



## “The Training Stairway” – WP n°3 Guidelines for implementation

(Gwenn Winters SfL – Jonathan Rossetti ITL )  
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## The TRAINING STAIRWAY – CONCEPT IDEA

The basic concept is to link to qualifications of different levels (4<sup>th</sup> and 5<sup>th</sup> EQF) that anyway are coherent in terms of KSC descriptors and working processes. In order to do that, ITL and SfL consider that is necessary to start analyzing the LOs Units and KSC descriptors characterizing the 5<sup>th</sup> EQF qualification, together with the working processes typical of the job profiles correspondent to the qualification. Making a comparison between working processes, that are clearly “low skilled” for the 4<sup>th</sup> EQF qualification, and between the KSC descriptors it’s possible to identify a new 4<sup>th</sup> EQF qualification. The main reference tool for doing this elaboration are the EQF definitions of Competence, Knowledge and Skills provided in the EQF for each qualification level.

Therefore, considering both the Working Processes, both the Learning Outcomes Unit and KSC descriptors, and using the EQF definitions it possible identifying a new 4<sup>th</sup> EQF level qualification that is coherent to the 5<sup>th</sup> one from which the analysis is started.

In this way the training stairway is created, the training stairway represent the ideal and easier path for the development of competences and for the professional growth in the field of Transport and Logistics, as it provided a “coherent” Training Programme from the 4<sup>th</sup> to the 5<sup>th</sup> EQF level.

In order to identify the 4<sup>th</sup> level qualifications coherent to the 5<sup>th</sup> ones selected in the 8 case studies, ITL and SFL have prepared a template (Excel Sheet) that will support each partner in the implementation of the WP3 activities.

Following, as example, is provided the test and the procedure performed by ITL and SfL for what concern the first European Case Study (5EQF: Freight Forwarding Agent, 4EQF: Logistics and Transport Officer)

## METHODOLOGY FOR IDENTIFICATION OF 4<sup>TH</sup> LEVEL QUALIFICATIONS

### Example\_Case Study: Freight Forwarding Agent

Clearly the starting point is the idea that the freight forwarding agent has a position/role more close to management issues, he/she has responsibilities and he/she works at a Supply Chain level. The 4<sup>th</sup> level qualification (considering EQF definitions) is more linked to practical activities (in a specific field) and for which is not necessary a comprehensive and specialized knowledge.

For example, the FFA is involved in the organization and management of complex shipping services, while the 4<sup>th</sup> EQF level qualification is linked to the practical execution of the daily and basic procedures composing a complex shipping service.

- Starting from the KSC of the FFA, we deleted the descriptors characterizing a 5th level qualification and changed those descriptors that are common but they needed to be defined for a lower level (4th level), according the starting idea above.
- Looking at the new KSCs, you can see that these descriptors are suitable for a position that in Italy is officially defined as “Staff for the administrative management of transport” (in

brief, Transport Clerk). Probably they are suitable also for other positions, this is only a proposal.

- As officially defined by our Ministry, the Transport Clerks are *“involved in the preparation and control of administrative procedures relating to the shipping of goods and materials and their organization, they prepare the needed documentation, perform the customs procedures for import and export and customs clearance of goods, follow procedures verifying and checking the requested conditions for the departure and travel of vehicles, including rail”*.
- Considering this definition, as other information provided by the ministry and KSCs obtained by the 5th level qualification, we realized that a re-organization of KSC was necessary in order to fulfill the training needs for the transport clerk. The Column in red shows the new allocation of KSC according to the LOs in the column H.
- Within the new KSCs (obtained by the FFA) some descriptors for the 4th level qualification (transport Clerk) are missing because of the different working processes or because in the 5th level qualifications these KSCs are implied, are KSCs achieved by the previous training. Thus, really in few cases I added a descriptors, most of the times I’ve just modified the content (not the topic).
- Finally, the columns in red shows the KSC and the LOs for the “Transport administration clerk”. This qualification is coherent with the Freight Forwarding Agent and it is helpful as step for professional growth (toward the FFA position) because it provides a clear understanding of the procedures and mechanisms that underpin the FFA activities. Moreover, it provides knowledge that are basic for being a FFA.

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EQF reference					
5th EQF Level	KSC	LEARNING OUTCOMES	LEARNING OUTCOMES	KSC	Title :
In the context of EQF, knowledge is described as theoretical and/or factual.	<b>Knowledge</b>	comprehensive, specialised, factual and theoretical knowledge within a field of work or study and an awareness of the boundaries of that knowledge	factual and theoretical knowledge in broad contexts within a field of work or study	<b>Knowledge</b>	In the context of EQF, knowledge is described as theoretical and/or factual.
In the context of EQF, skills are described as cognitive (involving the use of logical, intuitive and creative thinking) and practical (involving manual dexterity and the use of methods, materials, tools and instruments).	<b>Skills</b>	a comprehensive range of cognitive and practical skills required to develop creative solutions to abstract problems	a range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study	<b>Skills</b>	In the context of EQF, skills are described as cognitive (involving the use of logical, intuitive and creative thinking) and practical (involving manual dexterity and the use of methods, materials, tools and instruments).
In the context of EQF, competence is described in terms of responsibility and autonomy.	<b>Competence</b>	a) exercise management and supervision in contexts of work or study activities where there is unpredictable change b) review and develop performance of self and others	a) exercise self-management within the guidelines of work or study contexts that are usually predictable, but are subject to change b) supervise the routine work of others, taking some responsibility for the evaluation and improvement of work or study activities	<b>Competence</b>	In the context of EQF, competence is described in terms of responsibility and autonomy.

COMPARISON table							
5th Level Qualification Title :		Freight Forwarding Agent			4th Level Qualification Title :		
Learning Outcome	KSC	Candidate able to:	Working Process	Working Process	Candidate able to:	KSC	Learning Outcome
<b>Description: Unit 0 General Knowledge and Skills, Personal and Social Competences, Attitudes and Attributes</b>	<b>Knowledge</b>	Once completed the candidate will know: <ul style="list-style-type: none"> <li>• cost-calculation</li> <li>• the logistics market: transport modes, services and actors</li> <li>• contracts and main aspects of related regulation</li> <li>• INCOTERMS</li> <li>• quality assurance</li> <li>• goods, packaging, warehousing technology, logistics controlling</li> <li>• English language</li> <li>• relevant documentation</li> <li>• the range of services offered by their company and its structure and business processes</li> <li>• traffic geography</li> <li>• supply-chain management and logistics</li> <li>• international trade</li> <li>• legal aspects of business transactions</li> <li>• finance (bank-related operations)</li> </ul>	Gestione del rapporto con i clienti e applicazione		Once completed the candidate will know: <ul style="list-style-type: none"> <li>• types, category and methods for cost calculation</li> <li>• the logistics market: transport modes, services and actors</li> <li>• main aspects of contracts and related regulation</li> <li>• INCOTERMS</li> <li>• goods and packaging types</li> <li>• essential technical terms in English language</li> <li>• relevant documentation</li> <li>• traffic geography</li> <li>• general concepts of supply-chain management and logistics</li> <li>• international trade</li> <li>• main aspects of business transactions</li> </ul>	<b>Knowledge</b>	

	<p><b>Skills</b></p> <p>Once completed the candidate will have the skill to:</p> <ul style="list-style-type: none"> <li>• use the company's ICT systems, standard software and workplace-specific software</li> <li>• assist in implementation of QA methods</li> <li>• correspond and communicate with business partners in English, process English language documents</li> <li>• consider cost- and time-effectiveness when planning and organizing his/her work</li> </ul>	<p>delle procedure nell'ambito dei servizi di trasporto</p>		<p>Once completed the candidate will have the skill to:</p> <ul style="list-style-type: none"> <li>• use the company's ICT systems, standard software and workplace-specific software</li> <li>• correspond and communicate with business partners in English, process English language documents</li> <li>• consider cost- and time-effectiveness when planning and organizing his/her work</li> <li>• participating in research and innovation studies</li> </ul>	<p><b>Skills</b></p>
	<p><b>Competence</b></p> <p>Once completed the candidate will be competent to:</p> <ul style="list-style-type: none"> <li>• make well-informed decisions swiftly</li> <li>• organize his / her work and the work of others in an efficient and effective way</li> <li>• communicate effectively with customers and other departments</li> <li>• coordinate work with the rest of the team and other departments</li> <li>• act as an "entrepreneur" when conceiving new business plans and networking outside the company</li> </ul>			<p>Once completed the candidate will be competent to:</p> <ul style="list-style-type: none"> <li>• make well-informed decisions</li> <li>• organize his / her work in an efficient and effective way, supervise the work of others</li> <li>• communicate effectively with customers and other departments</li> <li>• coordinate work with the rest of the team and other departments</li> </ul>	<p><b>Competence</b></p>
	<p><b>Other notes</b></p>				<p><b>Other notes</b></p>
<p><b>Description: Unit 1</b>  <b>Assessing the feasibility of transport and logistics operations</b></p>	<p><b>Knowledge</b></p> <p>Once completed the candidate will know:</p> <ul style="list-style-type: none"> <li>• regulations for the transport of goods (national and international)</li> <li>• regulations relating to customs, social practices, health and safety</li> <li>• environmental regulations</li> <li>• transport requirements</li> <li>• protocols and rules to comply with</li> <li>• customs procedures</li> <li>• research methods</li> </ul>			<p>Once completed the candidate will know:</p> <ul style="list-style-type: none"> <li>• regulations for the transport of goods (national and international)</li> <li>• regulations relating to customs, social practices, health and safety</li> <li>• main environmental regulations</li> <li>• transport requirements</li> <li>• protocols and rules to comply with</li> <li>• customs procedures</li> <li>• research methods</li> </ul>	<p><b>Knowledge</b></p>
	<p><b>Skills</b></p> <p>Once completed the candidate will have the skill to:</p> <ul style="list-style-type: none"> <li>• identify customer requirements and provide support and advice to customers</li> <li>• calculate prices, including calculating and verifying elements that constitute the cost of a complex logistics service</li> <li>• develop offers</li> <li>• assist in creating networks to consolidate, dispatch and deliver goods</li> <li>• assist in the development of logistics concepts</li> <li>• apply research methods</li> <li>• collaborate in the calculation of costs and returns and in commercial control procedures</li> <li>• negotiate prices</li> </ul>	<p>Valutazione dei costi e della realizzabilità di servizi di trasporto e logistica integrati</p>	<p>Valutazione dei costi e della realizzabilità di servizi di trasporto di base</p>	<p>Once completed the candidate will have the skill to:</p> <ul style="list-style-type: none"> <li>• identify daily and practical customer requirements and provide support</li> <li>• calculate prices of daily transport services</li> <li>• develop offers for daily transport services</li> <li>• apply research methods</li> <li>• collaborate in the calculation of costs and returns and in commercial control procedures</li> </ul>	<p><b>Skills</b></p>
	<p><b>Competence</b></p> <p>Once completed the candidate will be competent to:</p> <ul style="list-style-type: none"> <li>• consider economic aspects in his / her work (making use of opportunities to consolidate consignments into larger loading units)</li> <li>• take into account environmental aspects</li> <li>• conceive and implement transport solutions according to the needs of their company and its business partners</li> <li>• propose alternative solutions</li> </ul>			<p>Once completed the candidate will be competent to:</p> <ul style="list-style-type: none"> <li>• consider economic aspects in his / her work</li> <li>• take into account environmental aspects</li> <li>• conceive and implement daily transport solutions according to the needs of their company and its business partners</li> <li>• propose alternative solutions</li> </ul>	<p><b>Competence</b></p>
	<p><b>Other notes</b></p>				<p><b>Other notes</b></p>

<b>Description: Unit 2 Implementing and co-ordinating transport and logistics operations</b>	<b>Knowledge</b>	Once completed the candidate will know: <ul style="list-style-type: none"> <li>• fundamental principles of supply chain management</li> <li>• modes of transport</li> <li>• transport / logistics service contracts</li> <li>• sub-contracting and its regulations</li> <li>• Relevant documentation (national and international)</li> <li>• scheduling and planning methods</li> <li>• goods, packaging, warehousing technology, logistical control</li> <li>• traffic geography</li> <li>• the company's controlling and documentation procedures</li> </ul>				<b>Knowledge</b>
	<b>Skills</b>	Once completed the candidate will have the skill to: <ul style="list-style-type: none"> <li>• create, develop and close the file for shipments</li> <li>• organize shipping of goods to final destination by air, sea and land taking into account legal, environmental and economic concerns</li> <li>• design, direct and coordinate all operations needed to organize international freight transport</li> <li>• prepare documentation for goods transported</li> <li>• draw up contracts and supervise their implementation, with assistance of legal experts, if needed</li> <li>• procure insurances for services rendered</li> <li>• take into account customs legislation and regulations governing cross-border trade</li> <li>• issue and check invoices and receipts</li> <li>• carry-out payment and dunning procedures</li> <li>• perform administrative tasks</li> <li>• identify and select potential sub-contractors</li> </ul>				<b>Skills</b>
	<b>Competence</b>	Once completed the candidate will be competent to: <ul style="list-style-type: none"> <li>• consider economic aspects in his / her work (making use of opportunities to consolidate consignments into larger loading units)</li> <li>• take into account environmental aspects</li> <li>• apply his / her communication and organizational skills in the coordination of people involved in the logistics chain</li> <li>• conceive and implement transport solutions according to customers' needs</li> <li>• act on behalf of the client when dealing with customs and / or other organizations</li> </ul>				<b>Competence</b>
	<b>Other notes</b>					<b>Other notes</b>
<b>Description: Unit 3 Monitoring transport and logistics operations</b>	<b>Knowledge</b>	Once completed the candidate will know: <ul style="list-style-type: none"> <li>• customs documentation</li> <li>• company-internal documentation procedures</li> <li>• insurance</li> <li>• traceability and its tools</li> <li>• management of incidents and unforeseen problems, procedures</li> </ul>				<b>Knowledge</b>
	<b>Skills</b>	Once completed the candidate will have the skill to: <ul style="list-style-type: none"> <li>• document and verify goods' movements</li> <li>• implement appropriate safety and security procedures</li> <li>• control and monitor the cooperation of persons and institutions involved in the logistics chain</li> <li>• coordinate and control all services provided</li> </ul>				<b>Skills</b>

	<b>Competence</b>	Once completed the candidate will be competent to: <ul style="list-style-type: none"> <li>• make well-informed decisions swiftly</li> <li>• apply his / her communication and organizational skills in the coordination of people involved in the logistics chain</li> <li>• respond adequately and appropriately to unforeseen problems</li> </ul>					<b>Competence</b>
	<b>Other notes</b>						<b>Other notes</b>
<b>Description: Unit 4 Evaluating and enhancing the efficiency and range of services offered by the company</b>	<b>Knowledge</b>	Once completed the candidate will know: <ul style="list-style-type: none"> <li>• appropriate research and analysis methodologies</li> <li>• innovation in the transport and logistics market</li> <li>• <del>general and company specific KPIs</del></li> </ul>					<b>Knowledge</b>
	<b>Skills</b>	Once completed the candidate will have the skill to: <ul style="list-style-type: none"> <li>• develop offers</li> <li>• identify and evaluate service offers on the transport and logistics market</li> <li>• monitor the market and play an active role in enhancing the range of services offered by their company</li> <li>• assist in creating networks to consolidate, dispatch and deliver goods</li> <li>• assist in the development of logistics concepts</li> <li>• optimise time and cost of transport</li> <li>• analyse and evaluate previous processes and costs, using KPIs</li> </ul>					<b>Skills</b>
	<b>Competence</b>	Once completed the candidate will be competent to: <ul style="list-style-type: none"> <li>• self-organise and take initiative</li> <li>• network within and outside the company</li> </ul>					<b>Competence</b>
	<b>Other notes</b>						<b>Other notes</b>