG	-	EN*	Exams PT

Job Description *

Luxembourg

Qualified logistics workers are engaged in one of the most interesting professions, indeed, we are far from the image of a storekeeper managing a small stock or a delivery driver along the roads in the vehicle.

France

Warehouse operators work in in warehousing, storage, or wholesaling facilities. They may be engaged in single activities or multitask depending on the size of the operation.

The warehouse operator ensures the availability of products in stock by making sure of the availability of the products ordered and the recipient receives the expected products. He or she puts them in stock in respect of procedures and quality rules required, validates the relevant data in the company information system so as to ensure consistency with the physical inventory.

He or she is a contact point with the client - internal or external - with suppliers or service providers (carriers). He/she ensures the safety of products in stock in the warehouse.

Italy

The warehouse operators may work in a particular area or may be classed as multifunctional. They normally receive deliveries of goods and check them against the relevant documentation which may include scanning incoming goods. They may use a forklift truck to load, unload and move goods and have responsibility for replenishing stock. The work may also include order picking, inspection, weighing and packing ordered goods.

Slovakia

Warehouse operator is ensuring acquisition of material to a warehouse, quantity/eventually quality control, faulted packages of the supplied goods, storing, removals from the warehouse, and preparations for expedition.

Bulgaria

The warehouse operators may work in a particular area or may be classed as multifunctional. They normally receive deliveries of goods and check them against the relevant documentation which may include scanning incoming goods. They may use a forklift truck to load, unload and move goods and have responsibility for replenishing stock. The work may also include order picking, inspection, weighing and packing ordered goods.

Languages*

EN – Limited technical English vocabulary

In Slovakia English language is offered only upon employer´s request.

JOB DESCRIPTION

Warehouse Operator (source: Central)

“The warehouse operators may work in a particular area or may be classed as multifunctional. They normally receive deliveries of goods and check them against the relevant documentation which may include scanning incoming goods. They may use a forklift truck to load, unload and move goods and have responsibility for replenishing stock. The work may also include order picking, inspection, weighing and packing ordered goods.”
Warehouse Operator in Perishable Goods:

Warehouse Operator (field: perishable goods)

“The warehouse operators in perishable goods may work in a particular area or may be classed as multifunctional. They normally receive deliveries of perishable goods and check them against sanitary issues, cold chain interruption and other relevant documentation which may include scanning incoming goods. They may use a forklift truck to load, unload and move goods and have responsibility for replenishing stock. The work may also include order picking, inspection, weighing and packing ordered perishable goods.”

LEARNING OUTCOMES UNIT

- LO Unit 1: To take delivery of goods, transferring and repacking
- LO Unit 2: To store and retrieve perishable goods
- LO Unit 3: To process the orders in order to ship them to the final customers

COMPETENCE STANDARD

LO Unit 1: To take delivery of goods, to transfer and to repack

KNOWLEDGE	SKILLS	COMPETENCES
<p>He / She has knowledge of:</p> <ul style="list-style-type: none"> • The main rules of health and safety at work especially for handling operations • The different administrative documents related to the receipt of goods • The key regulatory requirements relating to loading and unloading goods • The different ways of transmitting and filling system of the documents • The different units/departments of the company • The key aspects of sustainable development • The occupational risk-prevention principles • Food products types: characteristics; handling techniques and constraints, pictograms • The basis of HACCP, DGP ... • The basic English terms relate to filling of the document and basic conversation 	<p>He / She is able:</p> <ul style="list-style-type: none"> • To accept goods • To check delivery against documentation • To indicate the status of packaging / pallet in order to accept / refuse delivery according to the type of goods (temperature, humidity, expiry date...) • To handle transport of / forward goods to company-internal destination taking into account the different specific storage areas (especially for controlled-temperature areas). • To unpack / sort goods taking into account the nature of the perishable goods • To distinguish physical quantities and types of perishable goods for proper storage in the warehouse • To use ICT tools to register the entry of the goods and its movement to the storage area. 	<p>He / She is competent :</p> <ul style="list-style-type: none"> • To apply the guidelines given by his/her team leader. • To coordinate his/her activities with different teams (mainly warehouse operators and actors that operate the transport/drivers) • To identify problems that occur in incoming goods and transmit the information to the team leader • To apply health and safety as well as sustainable development principles • To organize efficiently and effectively goods for the next step of the process

LO Unit 2: To store and to retrieve perishable goods

KNOWLEDGE	SKILLS	COMPETENCES
<p>He / She has knowledge of:</p> <ul style="list-style-type: none"> • Main rules of health and safety at work especially for handling operations • The key regulatory requirements relating to loading and unloading goods • Different ways of transmitting and filling system of the documents • Key aspects of sustainable development • Occupational risk-prevention principles • Equipment and IT tool types • Basics of HACCP, DGP ... • Main rules of storage and storage area safety • Storage and preservation pictograms related to the characteristics of the perishable goods • Different storage facilities and their characteristics • Storage specificity rules: cold chain, dangerous goods... • Documentation procedures in the warehouse 	<p>He / She is able:</p> <ul style="list-style-type: none"> • To use ICT tools (if available) to allocate storage destination according to the perishable goods' technical characteristics and storage areas • To move and to store goods efficiently and as required by the warehouse system • To use ICT tools to carry out checks (inventory, counts, etc), keep track/ documentation of goods' movements, monitor product flows and stock levels • To use ICT tools (if available) to evaluate availability, tracing and status of goods to answer requests of internal / external customers 	<p>He / She is competent :</p> <ul style="list-style-type: none"> • To use information systems to capture any reception flow • To interpret a storage plan • To determine the storage location of incoming goods taking into consideration their perishable nature • To develop activity reports • To apply rules of commodity preservation taking into account the stock turnover and expiry dates • To identify correctly the storage locations • To communicate well and efficiently with the different team members

LO Unit 3: To process the orders in order to ship them to the final customers

KNOWLEDGE	SKILLS	COMPETENCES
<p>He / She has knowledge of:</p> <ul style="list-style-type: none"> • Main rules of health and safety at work • Different administrative documents related to the shipping of perishable goods • Different ways of transmitting and filling system of the documents • Picking procedures and loading standards • Regulations and stipulations on labelling, marking, securing, sealing and stowing goods according to the transportation solution • Documentation procedures in outgoing goods • Basic English terms related to filling of the document and basic conversation 	<p>He / She is able:</p> <ul style="list-style-type: none"> • To prepare the documents related to the processing of orders • To use ICT tools to identify the availability, the location of the good and to register its removal from storage area • To greet the customers, to understand their needs, to draw up the commercial documents and picking stock • To prepare the shipment and to make sure that the package meets quality requirements and customer needs using the appropriate equipment • To wrap, to pack the goods and to prepare the documents related to the shipping of orders or overwrap when necessary. • To draw and to validate the internal document • To fill in the transport documents 	<p>He / She is competent :</p> <ul style="list-style-type: none"> • To develop and to implement a plan for efficient loading • To communicate and to coordinate the process with the driver • To communicate according to the corporate spirit and image • To apply health and safety measures in the daily activities • To organise his/her work programme in order to complete his/her assignment(s) • To maintain permanent vigilance, identify and report any anomaly

General Information Warehouse Manager for Pharmaceutical Products

CONSOLIDATED INFORMATIONS

Abbreviation Legend:

PO – Polyvalent, TE – Technics, CL – Classroom, INT – Internship, EI – eLearning, EM – Employed, UNE – Unemployed, PT - Practical Test, LO – Learning Outcomes, GE – German, FR – French, EN – English, IT – Italian, SK – Slovak, BG – Bulgarian, LU- Luxembourg,

	Target Group	Prerequisites	NQF Level	EQF Level	Job Description	Participants Number	Duration	Training Methodology			Language			Evaluation Method
								CL	INT	EL	-		EN	
Luxembourg	EM & UNE	-		5-6	*	12-14	-	CL	INT	EL	-		EN	Exams
France	EM & UNE	NQF level 3	2	5-6	*	8-15	770h	CL	INT	-	-	FR	EN*	Exams PT
Italy	EM & UNE	EQF4	5	5	*	15-25	From 240h up to 500h	CL	INT	-	IT	-	EN*	Exams PT
Slovakia	EM & UNE	Bachelor degree	7	7	*	8-12	100	CL	INT	-	SK	-	EN*	Exams
Bulgaria	Students EM & UNE	Bachelor degree	6-7	6-7	*	150 Divided in groups	4425h	CL	INT	-	BG	-	EN*	Exams PT

Job Description *

Luxembourg

NA

France

The Warehouse manager coordinates the service provided by the logistics unit (*i.e.* warehouse) for which he is responsible within the limits of regulatory provisions and the Health and Safety Regulations.

He makes the best use of human and material resources and anticipates future adaptations. He passes on essential information needed for the operation of other departments and participates in the development of the organisation while respecting internal quality procedures and regulations.

- Applies the firm's strategic orientations within the framework of set qualitative and quantitative objectives.
- Provides a quality service efficiently and effectively
- Takes care to run the logistics unit for which he is responsible within the budgeted operational costs.
- Ensures the respect of procedures and operational instructions
- Anticipates logistics needs and constantly seeks to improve the firm and the quality system.
- Contributes through his technical support to the development of the overall activity of the firm.

In keeping with the strategic objectives of the organisation, the Warehouse Manager designs and sets up organisational patterns of logistics flows, while obtaining the best ratio of cost, time and quality of service

He takes responsibility for the operation of the logistics unit (platform, warehouse, depot, distribution centre, production workshops, etc) which he manages. He is in charge of human resource management and the application of labour laws to his team.

Within the framework of schemes for improving and homogenising logistics processes, the Warehouse Manager identifies the means to move forward and undertakes technical, organisational and cost feasibility studies. He coordinates the work of the various actors, both internal and external.

Italy

The warehouse manager is in overall control of the distribution centre or warehouse. They have ultimate responsibility for ensuring the safe and efficient day to day running of the unit to help meet the organisation business plan. This process includes staff and financial management but also quality and environmental control.

Slovakia

Warehouse manager- managing of the work team of warehousemen, stock management, quality control, solving and dealing with complaints, ensuring OHS and other provisions, technical ensuring of manipulation techniques and its maintenance.

Bulgaria

Warehouse Manager: the head of warehouse needs specific EQF level 6 or 7 because only the responsible pharmacist must meet the requirements for Master of Science in pharmacy and of the Ministry of education; an experience of minimum. 2 years.

Languages*

EN – Limited technical English vocabulary

JOB DESCRIPTION

Warehouse Manager (source: CENTRAL project)

“The warehouse manager is in overall control of the distribution centre or warehouse. They have ultimate responsibility for ensuring the safe and efficient day to day running of the unit to help meet the organisation business plan. This process includes staff and financial management but also quality and environmental control.”

Warehouse Manager (pharmaceutical sector)

The warehouse manager in pharmaceutical is in overall control of the pharmaceutical distribution centre or warehouse. They have ultimate responsibility for ensuring the safe and efficient day to day running of the unit to help meet the organisation business plan. This process includes staff and financial management but also quality and environmental control. He is aware of pharmaceuticals products specificities in terms of sanitary, temperature requirements, care handling and hygiene. Knowing impacts of any default, he is a professional caring for the customer, the patient and the company.

LEARNING OUTCOMES UNIT

- LO Unit 1: To define and set up organization patterns for logistics flows
- LO Unit 2: To manage the operation of logistics flows
- LO Unit 3: To contribute to the fulfilment of the firm's logistics strategy through the implementation of appropriate logistics projects

COMPETENCE STANDARD

LO Unit 1: To define and to set up organization patterns for logistics flows		
KNOWLEDGE	SKILLS	COMPETENCES
<p>He / She has:</p> <ul style="list-style-type: none"> • Good knowledge of current health and safety regulations • Good knowledge of labour law and related regulations • Advanced knowledge of pharmaceutical supply chain and associated actors (roles and profiles) • Advanced knowledge of pharmaceutical products specificities • Advanced knowledge of pharmaceutical handling and storage procedures • Advanced knowledge of material management • Advanced knowledge on specific regulations: GDP, DGR and • Good knowledge of HACCP (content and constraints) • Advanced knowledge of statistical techniques related to forecasts. • Good knowledge of transport chain and 	<p>He / She is able:</p> <ul style="list-style-type: none"> • To analyse internal and/or external data • To make forecasts and simulations using tools and statistical methods. • To identify and to analyse technical and financial constraints and impacts of any logistics operation • To manage human resources and identify the related training needs • To set up and/or redefine organisational processes • To draw provisional logistics plan including in accordance to the operational plan. • To use ICT management tools • To analyse the logistics/transport income statement. • To draw up ratios for logistics activity. • To estimate the cost of the different technical options taking into account regulatory constraints in relation to logistics activity. • To be able to use IT financial control tools • To draw up simulation scenarios for budget estimations. • To work out the break-even point of logistics activity • To draw up and to implement measurement tools to 	<p>He / She is competent :</p> <ul style="list-style-type: none"> • To organise and to rationalise the planning of logistics capacity on the basis of the provisional volume forecast of logistics activity • To operate in the context of pharma distribution • To coordinate with other actors and departments ensuring health, safety and labour regulations' compliance • To organise his/her work as well as that of his/her team according to time management efficient procedures • To communicate efficiently to the different teams about the provisional budget and adapt it according to any amendment proposed. • To operate in the context of pharma distribution • To develop guidelines and to coordinate with other actors and departments

<p>networks</p> <ul style="list-style-type: none"> • Good knowledge of tools and methods used for planning and scheduling. • Good knowledge of digital management tools. • Good knowledge of budgetary procedures. • Good knowledge of costs of the various activities or services provided by the company or within the sector (pharma and transport and logistics sector) • Good knowledge of techniques for improving logistics performance. • Knowledge of IT financial control tools • Knowledge of key performance indicators (KPI) • Knowledge of internal rules for financial control and the cost structure • Knowledge on methodology used to create accurate performance indicators • Knowledge of pharmaceutical environments: actors and sectorial specificities • Knowledge of distribution channels advantage and constraints • Knowledge of the legislations related to the specific product/activities • Knowledge of track and tracing tools 	<p>follow-up productivity gains generated by logistics solutions.</p> <ul style="list-style-type: none"> • To create summary documents that can be used for each link of the logistics chain. • To determine key criteria, both qualitative and quantitative, to measure the performance of logistics solutions implemented. • To define KPI to be used by the different teams involved • To select indicators adapted to specific organisational, functional or operational logistics needs. • To integrate control data coming from other functions within the firm, as well as that coming from external sources. • To build a management system which makes best use of the indicators implemented. • To create a follow-up system for performance in relation to internal and/or external constraints. • To use computer software in order to create performance indicators for financial control • To analyse current processes • To integrate new component in running procedures • To design and to present a business enlargement plan • To integrate branch specificities into the current logistics organisations to be compliant with the pharmaceutical specificities (legislation and products), providers, customers and end-users requirements 	<ul style="list-style-type: none"> • To resolve efficiently practical difficulties occurring with performance indicators (maintenance, up-dating, deadlines, etc.) by drawing up specific and pertinent procedures in relation to logistics activity. • To link operational indicators to strategic ones in order to draw the most relevant procedures. • To develop guidelines and coordinate with other actors and departments • To communicate with stakeholders and/or decisions makers about new investments needed • To develop guidelines and/or coordinate with other actors and departments
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LO Unit 2: To manage the operation of logistics flows

KNOWLEDGE	SKILLS	COMPETENCES
<p>He / She has:</p> <ul style="list-style-type: none"> • Good knowledge on health and safety regulations. • Good knowledge on labour law and in particular work contracts. • Good knowledge of communication techniques. • Advanced knowledge of planning tools and techniques. • Knowledge of technical and regulatory constraints regarding the use of industrial handling equipment. • Advanced knowledge of pharmaceutical distribution: sector and actors • Advanced knowledge of pharmaceutical supply chain and associated actors (roles and profiles) • Good knowledge on tools and methods of the improvement of logistics processes. • Good knowledge on reporting techniques. • Good knowledge of the legal responsibility of any kind of mishandlings or procedure 	<p>He / She is able:</p> <ul style="list-style-type: none"> • To apply and oversee application of quality procedures and health and safety regulations. • To determine and report the type and quantity of equipment needed for handling. • To plan human resource requirements in response to fluctuations in logistics activity in terms of numbers, qualifications and deadlines. • To apply, oversee application and take into account the clauses of the work contract (hours of work, management of time off, recruitment, etc.) • To conduct a recruitment interview. • To create and update performance indicators of logistics activity. • To update logistics activity schedules. • To define performance criteria in relation to the level of qualification of each member of staff. • To apply labour law and contract rules concerning the recruitment of personnel, the nature and extent of the work contract and the departures. • To check that existing competences correspond to the short and medium term needs of the logistics activity. 	<p>He / She is competent:</p> <ul style="list-style-type: none"> • To adjust logistics capacity in relation to the fluctuations in logistics activity • To develop guidelines and coordinate with other actors and departments • To manage efficiently logistics teams and adapt the style of management to the context of logistics activities • To develop guidelines and coordinate with other actors and departments • To evaluate new solutions to improve the logistic flows • To detect and to analyse malfunctions in order to propose straightforward practical solutions, within the framework of constant improvement of the logistics processes. • To manage efficiently the warehouse transit and storage activities in compliance with the product specificities and in ad equation with

<p>default</p>	<ul style="list-style-type: none"> • To propose training plans to staff and to driving personnel continuous development. • To use the performance indicators to measure the suitability and efficiency of the proposed logistics solutions. • To evaluate the level of performance against objectives following the introduction of new logistics processes. • To monitor the main cost centres and compare them to standard professional ratios. • To apply quality control to the output and quality of logistics processes • To measure the efficiency of logistics processes in relation to best sectorial practices. • To spot possible synergies between the various actors of the supply chain. • To set up the resources needed to assure the steering of the progress plan. • To set new operational objectives and integrate them into a process of permanent improvement within the firm. • To monitor and to update the performance indicators of logistics activity and, with the internal and external interlocutors of the supply chain, decide on the readjustments to be made. • To improve the different stages of logistics processes 	<p>the company's strategy, the customers requirement's level</p> <ul style="list-style-type: none"> • To implement accurate controlling activities to be able to react suitably and correct occurred dysfunctions
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	<p>(sales forecasts, operational management of physical flows, order control and warehouse management).</p> <ul style="list-style-type: none">• To organise and implement all tracking and tracing procedures• To decide for returning or recalling of mishandled products	
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LO Unit 3: To contribute to the fulfilment of the firm's logistics strategy through the implementation of appropriate logistics projects

KNOWLEDGE	SKILLS	COMPETENCES
<p>He / She has:</p> <ul style="list-style-type: none"> • Advanced knowledge of pharmaceutical supply chain and associated actors (roles and profiles) • Advanced knowledge of pharmaceutical products specificities and handling and storage procedures and failures • Advanced knowledge of firm strategy and its business relations • Good knowledge of tools for overall performance improvement in the global supply chain. • Good knowledge in IT systems specifically applied to logistics (ERP, WMS, TMS, etc.) • Knowledge on technological, technical, regulatory and organisational innovations that might impact the processes of the supply chain. • Knowledge on various financial analysis and strategies • Knowledge of principal indicators of investment choices (net cash flow, net 	<p>He / She is able:</p> <ul style="list-style-type: none"> • To identify and analyse the logistics needs of internal and external actors in the supply chain and divide them according to their requirements. • To collect and analyse information from functional departments and/or operational units. • To classify logistics needs so as to be able to prioritise the choices and implementation of logistics projects. • To design a project within the company • To gather required actors and staff to design and implement the project • To integrate new technology into the firm's logistics strategy, in particular in terms of communication and IT systems. • To run a logistics processes audit in order to draw up an inventory and thereby define the course of action for improvement. • To determine and to analyse the added value of the project for each link of the supply chain. • To estimate the logistics project cost taking into account all the logistics processes. • To determine the financial plan of the project whilst 	<p>He / She is competent :</p> <ul style="list-style-type: none"> • To select and assess the feasibility of logistics projects according to the global strategy of the firm • To develop guidelines and coordinate with other actors and departments including English Language • To provide arguments to support the implementation of a logistics project in response to logistics needs of the company • To model the financial strategy of the logistics project in relation to the firm's general policy • To negotiate properly (and in accordance with the company strategy) the technical and economic and regulatory aspects of the contract linked to the implementation of the logistics project

<p>present value, investment payback period, profitability study, internal rate of return).</p> <ul style="list-style-type: none"> • Knowledge of tools and methods for financial analysis • Advanced knowledge on commercial contracts • Good knowledge of negotiation techniques • Good knowledge of call of tenders procedures • Good knowledge of conflict resolution techniques 	<p>integrating financial constraints.</p> <ul style="list-style-type: none"> • To implement risk analysis procedures and propose corrective action. • To carry out a feasibility study regarding the technical, organisational and economic aspects of the logistics project • To draw up a document, listing the technical, financial and contractual specifications • To draw up a call for tender by identifying the quality, service and cost constraints • To select the best value for money option in a call of tender procedure • To identify the form of cooperation to be set up through contracts • To collect and analyse information which is useful to the negotiation process. • To draw up logistics specifications to obtain a quality/price ratio that is sustainable and competitive. • To apply the relevant terms of contracts in case of dissatisfaction or non-proper execution of the service. 	
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Training Units and Modules Overview Warehouse Operator for Perishable Goods

	TU 1 Warehouse organisation procedures	TU 2 Incoming goods procedures
<p>LOs Unit 1: To take delivery of goods, transfer and repack to</p>	<ul style="list-style-type: none"> • Warehouse organisation • Warehouse objectives : service quality, costs (manpower, equipment, tools...), corporate image, preservation of products,, customer satisfaction • Positioning and interlocutors of the reception department (internal and external suppliers, external providers), concept of client-supplier relationship • Importance , issues and stakes of the receipt operations (service quality, costs and deadlines) 	<ul style="list-style-type: none"> • Receipt operations <ul style="list-style-type: none"> • Welcoming the driver • Docking operations and safety rules • Check the transport documents • Unloading the vehicle • Organise the receipt zone • Quantitative receipt of goods • Carrier dispute and supplier dispute • Formulate valid reservations <ul style="list-style-type: none"> • Concept of reservations • Formulate valid reservations • Consequences of non-valid reservations • Documents validation (transport and internal documents) • Administrative transmission of documents • ICT dedicated to receipt operations • Preparation of goods to be placed in storage <ul style="list-style-type: none"> • Re-palletisation

LOs Unit 2: To store and retrieve perishable goods	TU 3 Material handling and monitoring using ICT	TU 4 Warehouse equipment
	<ul style="list-style-type: none"> • Handle the goods using the relevant systems, tools and software • Fill in the related documentation and monitor the related flow of information • Allocate storage locations according to the nature of the goods and the available locations <ul style="list-style-type: none"> • Implantation concept • storage structures • Addressing • Handling equipment • Handling solutions • Compatibility of products • Control the stocks <ul style="list-style-type: none"> • Codification • Nomenclature and other classifications • Posting goods movements • Inventories 	<ul style="list-style-type: none"> • Using the forklift taking into account regulations, forklift technologies and operating instructions • Shifting beginning checks and shifting end operations • Move the loads in a secure way with forklifts • Stacking • Racking the pallets • Loading the vehicle

LOs Unit 3: To process the orders to enable the products to be shipped to the clients	TU 5 Administrative, technical and legal documentations	TU 6 Picking and packing
	<ul style="list-style-type: none"> • Adapt and prepare the documents related to the processing and shipping of orders <ul style="list-style-type: none"> • Shipping preparation (administrative part) • Shipping documents • Vehicles characteristics • Delivery rounds and loading plans • Loading operations (operating modes, safety protocol, deadlines) • Product specifications, 	<ul style="list-style-type: none"> • Picking the orders <ul style="list-style-type: none"> • Identification of the goods • Preparation of orders • Movement optimisation • ICT • Picking technics • Balanced load distribution • Order picking errors and their consequences • Direct order picking (“drive” etc...) • Specific products • Performance measurement: objectives, dashboards and audits. • Wrapping, packing and loading goods <ul style="list-style-type: none"> • Palletisation (stability, palletisation plan, product compatibility) • Parcels • Cushion materials, wrapping and sub-wrapping materials • Identification (consignee, order, grouping, pictograms (handling and danger))

Transversal Units

TU 7 Health and Safety in the operations	TU 8 Procedures for handling perishables goods	TU 9 Business organisation and teamwork
<ul style="list-style-type: none"> • Proper movements and postures <ul style="list-style-type: none"> • Accidents at works while handling goods • Physical safety and economy of effort • Handling accessory • Best practices at work • Safety at the workplace <ul style="list-style-type: none"> • Cleanliness and tidiness of traffic movement areas • Apparent or potential risk • Map of access and circulation plan • Personal protective equipment • First aid • Safely undertaking physical receipt operations <ul style="list-style-type: none"> • Personal protective equipment • Use of cutting tools (cutters and steel strapping) • Proper movements and postures • Handling equipment (regulation, safety rules) • Safety protocol 	<ul style="list-style-type: none"> • Perishable goods <ul style="list-style-type: none"> • The different types of perishable goods • Cold preservation technology and process • Hot preservation technology and process • Food hygiene and germ contamination <ul style="list-style-type: none"> • Microbes and germs • Food poisoning • Compromising cold chain integrity, what are the risks? • Health prevention: rules and means <ul style="list-style-type: none"> • Hygiene of the premises, equipment and materials • Hygiene of staff 	<ul style="list-style-type: none"> • Basics in business organisation <ul style="list-style-type: none"> • Logistics sectorial culture • Roles and jobs in the T&L branch • Job search tools and technics • Team Work <ul style="list-style-type: none"> • Organisation of the team • Management of workload and priorities within available resources • Operating relays • Activity report • Information flow and dissemination

Training Units and Modules Overview Warehouse Manager for Pharmaceutical Products

LOs Unit 1: To define and to set up organization patterns for logistics flows	TU 1 Supply chain management and logistics	TU 2 Regulation and administrative procedures
	<ul style="list-style-type: none"> • Logistics technical requirement specifications • Dimensioning and installation of logistics warehouses • Road transport • Logistics analysis • Customer relations • Management of incoming and outgoing goods • Supply chain management methods • Industrial logistics • Actors of the supply chain • Management of distribution and replenishment networks 	<ul style="list-style-type: none"> • Risk evaluation and safety cold and cool chain risk management • Customer regulations • INCOTERMS • Social regulation • Transport law (national and international) • Customs procedures and regulations • Administrative documentation for transport • Regulations concerning the management of pharma products • Legal environment of the logistics services (e.g. environmental & contractual obligations°)
LOs Unit 2: To manage the operation of logistics flows	TU 3 Warehouse Management	TU 4 Transport Management
	<ul style="list-style-type: none"> • Inventory management • Products allocation • Storage systems • Warehouse's layout 	<ul style="list-style-type: none"> • Planning and scheduling of transportation services • Tender processes – outsourcing of transport services • Fleet management • Transport networks

	<ul style="list-style-type: none"> • Procedures for handling and storing pharma products • Pharmaceutical reverse logistics • Blocking and returning pharmaceutical and medical products • Stock management 	<ul style="list-style-type: none"> • Transport modes: parameters and characteristics • Procedures for transporting pharma products
<p>LOs Unit 3: To contribute to the fulfilment of the firm's logistics strategy through the implementation of appropriate logistics projects</p>	<p>TU 5 Assessing company's performances (KPI)</p> <ul style="list-style-type: none"> • Bargaining / negotiating technics • KPI for logistics operations • KPI for transport operations • Quality management • Dashboards • Financial management • Statistics applied to the logistics chain 	<ul style="list-style-type: none"> •

Transversal Units

TU 6 Health and Safety in the operations	TU 7 Logistics culture and team management	TU 8 Health and Safety
<ul style="list-style-type: none"> • Business economy • Business organization and hierarchy • Marketing and customer service • Sectorial background • Roles and jobs in the transport and logistics companies 	<ul style="list-style-type: none"> • Logistics sectorial culture • Job search tools and technics • English • Project management • Logistics team management • Communication skills 	<ul style="list-style-type: none"> • Safety and risks prevention in the warehouse • Safety and risks during transport of pharmaceutical products • Pharmaceutical counterfeit medicine prevention legislation

There are two training units that are more transversal. The other three are totally linked the LOs:

- LO Unit 1: To define and set up organization patterns for logistics flows
- LO Unit 2: To manage the operation of logistics flows
- LO Unit 3: To contribute to the fulfilment of the firm's logistics strategy through the implementation of appropriate logistics projects.

Methodological Guidelines for Building Educational Standards

The LIST project, after the Central project, has endeavoured to build training curricula based on a learning outcomes approach and consistent with European transparency tools. One of the most fundamental successes of the LIST project would be that the methodology followed in both project appear in a way so as to allow for its replication all over Europe whenever VET stakeholders take on to build future educational standards.

In order to reach this goal - and since building educational standards is in many regards a matter case building rather than the systematic application of pre-announced theories - one needs to bear in mind the methodology used to build common European VET standards relies essentially on quality, which itself is supported by two fundamental pillars: the designers of educational standards and a qualitative validation process.

THE DESIGNERS OF EDUCATIONAL STANDARDS

The professionals involved in the definition of the contents of an educational standard would ideally be characterized by the following considerations:

- They would be **professionals from the VET industry**, thus perfectly aware of the interconnection between labour market needs and VET capabilities
- They would obviously be proficient in **instructional design** and would notably be knowledgeable of instructional design theories and **quality criteria** that would greatly influence the way in which the actual training will be organised in order to enhance learning
- They would master all EU transparency tools (EQF, ECVET, Europass, EQARF etc.) as both professional and learning mobility are increasingly becoming common place in Europe, making comparability of qualifications a critical issue
- The latter would entail the designers would also master the **learning outcomes approach** which requires that the qualification standards mirror efficiently work processes rather than time spent learning or amount of knowledge accumulated.
- And finally, when building training units, since there is scientifically systematic approach to it, and since it relies mostly on the expertise of the VET professionals who design them, it is also important that these professionals prove to possess a certain sense of balance. This sense of balance should be reflected not only in the size of the training units (they should not be hugely imbalanced), but also when defining those training units that will be horizontal (*i.e.* when the expected learning outcomes can apply to different areas of the work process) and those that will be specific.

THE VALIDATION PROCESS

There is also a way of making sure the educational standards designed are coherent and consistent after the actual design of the standard through a (post)validation process aimed at ensuring:

- Training programs are assessed and analysed by “validation groups” of experts (in different countries when a European educational standard is at hand)
- An analysis of the results obtained from the validation groups
- The adaptability of the Training curriculum to the real needs of the end users (learners)
- The implementation of the eventual corrections needed for enhanced quality

VALIDATION METHODOLOGY:

Training programs should be submitted to the opinion of testers and experts who should be interviewed.

These interviews can be achieved through Face to Face sessions or Workshops with all participants in a discussion group.

The testers/experts should be chosen among people having a good perception of the skills and learning outcomes required for the referred jobs and/or some experience in the organization of training programs. In a workshop, an objective moderator will encourage participants to freely discuss their feelings and concerns in order to generate creative ideas, taking into account differences in opinion among various participants.

ASSEMENT CRITERIA

The main criteria for assessing the Training Programs will be the efficiency, usefulness, accessibility, quality and transferability of the contents.

A Questionnaire should serve as a basis for the interview or group discussion and should cover the following aspects:

- Content of the training program
- Breakdown into Learning units
- Relationship/correspondence Learning units/Training units
- Duration of the training
- Theory / practice / internship proportion
- Number of ECVET points per units
- Prerequisites
- Evaluation and Certification process

The Questionnaire should be sent out with the training materials to the “validators” so as to make sure they know what questions they are going to be asked /discussed. This will enable them to focus their attention when reading the material.

VALIDATION PROCESS

The main steps of the validation process are as follow:

1. Contact and select the participants

- Identify potential participants
- Contact participants and invite them to an interview or a discussion group meeting

A follow-up invitation should be sent with a proposed agenda, session time: Session should last one to 1.5 hours

- Send to each participants information material to prepare the meeting :
 - Learning Outcomes
 - Training material (e.g. curriculum, training units)
 - Questionnaire : List of questions to be discussed

The more participants/testers are gathered, the higher the chances are of having achieved a sound validation of the training curriculum developed.

Participants for validation should be chosen among the following profiles:

- Business Experts (from the industry to which points the curriculum)
- Workers (including managers and decision makers)
- Trainers
- Training experts
- Teachers
- Students and trainees
- Professional Organisations and Trade Unions

2. Conduct the interviews or the discussion meetings

3. Collect, analyse and report data :

The moderator or interviewer should collect all statements, interpretations and ideas made by participants during the interviews or discussion groups.

The next step is to analyse the content of the discussions. The information collected should be summarized, looking for trends and patterns that reappear among various participants or discussion groups.

From the results collected from the validation sessions, the necessary adjustments to the Training program should be proposed.

This validation process has proved to be efficient in more than one way as not only does it allow to spot the eventual need for corrections to be brought, but since the underlying educational standard has been submitted to key stakeholders from all relevant fields (VET providers, learners, industry experts, workers, trade unions etc.), it is more than likely that their validation at the end of the process makes the standard virtually uncriticizable.

ANNEX

LUXEMBOURG

Warehouse Operator Training in Luxembourg

DAP Logisticien qualifié en Logistic

Target Group and Prerequisites

Students from a technical secondary class (9th class PO or TE)

People whose education and training corresponds to EQF level number 2.

EQF Level

2

Job description

Qualified logistics workers are engaged in one of the most interesting professions, indeed, we are far from the image of a storekeeper managing a small stock or a delivery driver along the roads in the vehicle.

Here is an overview of tasks managed by this profile and that the programme aims to train them:

- the delivery of goods (the most diverse, including monitoring, measuring, testing ...)
- Transport and handling material (trucks, lifting equipment, forklift, ...)
- Goods storage and stock management (specific storage and manipulation protocol regarding the type and goods characteristics: for example .drugs, hazardous substances et cetera.
- Goods packaging and shipping (ex. a command with several separate articles and group them into a common package)
- Establish the accurate documents (customs data, European notification on the shipment of waste, ...);
- Loading and unloading of vehicles
- Clients Advise
- IT Control tools and devices
- Communication tools;
- Applying safety standards, quality and environment good practices (Socio-Eco-Responsible);

Number of participants

15 participants (indicative number)

Duration

1200 hours

Training Methodology

The training course is divided in theoretical lessons in classroom and practical activities carried out in internship/work experience placement, in companies or in situations that replicate the processes and activities occurring in the workplace. This share can range from 40 to 50% of the total number of hours.

English Language

Multilinguism is part of the Luxemburgish educational system. Nonetheless knowledge of English is limited to technical terms and basics but recurrent communications activities. English technical terms and basics English communication skills are tough within the planned modules of the 3 years programmes.

Evaluation Method

The programme is running part time at school and part time in tutor companies. Exams are spread through the whole programme mixing theory and practice. The Ministry of Education is in charge of drawing up the learning outcomes and the accurate evaluation protocol.

The Chambre of Trade is partner from the Ministry of Education, and assuming the tutor services, accompanying the companies and the students (facilitators), and assessing the progress and issues.

Content details

- Delivery techniques and rules
- Transport and handling material
- Goods storage and stock management
- Goods packaging and shipping
- Administrative regulations, protocols
- Loading and unloading of vehicles
- Clients Relations and Management
- IT Control tools and devices
- Communication tools;
- Safety standards, quality and environment good practices (Socio-Eco- Responsible);

The detailed description is currently under review from the Ministry of Education.

Warehouse Manager Training in Luxembourg

Pharma & Healthcare products

Descriptive Table IATA Pharmaceutical Handling Diploma

Target Group and Prerequisites

This highly specialized diploma program is recommended for management working in:

- Airline, handler or freight forwarder operations
- Cargo quality operations
- Warehouse and ramp operations
- Pharmaceutical audits

EQF Level

Equivalent 5-6

Training objectives

Four specialized courses will give you a complete overview of the cold chain, allowing you to:

- Understand the logistical needs of the international healthcare industry and ensure compliance with its regulations
- Mitigate risks common to the transport of pharmaceutical and other time and temperature-sensitive shipments
- Implement key components of a Quality Management System in your operations to ensure consistent and reliable service
- Establish a complete cold chain logistical process in compliance with national and international regulations

Key topics include

- **International standards and guidelines for healthcare shipments:** Requirements determined by the World Health Organization (WHO), EU, United States Pharmacopeia, IATA Temperature Control Regulations (TCR) and Perishable Cargo Regulations (PCR) manuals
- **Temperature management:** How to identify critical points throughout a product's journey and ensure the correct temperature range
- **Risk management for the cold chain:** How to establish standard operating procedures to avoid temperature deviation between transportation modes, locations and stakeholders
- **Temperature-sensitive product handling:** Standards for packing, documenting, labelling and handling temperature sensitive products
- **Temperature-controlled containers:** The basic requirements for classifying, building and inspecting containers specific to the cold chain
- **IATA internal audit checklist:** How to conduct an audit of your cold operations and use your findings to establish consistency throughout your operations

- **Lean management:** Methodologies for streamlining your operations and ensuring continued quality

Number of participants

An average of 12-14 people if classroom training

Bigger group of on an eLearning option

Duration

NA

Training Methodology

IATA organization offers a wide range of training methodologies:

Classroom Training

In-Company Training

Distance Learning

English Language

The programme is given in English.

Evaluation Method

An IATA Certificate of Completion is awarded to participants obtaining a grade of 80% or higher on all exercises and exams.

This course is part of the IATA Diploma

Content details

Four specialized courses will give you a complete overview of the cold chain, allowing you to:

- Understand the logistical needs of the international healthcare industry and ensure compliance with its regulations
- Mitigate risks common to the transport of pharmaceutical and other time and temperature-sensitive shipments
- Implement key components of a Quality Management System in your operations to ensure consistent and reliable service
- Establish a complete cold chain logistical process in compliance with national and international regulations

No description on the duration for each of the topics.

Descriptive table IATA Time and Temperature Sensitive Healthcare Products

Target Group and Prerequisites

This course is recommended for:

- Cargo agents
- Freight forwarders
- All staff involved in the transport and handling of pharmaceutical products
- Airlines staff and shippers transporting time and temperature sensitive healthcare products
- Primary producers or manufacturers of pharmaceutical and healthcare goods

This course is a step towards earning an IATA Healthcare Products Shipments Diploma

EQF Level

Equivalent 5-6

Training Objectives

Develop a solid knowledge of shipping the time and temperature sensitive healthcare and pharmaceutical products and how to use the IATA Temperature Control Regulation Manual

Upon completing this course you will have the skills to:

- Explain contractual considerations for the carriage of time and temperature sensitive goods.
- List and identify shipper and carrier responsibilities for the transport of goods.
- Understand how to comply with government regulations respecting food safety.
- Identify the types of perishable shipped by air transport.
- Explain air shipment packaging requirements.
- Complete aircraft documents properly and correctly apply required labels on packaging and required markings on shipments.
- Explain the importance of time and temperature management, including temperature mapping recommendations.

Key Topics:

- Application of Temperature Control Regulations
- Pharmaceutical Products- Facts and Types
- Packaging. Documentation and Labelling
- Acceptance and Control
- Air Transport Logistics for Time and Temperature Sensitive Healthcare Products

Number of Participants

An average of 12-14 people if classroom training

Bigger group of on an eLearning option

Training Methodology

IATA organization offers a wide range of training methodologies:

Classroom Training

In-Company Training

Distance Learning

Training Partners

English Language

The programme is given in English

Evaluation Method

An IATA Certificate of Completion is awarded to participants obtaining a grade of 80% or higher on all exercises and exams.

This course is part of the IATA Diploma

Content details

- Application of Temperature Control Regulations
- Pharmaceutical Products- Facts and Types
- Packaging. Documentation and Labelling
- Acceptance and Control
- Air Transport Logistics for Time and Temperature Sensitive Healthcare Products

No description on the duration for each of the topics.

Descriptive table Shipping Perishable / Temperature Sensitive Cargo

Target Group and Prerequisites

This course is recommended for:

- Cargo agents
- Freight forwarders
- Airlines and cargo training specialists
- Cargo operations managers and frontline supervisors

EQF Level

Equivalent 5-6

Training Objectives

Learn how to ship perishables safely, comply with standards, and master the use of IATA's Perishable Cargo Regulations.

Upon completing this course you will have the skills to:

- Review methods and techniques to better manage time and temperature sensitive cargo
- Explore the latest industry trends and types of perishable commodities transported by air
- Reduce your business exposure through in-depth analysis of global government controls
- Identify new market opportunities and improve service to existing markets by studying transport standards and documentation
- Use the current Shipping Perishable Cargo Guidelines Publication in conjunction with the Shipping Perishable Cargo workbook

Key Topics

- Proper use of IATA's Shipping Perishable Cargo manual
- Perishables Classification
- Packaging, documentation and marking requirements for perishable cargo
- Special perishable shipping procedures and considerations
- Time and Temperature management as well as air transport of cut flowers

Number of Participants

An average of 12-14 people if classroom training

Bigger group of on an eLearning option

Training Methodology

IATA organization offers a wide range of training methodologies:

Classroom Training

In-Company Training

Distance Learning

Training Partners

English Language

The programme is given in English.

Evaluation Method

An IATA Certificate of Completion is awarded to participants obtaining a grade of 80% or higher on all exercises and exams.

Content details

- Proper use of IATA's Shipping Perishable Cargo manual
- Perishables Classification
- Packaging, documentation and marking requirements for perishable cargo
- Special perishable shipping procedures and considerations
- Time and Temperature management as well as air transport of cut flowers

N.B. No description on the duration is available for any of the topics.

ITALY

Warehouse Operator Training in Italy

In Italy educational standard are defined by the Ministry and the Emilia Romagna Region. Standards are referred to a generic Operator for Logistics Warehouse, however according to the standards a focus on food industry is foreseen.

Target Group and Prerequisites

4 target group: see below DURATION

Knowledge of basic IT, of main aspect of interpersonal communication and of firm' functions in the field of warehousing/logistics.

For foreign users will be tested knowledge of Italian.

Selection (if number of people pre-selected is greater than 15): written test and interview, psychological aptitude test to assess general motivation, attitude, and predisposition to the type of work, the ability of autonomy and accountability, the way for communicate and relate

EQF Level

3

Job description

The warehouse operator is able to stock and move goods in the warehouse basing on the expected and effective flow of orders, shipments and deliveries, as record information flows.

Number of participants

15-25 participants

Duration

The qualification can be achieved through:

2.000 hours, 2 paths of 1.000 hours duration each

These courses aimed at developing general and vocational skills for people who have to perform the right and duty to education and training.

They must include an amount of hours of training carried out in internship, laboratories or in situations that replicate the processes and activities that occur in the workplace. This amount can range from 25 to 35% of the total number of hours.

600 hours

These courses are aimed at the professionalization of people with general knowledge and skills, not specific for the professional profile, acquired in vocational education and / or training, unoccupied.

The courses must include an amount of hours of company internship that can range from 30 to 40% of the total number of hours.

The internship must be made in working environments characterized by processes and activities consistent with those of reference of the qualification.

600 hours

These courses are aimed at the professionalization of people with general knowledge and skills, not specific for the professional profile, acquired in vocational education and / or training and / or through work experience, unemployed.

The courses must include an amount of hours of internship, laboratory and practical activities which can range from 30 to 40% of the total number of hours. The internship must be made in working environments characterized by processes and activities consistent with those of reference of the qualification. The laboratory or other mode must reproduce processes and activities typical of the working contexts of reference of the qualification.

240 hours

These courses are aimed at the professionalization of persons employed with a contract of apprenticeship.

Training Methodology

Please have a look at **duration** paragraph

English Language

Basic technical knowledge

Evaluation Method

The exam is divided in a written exam and a practical test (work situation). In order to assess the skills, knowledge and competencies acquired by the participant. A technical-scientific committee has the responsibility to draw up the evaluation.

Warehouse Manager Training in Italy

There are no specific educational standard at public level are existing, neither with direct reference to the Warehouse Manager in all the sectors. Nevertheless the Emilia Romagna Region defines some common standard for 5th EQF qualifications that are presented below.

Target Group and Prerequisites

4 target group: see below the duration paragraph

EQF Level

5

Job description

“The warehouse manager is in overall control of the distribution centre or warehouse. They have ultimate responsibility for ensuring the safe and efficient day to day running of the unit to help meet the organisation business plan. This process includes staff and financial management but also quality and environmental control.”

In Italy, one similar job is described: “Responsabile del magazzino e della distribuzione interna. “ Source: ISFOL – Fabbisogni Professionali (www.professioniooccupazione.isfol.it)

But looking at the main activities, knowledge and skills needed for this kind of job, emerges that the interpretation of the characteristics of the job is not the same. According to the Italian description the Responsabile del magazzino is more targeted to daily and concrete activities. The EQF level is the 4th.

The Italian description for this job is more linked to the Warehouse supervisor or Warehouse shift leader definitions made within CENTRAL project.

Warehouse Shift Leader

He or she manages the daily operations on the warehouse floor. Depending on the size of the warehouse, they may be responsible for part or all of the operational processes. However, in general terms they ensure the optimal receipt, storage and issue of goods, and ensure that the organizational standards are met. Key tasks include the management of the daily activities in the warehouse, and the management of inventory control. Depending on the size of the warehouse, the supervisor may have a number of smaller teams reporting to them.

From a regional point of view, the interpretation of the job is different. The Emilia Romagna Region defines the qualification of the:

Technician for industrial logistics

This qualification is linked (according to indications of the Emilia Romagna Region) to 3 main professional profiles/jobs:

- Responsabili di magazzino e della distribuzione interna
- Tecnici dell'organizzazione commerciale
- Approvvigionatori e responsabili degli acquisti.

Even if these similar profiles are linked to the qualification, the description of the job defined by the Region is different to these similar profiles and for its main part is suitable with the definition of the warehouse manager identified within the CENTRAL project.

Number of participants

15-25 (indicative number, may depend on the national training centre specificities)

Duration

The qualification can be achieved through:

500 hours

These courses are aimed at the professionalization of people with knowledge-related capabilities the professional area, acquired in vocational education and / or training, unemployed.

The courses must include a quota of hours of work experience that can range from 35 to 45% of the total number of hours.

The internship must be made in the workplace characterized by processes and activities consistent with those of reference of the qualification.

300 hours

These courses are aimed at the professionalization of people with knowledge-ability, the relevant professional area, acquired in vocational education and / or training and / or through professional experience, occupied.

The courses must include a quota of hours of training, laboratory or other means which can fluctuate from 20 to 40% of the total number of hours. The internship must be made in the workplace characterized by processes and activities consistent with those of reference of the qualification. The laboratory or other mode must reproduce processes and activities typical of the working contexts of reference of the qualification.

300 hours

These courses are aimed at the professionalization of people with knowledge-related capabilities the professional area, acquired in vocational education and / or training and / or through work experience, unemployed.

The courses must include a share of internship hours, laboratory or other means which can fluctuate from 20 to 40% of the total number of hours. The internship must be made in the workplace characterized by processes and activities consistent with those of reference of the qualification. The laboratory or other mode must reproduce processes and activities typical of the working contexts of reference of the qualification.

240 hours

These courses are aimed at the professionalization of persons employed with a contract of apprenticeship.

Training Methodology

Please have a look at the duration paragraph

English Language

Basic technical knowledge

Evaluation Method

The exam is divided in a written exam and a practical test (work situation). In order to assess the skills, knowledge and competencies acquired by the participant. A technical-scientific committee has the responsibility to draw up the evaluation.

SLOVAKIA

Warehouse Operator and Manager Trainings in Slovakia

Target Group and Prerequisites

- Graduates of the Secondary Vocational Schools
- Graduates of the full program of the secondary vocational education
- Graduates of the university education (position of a warehouse manager)

EQF Level

Warehouse operator- EQF 3

Warehouse manager- EQF 7

Job description

Warehouse operator - warehouseman: a worker ensuring acquisition of material to a warehouse, quantity/eventually quality control, faulted packages of the supplied goods, storing, removals from the warehouse, and preparations for expedition

Warehouse manager- managing of the work team of warehousemen, stock management, quality control, solving and dealing with complaints, ensuring OHS and other provisions, technical ensuring of manipulation techniques and its maintenance.

Number of participants

Optimal conditions: 8-12 participants

Duration

Warehouse operator (100-350 hrs)

Warehouse manager (up to 100 hrs)

The ratio of theory and practice is usually defined 70:30 (theory and practice), as for the position of Warehouse Operator. As for Warehouse Manager, the practical part of education more or less does not exist.

Training Methodology

The course can be divided into a theoretical part taking place in an education centre (in classrooms), and a practical part (in companies, training companies, simulation workplaces, etc.), in the ratio of 70:30 (theory/practice) as for the position of Warehouse operator.

English Language

No; only under employer's requirements.

Evaluation Method

A written test evaluating achieved theoretical knowledge, and/ or practical exams.

BULGARIA

Target Group and Prerequisites

Warehouse operator- Basic education or lower secondary school; experience – at least one year in works in the field; Personal qualities - good physical and mental health

Warehouse manager – diploma from Medical University – Master s degree; professional experience – at least 2 years;

EQF Level

Warehouse operator – 1-2

Warehouse manager – 6-7

Job description

The warehouse operators may work in a particular area or may be classed as multifunctional. They normally receive deliveries of goods and check them against the relevant documentation which may include scanning incoming goods. They may use a forklift truck to load, unload and move goods and have responsibility for replenishing stock. The work may also include order picking, inspection, weighing and packing ordered goods.

Warehouse Manager in Pharmaceutical the head of warehouse needs specific education level 6 or 7 because only responsible pharmacist must meet the requirements for Master of Science in pharmacy and of the Ministry of education; experience of min. 2 years. The analysis shows that most companies actually have a Master Pharmacist at the headquarters or central warehouse called Responsible Pharmacist.

Number of participants

Duration

2 days -16 hours

4425 hours to obtain Master s degree

1-2-day in-company training

The distribution between class (face-to face training) and practical training or traineeship (face-to face training -1515 - theory

Practical training or traineeship -2910

In total - 4425

Training Methodology

The training course may be divided in theoretical lessons in classroom and practical activities carried out in internship/work experience placement, in companies or in situations that replicate the processes and activities occurring in the workplace.

Evaluation Method

Theoretical and practical exams

Warehouse Operator Training in Bulgaria

Target Group and Prerequisites

People acquired qualifications or diplomas which attest the 1st EQF level. People whose education and training corresponds to EQF level number 1.

EQF Level

1-2

Job description

“The warehouse operators may work in a particular area or may be classed as multifunctional. They normally receive deliveries of goods and check them against the relevant documentation which may include scanning incoming goods. They may use a forklift truck to load, unload and move goods and have responsibility for replenishing stock. The work may also include order picking, inspection, weighing and packing ordered goods.”

EQF / NQF (code of position 4131-2018)

Employee Class by NCAP: profession, without special qualification NCAP code: 91620003

Requirements:

- Education - Basic education or lower secondary school
- Experience – at least one year in works in the field

Main tasks:

- Loading and unloading of goods, machinery and material and carrying them to and from the workhouse premises and vehicles.
- Support for repairs - delivering to specialists materials needed for the repair (Building material blanks, fixing material and tools) and prepares premises for repair works.
- Clean warehouses, workmen area premises from waste and discarded materials, them to a special place.
- Do other tasks given by the management.

Main duties:

- Responsible for the timeliness and quality of the work done.
- Responsible for the damages and losses during carrying, loading and unloading
- The work is subordinated to the technical manager.
- While doing his tasks he is communication with drivers, warehouse manager and warehouse operators

Number of participants

14-15 participants (indicative number, may depend on the national training centre specificities)

Duration

16 -32 hours

The duration defined is intended as maximum, may decrease depending on the characteristics of the public. In no case can be less than 16 hours.

Training Methodology

The training course is divided in theoretical lessons in classroom and practical activities carried out in internship/work experience placement, in companies or in situations that replicate the processes and activities occurring in the workplace. This share can range from 50 to 60% of the total number of hours.

English Language

Knowledge of English is not essential for this professional profile.

Workers have basic knowledge in line with standards for secondary schools.

Evaluation Method

The evaluation is divided into written exam (evaluating theoretical knowledge) and a practical test in work situation, in order to assess the skills, knowledge and competencies acquired by the participant.

Warehouse Manager Training in Bulgaria

Target Group and Prerequisites

People acquired qualifications or diplomas attesting the 7th EQF level. People whose education and training corresponds to EQF level number 7.

EQF Level

7

Job description (code of position 4131-2025)

Warehouse manager: Class NCO 4. Administrative staff NCO code: 41312025

Warehouse manager in pharmaceutical -specific education level 7 because only responsible pharmacist must meet the requirements for Master of Science in pharmacy and of the Ministry of education; experience of minimum 2 years.

Main Tasks:

- Organize acceptance, storage and delivery of goods and materials.
- Holds and organizes transportation, arrangement and assembly of goods and materials.
- Aid goods and materials against shaped order warehouse receipts
- Shape documents and keep records of incoming and ot-pusnatite goods and materials.
- Control the quality, quantity and complexity of incoming goods in the warehouse and materials and their compliance with the accompanying documents.
- Monitor the condition of stored goods and materials and make suggestions in case of problems.
- Participates in conducting inventories in the warehouse.
- Performs other special assignments relating to the post.

Main duties:

- Responsible for the proper handling and storage in the warehouse
- To report directly to the manager of the site.
- To establish contacts with managers and specialists from other companies and organizations through the supply of goods and materials.
- Know regulations and internal instructions relating to borrowing and lending of goods and materials;

Number of participants

150 students studying at the Pharmaceutical University –Sofia divided in groups

Individuals – 15-25

Duration

Students - no less than 1400 hours.

Internship – depending on the company usually 2 days of individual training

Training Methodology

The training course is divided in theoretical lessons in classroom 34 % and practical activities

66% carried out in internship/work experience placement, in companies or in situations that replicate the processes and activities occurring in the workplace.

English Language

Knowledge of English is essential for this professional profile then the course includes a separate module for teaching of English.

Evaluation Method

Theoretical and practical exams; the goal is to assess the skills, knowledge and competencies acquired by the participant.

Workload general profile

Lectures 1515 hours

Exercises 2910 hours

Total 4425 hours

FRANCE

Warehouse Operator Training in France

Target Group and Prerequisites

Targeted learners for training include employed and unemployed workers with prior experience in the field of logistics and/or secondary school achievement.

EQF Level

Level 3

Job description

Warehouse operators work in in warehousing, storage, or wholesaling facilities. They may be engaged in single activities or multitask depending on the size of the operation.

The warehouse operator ensures the availability of products in stock by making sure of the availability of the products ordered and the recipient receives the expected products. He or she puts them in stock in respect of procedures and quality rules required, validates the relevant data in the company information system so as to ensure consistency with the physical inventory.

He or she is a contact point with the client - internal or external - with suppliers or service providers (carriers). He/she ensures the safety of products in stock in the warehouse.

Number of participants

15 to 25 participants

Duration

400 hours

The duration is often extended by 8 to 12 weeks in-company internships

Training Methodology

The training course is mostly carried out through classroom-based training, comprising theoretical activities as well as practical case studies. This form of training is often completed with in-company internships bearing a hands-on experience.

English Language

Knowledge of English is not essential for this professional profile, but English knowledge is often viewed as a plus.

Evaluation Method

The evaluation method is blended with continued evaluation throughout the training duration, with a final evaluation in the form of a written exam. The evaluation process altogether is validated by a jury of professionals.

Warehouse Manager Training in France

Target Group and Prerequisites

Targeted learners for training include employed and unemployed workers holding an EQF level 3 qualification.

EQF Level

Levels 5 and 6

Job description (code of position 4131-2025)

The Warehouse manager coordinates the service provided by the logistics unit (*i.e.* warehouse) for which he is responsible within the limits of regulatory provisions and the Health and Safety Regulations.

He makes the best use of human and material resources and anticipates future adaptations. He passes on essential information needed for the operation of other departments and participates in the development of the organisation while respecting internal quality procedures and regulations.

- Applies the firm's strategic orientations within the framework of set qualitative and quantitative objectives.
- Provides a quality service efficiently and effectively
- Takes care to run the logistics unit for which he is responsible within the budgeted operational costs.
- Ensures the respect of procedures and operational instructions
- Anticipates logistics needs and constantly seeks to improve the firm and the quality system.
- Contributes through his technical support to the development of the overall activity of the firm.

In keeping with the strategic objectives of the organisation, the Warehouse Manager designs and sets up organisational patterns of logistics flows, while obtaining the best ratio of cost, time and quality of service

He takes responsibility for the operation of the logistics unit (platform, warehouse, depot, distribution centre, production workshops, etc) which he manages. He is in charge of human resource management and the application of labour laws to his team.

Within the framework of schemes for improving and homogenising logistics processes, the Warehouse Manager identifies the means to move forward and undertakes technical, organisational and cost feasibility studies. He coordinates the work of the various actors, both internal and external.

Number of participants

8 to15 participants

Duration

770 Hours of training

Training Methodology

The training course is mostly carried out through classroom-based training, comprising theoretical activities as well as practical case studies.

English Language

Knowledge of English is essential for this professional profile. Therefore training includes English classes.

Evaluation Method

The evaluation method is blended with continued evaluation throughout the training duration, with a final evaluation in the form of a written exam.