

	He/she...		
1. Pick and pack orders	<ul style="list-style-type: none"> – picks stocks, knowing warehouse system and locations – uses scanners for identification of stocks, amounts, locations etc. – takes pictures for documentation – practises „cling filming“ – maintains order in the warehouse 	<ul style="list-style-type: none"> – picks stocks using picking lists and applying principles like FIFO or LIFO – packs goods and deliveries – complies with basic health and safety regulations – checks pallets and goods for damage 	<ul style="list-style-type: none"> – compile goods into loading units – uses storage equipment and transport equipment, e.g. floor-borne vehicles – uses in-house software – keeps contact with drivers – reports problems – takes decisions on pallet types to use – In one WPA:...picks small goods like screws manually and labels handwritten
2. Receive and transfer goods and document it	<ul style="list-style-type: none"> – knows documentation procedures for incoming goods – re-labels incoming goods – handles scanners – maintains order in the warehouse 	<ul style="list-style-type: none"> – checks delivery against documentation, e.g. using the information on master labels and packing lists – checks if delivery is undamaged and free from vermin – accepts goods and documents it using tally sheets and/or software – notes special characteristics for storage, e.g. “non-stackable” – transports goods to company-internal destination, knowing the warehouse system and proper storage areas – complies with basic health and safety regulations 	<ul style="list-style-type: none"> – performs quality and quantity conformity inspection – records damaged packages and takes pictures – detects and reports anomalies / faults in goods received – uses storage equipment and transport equipment, e.g. floor-borne vehicles – uses in-house software
3. Transload, repack, store and retrieve goods	<ul style="list-style-type: none"> – knows the warehouse system and its storage requirements – unpacks and sorts goods – is able to carry through documentation procedures in the warehouse – handles scanners – maintains order in the warehouse 	<ul style="list-style-type: none"> – distinguishes physical quantities and types of cargo for proper storage in the warehouse – stores goods efficiently and as required in consideration of the warehouse system – carries out checks (inventory, counts, etc.), keeps track/ documentation of goods’ movements, monitors product flows and stock levels – communicates well and efficiently with co-workers and supervisors – complies with basic health and safety 	<ul style="list-style-type: none"> – evaluates availability, tracing and status of goods to answer requests of internal / external customers – works in a customer-orientated manner – uses storage equipment and transport equipment, e.g. floor-borne vehicles – uses in-house software

Work Processes	Fields of competency			V6
	He/she...			
		regulations		
4. Ship orders	<ul style="list-style-type: none"> – practises documentation procedures in outgoing goods – maintains order in the warehouse 	<ul style="list-style-type: none"> – labels, marks, secures and seals deliveries in accordance with regulations and statutory stipulations – loads, stows delivers in means of transport in accordance with accompanying documentation – complies with basic health and safety regulations 	<ul style="list-style-type: none"> – uses in-house software – uses storage equipment and transport equipment, e.g. floor-borne vehicles 	
5. Control and administrate goods and shipment	<ul style="list-style-type: none"> – fulfils and performs administrative tasks – applies charges and prices – practices documentation and verification of goods movements and tasks – knows the company's controlling and documentation procedures – knows and applies Incoterms – complies with basic health and safety regulations – knows legal requirements – respects environmental aspects 	<ul style="list-style-type: none"> – practices logistics controlling, for example: ensures the tracking of goods, checks and documents the bill of lading – issues and checks invoices and receipts, for example from haulage contractors – coordinates and controls all services provided – liaises with customers – documents the process in databases, e.g. SAP or warehouse management software 	<ul style="list-style-type: none"> – carries-out payments and dunning procedures – collaborates in the calculation of costs and returns in commercial control procedures – identifies and defines cargo with regard to destination of routes and goods – records company related statistical data 	
6. Draw up offers and prepare contracts, supervise customer-relations	<ul style="list-style-type: none"> – carries through the cost-calculation – applies customer complaint regulations – complies with basic health and safety regulations 	<ul style="list-style-type: none"> – calculates prices, i.e. calculates and verifies elements that constitute the cost of a complex logistical service, – processes customer complaints and notices claims and arranges for settlement – communicates and liaises with customers regarding offers and complaints 	<ul style="list-style-type: none"> – manages negotiations with customers – stipulates and supervises contracts – collaborates in the calculation of costs and returns and in commercial control procedures 	
7. Organize and implement the shipment and storage of goods	<ul style="list-style-type: none"> – knows legal requirements – respects environmental aspects – prepares documentation for goods transported – compiles lists and schedules – complies with basic health and safety regulations 	<ul style="list-style-type: none"> – practices economic thinking and efficiency (making use of opportunities to consolidate consignments into larger loading units) – communicates effectively and coordinates people involved in the logistics chain and goods' movements, e.g. contacts the haulage contractor, when goods 	<ul style="list-style-type: none"> – conceives and implements transport solutions – organizes shipping of goods to final destinations by air, sea and land; for example: chooses the mode of shipping, compares offers from different hauliers – takes into account legal, environmental and economic concerns 	

Work Processes	Fields of competency			V6
	He/she...			
		are ready to be handed over	<ul style="list-style-type: none"> – controls and monitors the cooperation of persons and institutions involved in the logistics chain – designs, directs and coordinates all operations needed to organize international freight transport – documents the process in databases, e.g. SAP or warehouse management software 	
8. Deal with insurances and customs procedures	<ul style="list-style-type: none"> – applies the customs procedures and regulations – complies with basic health and safety regulations 	<ul style="list-style-type: none"> – procures insurances for services rendered – takes into account customs legislation and regulations governing cross-border trade – ensures a „Z-number“ for export 	<ul style="list-style-type: none"> – takes over responsibility for insurance and compliance with customs procedure – issues the customs documents – represents the client when dealing with customs – liaises with customers, banks and suppliers 	
9. Enhance the efficiency and range of services offered by company	<ul style="list-style-type: none"> – evaluates own and other companies offers – complies with basic health and safety regulations 	<ul style="list-style-type: none"> – knows relevant parts of the logistics market – identifies and evaluates service offers on the transport and logistics market – optimises time and cost of transport – develops offers – practices self-organisation 	<ul style="list-style-type: none"> – practices initiative – applies basic research methodologies – monitors the market and plays an active role in enhancing the range of services offered by their company – assists in creating networks to consolidate, dispatch and deliver goods – assists in the development of logistics concepts, using conceptual thinking – takes part in projects regarding the business operations, e.g. the harmonization of different logistics areas 	
10. Plan and schedule resources	<ul style="list-style-type: none"> – schedules the personnel (short-time) – schedules resources, e.g. floor-borne vehicles – complies with basic health and safety regulations 	<ul style="list-style-type: none"> – practices store management – medium-term planning of personnel 	<ul style="list-style-type: none"> – conducts personnel talks 	

Level-structure of a sector related qualification framework in logistics – draft, V2

No. Work Processes		EQF descriptors (condensed)
Level 1		<p>K: knowledge S: skills C: competence</p> <p>C: Work or study under direct supervision in a structured context</p> <p>K: Basic general knowledge S: Basic skills required to carry out simple tasks</p>
Level 2	1 Pick and pack orders	<p>C: Work under supervision with some autonomy</p> <p>K: Basic factual knowledge of a field of work or study</p> <p>S: Basic cognitive and practical skills, use relevant information, solve routine problems using simple rules and tools</p>
Level 3	2 Receive and transfer goods and document it 3 Transload, repack, store and retrieve goods (1) Pick and pack orders 4 Ship orders 5 Control and administrate goods and shipment 6 Draw up offers and prepare contracts, supervise customer-relations	<p>C: Responsibility for completion of tasks; adapt own behaviour</p> <p>K: Knowledge of facts, principles, processes in a field of work</p> <p>S: A range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying basic methods, tools, materials and information</p>
Level 4	7 Organize and implement the shipment and storage of goods 8 Deal with insurances and customs procedures (6) Draw up offers and prepare contracts, supervise customer-relations	<p>C: Supervise the routine work of others, some responsibility for the evaluation and improvement of work</p> <p>K: Factual and theoretical knowledge in broad contexts within a field of work</p> <p>S: A range of cognitive and practical skills required to generate solutions to specific problems</p>
Level 5	(7) Organize and implement the shipment and storage of goods 9 Enhance the efficiency and range of services offered by company 10 Plan and schedule resources	<p>C: Management and supervision in contexts of work where there is unpredictable change; review and develop performance of self and others</p> <p>K: Comprehensive, specialised, factual and theoretical knowledge within a field of work and an awareness of the boundaries of that knowledge</p> <p>S: A comprehensive range of cognitive and practical skills required to develop creative solutions to abstract problems</p>
Level 6	(9) Enhance the efficiency and range of services offered by company (10) Plan and schedule resources	<p>C: Responsibility for decision-making in unpredictable work contexts and for managing professional development of individuals and groups</p> <p>K: Advanced knowledge of a field of work or study, involving a critical understanding of theories and principles</p> <p>S: Advanced skills, mastery and innovation, required to solve complex and unpredictable problems in a specialised field of work</p>

Level 7

- C: Manage and transform work or study contexts that are complex, unpredictable and require **new strategic approaches**; take responsibility for contributing to professional knowledge and practice and/or for **reviewing the strategic performance of teams**
- K: **Highly specialised knowledge**, some of which is at the forefront of knowledge in a field of work or study, as the basis for original thinking and/or research
Critical awareness of knowledge issues in a field and at the interface between different fields
- S: Specialised problem-solving skills required in **research and/or innovation** in order to develop new knowledge and procedures and to integrate knowledge from different fields
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Level 8

- C: Demonstrate substantial authority, innovation, autonomy, scholarly and professional integrity and sustained commitment to the **development of new ideas or processes at the forefront of work or study contexts** including research
- K: Knowledge at the most advanced frontier of a field of work or study and at the **interface between fields**
- S: The most advanced and specialised skills and techniques, including synthesis and evaluation, required to solve critical problems in **research and/or innovation** and to extend and **redefine existing knowledge** or professional practice