



Lifelong  
Learning  
Programme

EU Lifelong Learning Programme 2007-13  
Subprogramme Leonardo da Vinci - Call for proposal 2011 EAC/49/10  
Priority "ECVET for transparency and recognition of learning outcomes and  
qualifications (LEO-Trainno-11)" Action "Transfer of Innovation"  
Protocol Code LLP-LdV-TOI-11-IT-685  
Project Number : N2013-1-ES1-LEO05-66232

## **IN THE MIDDLE**

ECVET for transparency and recognition of learning outcomes  
and qualifications in "integrated health care logistics"

**WP 2:** Analysis and preparatory researches on the field of  
professional figures in facility management within no core  
services related to health care sector with focus on logistic

## **Infopack1:**

Synthesis for the dissemination of the  
"Report on preparatory analysis and  
researches on the field of professional  
figures in facility management within no  
core services related to health care sector  
with focus on logistic in Europe"

*February 2014*

This project has been funded with support from the European Commission.  
This publication [communication] reflects the views only of the author, and the Commission cannot be held responsible for any  
use which may be made of the information contained therein.

## **Introduction: Aims, activities and products of the WP 2**

**Aim:** Enabling an ECVET process for engaged persons and trainees in the sector of facility management within no core services related to health care sector with focus on logistic, and in order to give them a real chance of putting on transparency and obtaining the recognition of the earning outcomes achieved, through the national / regional / sectorial VET systems.

### **Activities:**

- Carrying out a detailed survey of the professional figures operating in the sector in each participating country;
- Classifying the identified figures in relation to the European Qualification Framework (EQF);
- Defining a European common perimeter in the concerned professional field, to identify the professional figure/s on whom the project will focus and activate the ECVET process. The individuation of this qualification perimeter will focus on EQF level 5 or lower to ensure, in compliance with the LLP LdV rules, that the project will concern only the field of vocational education and training (VET), and not formal higher education and vocational education and training at tertiary level

This Infopack 1 summarises the Report on Preparatory Analysis and Researches, containing a detailed outline of the different professional figures detected in all participating Countries; the classification of all these professional figures within EQF via national qualifications frameworks and systems; a common European perimeter of these professional figures, limited to EQF level 5 or lower, on which we'll implement ECVET.

**If you wish to read and/or download the entire report, please visit  
<http://www.inthemiddle-leonardo.com>**

## **1. The common tool used for the WP 2 analysis of activities**

The analysis tool was conceived to allow the collection of known elements useful in relation to the three objectives of the WP2:

- To identify the different professional figures in facility management within no core services related to health care sector with focus on logistic in each European participating Country;
- To classify these professional figures within the EQF; and,
- To identify a common European perimeter of those professional figures in order to activate the ECVET process, limiting it to the level 5 EQF.

Thus, the tool was articulated in 3 sections:

1. The first section aims at identifying the characteristics of the professional figures existent in each country. The partners filled it out. This part is subdivided into 3 points, namely Denomination, Description and Context.
2. The second section consists of a questionnaire that was to be complemented by the concerned professional figures/people. The questionnaire includes questions aiming at identifying professional self-awareness, the understanding of the legal framework regarding their own profession, verification of the need of a certification at the European level, their own evaluation of their EQF level.
3. The third part is a summary table with an overview on the specific characteristics of the professional figures in the sector that have been identified in each country, with detail of eventual national, regional or sectorial laws and rules, specific education, training or professional requirements, and EQF level.

## **2. The professional figures detected and classified by participant country**

A total of **29 professional figures** operating in facility management within no core services related to health care sector with focus on logistic have been identified as follows:

- **Italy: 17**
- **Bulgaria: 8**
- **United Kingdom: 1**
- **Spain: 3**

### **A. ITALY**

---

#### **PROFESSIONAL FIGURE 1 - National**

##### **1.1 DENOMINATION**

Logistic systems and services operator

##### **1.2 DESCRIPTION**

Three-year vocational qualification established and defined in Competence Units in date 29th April 2010 by the Italian national coordination body "Conferenza Permanente per i rapporti tra lo Stato, le Regioni e le Province Autonome di Trento e Bolzano" (State-Regions permanent conference). The Logistic systems and services operator intervenes at execution level in the logistic process with autonomy and responsibilities limited to what is established by the procedures and methods related to the practicality of its work. The application and use of basic methodologies, and of tools and information, with competences in the management of the outfitted warehouse areas and in the treatment of goods flow and of the related documentation.

##### **1.3 CONTEXT**

The Logistic systems and services operator is involved in the following work process:

- A) Planning and organisation of its own work
- B) Handling and storage of the goods
- C) Transport and forwarding of the goods

#### **PROFESSIONAL FIGURE 2 – Regione Umbria**

##### **2.1 DENOMINATION**

Qualified warehouse worker

##### **2.2 DESCRIPTION**

The Qualified warehouse worker is a professional figure established and defined in Competence Units by Umbrian Regional Qualification Framework (Regional Deliberation 168 of 08/02/2010). The Qualified warehouse

worker realises the operations linked to the warehouse handling of the incoming and exiting goods, applying the established practical procedures and complying with the provisions on health and safety, and quality.

### **2.3 CONTEXT**

The Qualified warehouse worker can operate in all the industrial and commercial contexts in which is required the storing of goods, both in the warehouses of single enterprises, and in spaces dedicated to the storage for third parties, as well as in distribution platforms. The Qualified warehouse worker has a limited autonomy level, carrying out rather standardised tasks. Work time can be both during the day and the night, along the whole year duration.

## **PROFESSIONAL FIGURE 3 – Regione Umbria**

### **3.1 DENOMINATION**

Warehouse logistic technician

### **3.2 DESCRIPTION**

The Warehouse logistic technician is a professional figure established and defined in Competence Units by Umbrian Regional Qualification Framework (Regional Deliberation 168 of 08/02/2010). The Warehouse logistic technician manages the operations related to the warehouse handling and storage of the incoming and exiting goods, ensuring the compliance with the practical procedures, verifying the correct application of storing plans, and guaranteeing the monitoring of the flow of incoming and exiting goods, by means of the registration of data on adequate digital supports.

### **3.3 CONTEXT**

The Warehouse logistic technician can operate in all the industrial and commercial contexts in which is required the storing of goods, both in the warehouses of single enterprises, and in spaces dedicated to the storage for third parties, as well as in distribution platforms. The Warehouse logistic technician has a significant autonomy level, in contexts which can be characterised by unexpected events, interpreting the exigencies of superiors/clients and converting them in tasks to be assigned to the own collaborators. The Warehouse logistic technician is often a salaried (employee). Work time can be both during the day and the night, along the whole year duration.

## **PROFESSIONAL FIGURE 4 – Regione Emilia-Romagna**

### **4.1 DENOMINATION**

Industrial logistic technician

### **4.2 DESCRIPTION**

The Industrial logistic technician is a professional figure established and defined in Competence Units by Emilia-Romagna Regional Qualification Framework. The Industrial logistic technician is able to plan, implement and control the handling, storage and processing of inventory of raw materials,

semi-finished and finished products, managing information flows.

## **PROFESSIONAL FIGURE 5 – Regione Emilia-Romagna**

### **5.1 DENOMINATION**

Shipping, transportation and logistic technician

### **5.2 DESCRIPTION**

The Shipping, transportation and logistic technician is a professional figure established and defined in Competence Units by Emilia-Romagna Regional Qualification Framework. The Shipping, transportation and logistic technician is able to plan, implement and monitor the storage, transportation and shipment of goods nationally and internationally, managing the related workflow.

## **PROFESSIONAL FIGURE 6 – Regione Emilia-Romagna**

### **6.1 DENOMINATION**

Operator of warehouse's products

### **6.2 DESCRIPTION**

The Shipping, transportation and logistic technician is a professional figure established and defined in Competence Units by Emilia-Romagna Regional Qualification Framework. The Shipping, transportation and logistic technician is able to plan, implement and monitor the storage, transportation and shipment of goods nationally and internationally, managing the related workflow.

## **PROFESSIONAL FIGURE 7 – Regione Lombardia**

### **7.1 DENOMINATION**

Operator of warehouse logistics and shipping

### **7.2 DESCRIPTION**

The operator of warehouse logistics and shipping organizes, at the operational level, warehousing, transportation and shipment of goods, allowing the product to be deployed, and manages the related records workflow.

### **7.3 CONTEXT**

The operator of warehouse logistics and shipping works in manufacturing, commercial and freight or logistic companies. Collaborates with different business functions: purchasing department, production, marketing and in particular with the information systems department. Monitors quantities, assures the proper management of documents relating with transport operators, do the storage, packaging and handling of goods.

## **PROFESSIONAL FIGURE 8 – Regione Lombardia**

### **8.1 DENOMINATION**

Logistics technician

### **8.2 DESCRIPTION**

The logistics technician organizes and controls the flow and storage of raw materials, semi-finished and finished products, managing the related information flows. He carries out the standardization of handling goods processes, plans the distribution network, organizes the integrated logistics flow of materials, manages warehouse and the related information flow.

### **8.3 CONTEXT**

The context within which the logistic technician works varies considerably depending on whether the company makes on its own or contract out the operations related to the handling of goods. At organizational level he relates with production, sales and purchasing departments, and with all areas of the company. Outside the company they have relationships with suppliers and with the companies in charge of transport, sorting and storage of goods, as well as the design and management of information systems.

## **PROFESSIONAL FIGURE 9 – Regione Lombardia**

### **9.1 DENOMINATION**

Goods handling operator

### **9.2 DESCRIPTION**

The goods handling operator pack/loads outgoing goods for shipment/transportation and unload/unpack incoming goods, placing them in the location identified by the warehouse manager. Depending on the composition and the type of goods He may use vehicles such as forklifts or may carry out the operations by hand.

### **9.3 CONTEXT**

The activity is carried out in companies from of all sectors of industry and commerce, in companies of shipping, handling and logistics. The goods handling operator responds to the warehouse manager.

## **PROFESSIONAL FIGURE 10 – Regione Lombardia**

### **10.1 DENOMINATION**

Warehouse manager

### **10.2 DESCRIPTION**

The warehouse manager plans, organizes, directs and coordinates the procedures and resources necessary for the receipt, storage and dispatch of goods. The primary objective is assuring an optimal level of stocks. Organizes, coordinates and supervises the activities of warehouse personnel so as to maximize all available resources. Check the status of orders and delivery of goods, manages the receipt and handling of goods within the warehouse. He is in charged of warehouse administrative management and of the warehouse information system.

### **10.3 CONTEXT**

The activity is carried out at industrial, transport and logistics companies. The warehouse manager responds to the head of the logistics department / logistics manager.

## **PROFESSIONAL FIGURE 11 – Regione Lombardia**

### **11.1 DENOMINATION**

Warehouse accountant

### **11.2 DESCRIPTION**

The warehouse accountant is in charge of the administrative management of the warehouse and the functional control of inventories and stocks. He collects and stores, also through specific software, all documentation relating to the goods; he monitors the quantities and value of goods in stock and can order goods to suppliers or to the various departments to ensure optimal levels of stocks; may organize and monitor inventories.

### **11.3 CONTEXT**

The activity is carried out at the warehouse of companies industrial or commercial companies. The activity takes place mainly in offices.

## **PROFESSIONAL FIGURE 12 – Regione Liguria**

### **12.1 DENOMINATION**

Warehouse operator

### **12.2 DESCRIPTION**

The warehouse Operator autonomously carries out, the activities related to the control, storage and handling of the goods, within a prescribed schedule. He inspects the incoming/outgoing packages, checking the quantity, weight and destination markings. Verifies the condition of the stored goods in order to deliver them intact and unaltered. He loads/unloads containers, trucks, and other transport vehicles, under the directions of the warehouse manager. He may use operating vehicles such as forklifts.

### **12.3 CONTEXT**

The activity takes place mainly in the warehouse, less often in office for documents management samples tests on stored goods. Reports to the warehouse manager and relates with freight forwarders and hauliers.

## **PROFESSIONAL FIGURE 13 – Regione Liguria**

### **13.1 DENOMINATION**

Warehouse manager

### **13.2 DESCRIPTION**

The warehouse manager plans, organizes, directs and coordinates the procedures and the necessary resources for the receipt, storage and dispatch of goods. The primary objective is assuring the optimal level of stocks. He organizes, coordinates and supervises the activities of the warehouse staff so as to optimize the available resources. He checks the orders status and the delivery of goods. Manages the receipt and sorting of incoming goods. He supervises the use of storage spaces. He uses the warehouse information system and provides the logistics manager with reports on the activities of storage and inventory. Ensures that the warehouse operation and processes comply with the safety standards and regulations.

### **13.3 CONTEXT**

The warehouse manager is an employee. He reports to the logistics manager, coordinates the work of warehouse workers and interacts with outside firms. The activities are carried out primarily in warehouses/offices, sometimes outdoors.

## **PROFESSIONAL FIGURE 14 – Regione Liguria**

### **14.1 DENOMINATION**

Logistics Technician

### **14.2 DESCRIPTION**

The logistic technician plans, coordinates, organizes and manages the logistics processes (internal and external to the company). He implements and controls the handling, the storage and the inventory processing of raw materials, semi-finished and finished products. He plans the distribution network, organizes the integrated logistics flow of goods and controls the related information flows.

### **14.3 CONTEXT**

The logistics technician operates in industrial and commercial companies and/or in transport companies or logistics services companies. Generally he is an employee in constant contact with the heads of purchasing, production, sales, and trade departments; in some cases with the supply chain manager. Collaborates with various business functions: in particular with the information systems. In companies focused on logistics systems, he works in close connection with the marketing function, drafting budgets and contracts. He interacts with specialized transport companies, negotiating prices, terms and delivery schedules.

## **PROFESSIONAL FIGURE 15 – Regione Toscana**

### **15.1 DENOMINATION**

Warehouse accountant

### **15.2 DESCRIPTION**

The warehouse accountant carries out the administrative management of records and documents related to every movement of goods in the warehouse.

### **15.3 CONTEXT**

The warehouse accountant normally works in the company's offices and uses of specific software. He relates with the general accounting staff/manager, as well as the warehouse manager

## **PROFESSIONAL FIGURE 16 – Regione Toscana**

### **16.1 DENOMINATION**

Warehouse technician

### **16.2 DESCRIPTION**

The warehouse technician performs operational tasks at all stages of the warehouse process: unloading incoming goods, sorting and storage in assigned areas, picking up for orders preparation, loading outgoing goods.

### **16.3 CONTEXT**

The warehouse technician reports to the warehouse manager and interacts with the warehouse staff.

## PROFESSIONAL FIGURE 17 – Regione Toscana

### 17.1 DENOMINATION

Warehouse manager

### 17.2 DESCRIPTION

The warehouse manager organizes the activities of the warehouse workers according to the scheduled delivery of goods and orders. Ensures availability of operating vehicles for goods handling and proper storage areas. He plans arrivals and departures of trucks. He oversees the compliance with the service level agreements negotiated. Verifies the efficiency of warehouse activities with the support of the appropriate information system.

### 17.3 CONTEXT

The warehouse manager reports to the production manager and/or sales manager for industrial companies, directly to the chief operating officer for logistics companies. He coordinates the warehouse administrative and operational staff.

### Overview on the specific professional and learning characteristics of the professionals operating in facility management within no core services related to health care sector with focus on logistic in Italy - Lombardia

Professional figures Characteristics	Operator of warehouse logistics and shipping	Logistics technician	Goods handling operator	Warehouse manager	Warehouse accountant
The professional figure is defined / regulated by national, regional or sectoral rules?	All National / regional				
The professional figure has specific education, training or professional requirements?	No requirements identified				
What is the EQF Level of the professional figure?	Levels not identified				

### Italy - Liguria

<b>Professional figures</b>	<b>Warehouse operator</b>	<b>Warehouse manager</b>	<b>Logistic technician</b>
<b>Characteristics</b>			
The professional figure is defined / regulated by national, regional or sectoral rules?	All National / regional		
The professional figure has specific education, training or professional requirements?	No requirements identified		
What is the EQF Level of the professional figure?	■ EQF Level 3	■ EQF Level 5	■ EQF Level 5

### Italy - Toscana

<b>Professional figures</b>	<b>Warehouse accountant</b>	<b>Warehouse technician</b>	<b>Warehouse manager</b>
<b>Characteristics</b>			
The professional figure is defined / regulated by national, regional or sectoral rules?	All National / regional		
The professional figure has specific education, training or professional requirements?	No requirements identifies		
What is the EQF Level of the professional figure?	No EQF Level identified		

## Italy

Professional figures	Logistic systems and services operator	Qualified warehouse worker	Warehouse logistic technician
<b>Characteristics</b>			
The professional figure is defined / regulated by national, regional or sectoral rules?	All National / regional		
The professional figure has specific education, training or professional requirements?	Completion of the first 2 years of second degree secondary schools	No requirements identified	
What is the EQF Level of the professional figure?	■ EQF Level 3	■ EQF Level 3	■ EQF Level 4

Professional figures	Industrial logistic technician	Shipping, transportation and logistic technician	Operator of warehouse's products
<b>Characteristics</b>			
The professional figure is defined / regulated by national, regional or sectoral rules?	All National / regional		
The professional figure has specific education, training or professional requirements?	Completion of the first 2 years of second degree secondary schools	Completion of the first 2 years of second degree secondary schools	No requirements identified
What is the EQF Level of the professional figure?	■ EQF Level 5	■ EQF Level 5	■ EQF Level 3

## BULGARIA

### PROFESSIONAL FIGURE 1

#### 1.1 DENOMINATION

Warehouse Pharmaceutical Manager (hospital)

### **1.2 DESCRIPTION**

Manages the operation of a pharmaceutical warehouse or storeroom. Organizes the receiving, stocking and distributing of sanitary materials and pharmaceutical; Organizes and accepts the transportation, orders the arrangement and supplying of sanitary and pharmaceutical materials. Fills in orders for supplies; issues supplies as approved; Makes out the incoming and expenditure documentation and manages card-file for materials; Takes periodic inventories; Supervises and manages the staff.

### **1.3 CONTEXT**

Works under the control of the Hospital supply manager; Regarding his job duties establishes and maintains contacts with the Head Nurse and the hospital administration; Establishes and maintains contacts with transport companies; General Knowledge of storeroom, inventory practices and hospital instructions connected with the receiving and issuing of materials; Knowledge of order and requirements regarding the transportation of materials; Ability to count and inspect a variety of stores and materials accurately and thoroughly; Knowledge of computer systems for effective warehouse working; Knowledge of requirements regarding work safety for loading and unloading activities.

## **PROFESSIONAL FIGURE 2**

### **2.1 DENOMINATION**

Hospital Medical Supply Manager

### **2.2 DESCRIPTION**

Managing the purchase of the pharmaceutical materials and medical consumables and the documentation related to them; Manages the hospital warehouses, incl. the hospital pharmaceutical warehouse; Manages the correct safe-keeping storage of the pharmaceutical materials and medical consumables; Takes care of the failure and shortages of pharmaceutical materials and medical consumables in storehouse; Organizes the supply, warehousing and allocation of health-care pharmaceutical materials and medical consumables, stock, furniture, work uniform; Managing card-file for materials and medical consumables; Makes a study of the pharmaceutical materials and medical consumables needs, preparation of the purchase orders and organizes their execution Prepares the necessity documentation; Escorts materials during their transportation, follows and controls the rational use of the transport vehicles; Supervises, trains, and updates the employees on company regulations and performance.

### **2.3 CONTEXT**

Works under the control of the clinic Manager; Regarding his job duties establishes and maintains contacts with the Head Nurse, Chief Nurses and Chiefs wards; Establishes and maintains contact with CFO; Establishes contacts with managers and experts from other enterprises and organizations regarding the supply of materials and consumables; General knowledge of requirements and rules concerning the supply, listing and allocation of materials and consumables; Knowledge of systems for warehousing of different materials; Knowledge of the order and requirements necessary for making transportation of the relative materials and goods; Knowledge of requirements regarding work safety for loading and unloading activities.

## **PROFESSIONAL FIGURE 3**

### **3.1 DENOMINATION**

Warehouse Hospital Pharmaceutical Operator

### **3.2 DESCRIPTION**

Receives the supplies and records every in and out pharmaceutical movement on stock cards; Issues pharmaceuticals during the preparation of orders; Monitors of the refrigerators and warehouse temperature twice a day; Maintains the equipment of the pharmaceutical warehouse; Counts the received shipped, items and checks the packing lists, records any discrepancies; Prepares the receiving shipping reports and records any shortages or damages; Prepares pharmaceutical materials for shipment and counts the items placed into the containers; Reviews the packing lists to ensure all required items are included; Assists the inventory of the stocks.

### **3.3 CONTEXT**

Works under the control of the warehouse pharmaceutical manager; Knowledge of storeroom and inventory practices; Ability to follow oral and written instructions; Ability to count and inspect a variety of pharmaceutical materials and to maintain records accurately; Ability to operate with common warehouse equipment; Respects the standards of warehousing.

## **PROFESSIONAL FIGURE 4**

### **4.1 DENOMINATION**

Warehouse Pharmacist Assistant (hospital)

### **4.2 DESCRIPTION**

Prepares medicines aseptically (preparing medicines in a very clean environment using special techniques); Controls the quality of the worked out pharmaceutical medicines; Participates in the reception of pharmaceutical orders and delivering them for processing; Provides competence information about availability medicines and making the relative verifications concerns the daily work; Participates in medicines reception and monitoring the expiration of the terms; Uses dispensary and stores computer systems to generate stock lists and labels; Controls the period for reception of the writing out medicines and dressing consumables; Ensures the correct preserving of the pharmaceutical medicines and dressing consumables in compliance with the producer directions; Participates in the implementation of the daily quantitative accountancy of the medicines; Checks and orders dispatching of the implemented medicines prescriptions; Makes daily computers processing of the medicines expenses and prepares new cods of the receiving medical goods; Makes inquiries about accountancy in pharmacy.

### **4.3 CONTEXT**

Works under the control of hospital registered pharmaceuticals and the pharmaceutical manager; Prepares dispensing of medicines under the control and monitoring of the controller of receipts; Communicates daily with pharmaceuticals, nursing staff and health officers; Communicates with all structural units and hospital sections – clinics, laboratories, hospital kitchen.

## **PROFESSIONAL FIGURE 5**

### **5.1 DENOMINATION**

Hospital Waste Officer

### **5.2 DESCRIPTION**

Watches the correct collection and temporary waste disposal in hospitals; Makes a plan for the necessary facilities and consumables which are necessary for the collection, temporary storage and transportation of waste in hospitals; Controls internal waste collection, separation collection and the following treatment of waste; Coordinates and supervises of the inside and outside hospital transport of waste; Controls the expense of consumables referring to the implementation of the waste system (polyethylene sacks, labels, marks for dangerous hospital waste and others); Supervises the internal waste logistic including segregation, collection, storage and disposal; Manages the correct and regular delivery of the dangerous waste to the waste carrier.

### **5.3 CONTEXT**

Works under the control of the administrative manager and the head nurse of the hospital; Regarding his job duties establishing and maintaining contacts with the Head Nurse and Chief Nurses Establishes and maintains contacts with transportation companies; Knowledge of the healthcare standards; Knowledge of the main points concerning the management of the waste in healthcare.

## **PROFESSIONAL FIGURE 6**

### **6.1 DENOMINATION**

Chief Expert Waste Medical Incinerator

### **6.2 DESCRIPTION**

Supervises the record documents of the waste drivers/deliverers and prepares transport charts for transportation of the hospital waste from the hospitals to medical waste incinerator; Assigns daily tasks to the waste drivers and determines their routes daily; Participates in the organization of the client's services during the planned operating repairs, performs preventive maintenance of the incinerator and emergency repairs; Controls the implementation of the subordinates duties (waste drivers and assistant waste drivers); Participates in accepting and preserving of the medicines, substances, chemicals and patent medicines which are subject to incineration in collaboration with the technologist of the chemical manufacturing process. Participates in the preparation of the reports regarding the waste incineration under the customs control and under control of the responsible medical health care institutions; Prepares information for the real quantity of the received hospitals waste on the base of the transports charts and delivers it to the financial department; Records the report for the concluded contracts concerning waste medical incineration and prepares the record for the incinerated quantities; Organizes and participates in the reception of the supplied waste matters from the contractors and the measurement and preparation of the documentation for the received waste weight; Processes and records the reports of the transport charts, accompanying the hospital waste for incineration; Prepares reports after each incineration cycle.

### **6.3 CONTEXT**

Works under the control of the manager of medical incinerator and financial officer; Regarding his job duties establishes and maintains contacts with other departments, administration and institutions which have a direct work

connection concerning the implementation of expert waste medical incinerator; Maintains contacts with hospital contractors for the incineration of waste.

## **PROFESSIONAL FIGURE 7**

### **7.1 DENOMINATION**

Technical Operator of waste medical incinerator

### **7.2 DESCRIPTION**

Monitors and maintains all incinerators operations (burning, gas cleaning, monitoring, gas cooling and others) as well as all regimes of medical incinerator and monitoring of their correctly course; Responsible for the reporting of the consumables expenditures in regime "incineration" of the installation related with the waste installations operation and put them in shifts reports; Participates in the preparation of orders for the necessary material, consumables, and incinerators spare parts and participates in the repair and restoration works during failures; Monitors (together with the chief shifts) the correct execution of the obligations of the elevator workers as well as the weight of the incinerated medical waste; Participates and manages (together with the chief shifts and power engineer) the executions of the duties referring to the preventive reviews, the waste incinerators cleaning and planned repairs; Monitors the quality of the gas emissions and the ongoing operation of the installations and the attendant incinerators units and emergency; Informs the power engineer and the controlling administrator in case of deviation from the norm.

### **7.3 CONTEXT**

Works under the control of the Manager, the chief shifts and the power engineer of the waste medical incinerator; Regarding his job duties establishes and maintains contact with the technician; Knowledge of the incinerators processes in details and all incinerators regimes; Knowledge of the relative instructions and regulations concerning the incinerators operations.

## **PROFESSIONAL FIGURE 8**

### **8.1 DENOMINATION**

Waste Medical Incinerator Mechanic

### **8.2 DESCRIPTION**

Monitors the incinerators installations and incinerators units, makes technical inspections and performs preventive maintenance in compliance with the instructions of the equipment's producer; Localizes analyses and runs the correction of arisen mechanical failures in the incinerator; Creates reports to the directorate manager regarding incinerator damages, failures and unauthorised operations of the personnel referring to the medical incinerator operation exploitation; Participates in the implementation of planned repairs and preventions of the devices, machines and equipment; Monitors the mechanical failures in the gas cleaning system and make machineries corrosion prevention; Responsible for the good working order of the whole ancillary equipment – pumps, coolers, ventilators, compressors, heat exchanges stations and others; Provides ecological conformity preservation of the generated waste produce by the medical incinerators operation.

### **8.3 CONTEXT**

Works under the control of the medical Incinerators Manager; Knowledge of the incinerators construction and the equipment construction and their

principle operation in details; Knowledge of the technological methods of the medical incinerator.

**Questionnaire addressed to the professionals operating in facility management within no core services related to health care sector with focus on logistic**

1 .Please, specify the definition of your professional **figure 1**

The Warehouse Pharmaceutical Manager in a hospital is a person with knowledge of shipping regulations, safety policies, and standard inventory procedures and that is able to use data entry pharmaceutical programs, responsible for supervising every task that goes on in a pharmaceutical warehouse and which includes the receiving, handling, storing, and distribution of pharmaceutical and health-care materials.

2. Your professional figure is foreseen by national, regional, sectorial qualification framework or regulations?

YES (specify: National Qualification Framework - NQF)

3. Do you think that it would be important to define in a clear manner and to certify at European level the competences of the professional figures operating in the facility management within no core services related to health care sector with focus on logistic?

YES, because thus the particular qualification level of this professional figure within the NQF will correlate with the corresponding qualification level within the EQF. This will improve the intelligibility the necessary qualification across Europe, support the mobility of the work force and stimulate the quality of the VET.

**Questionnaire addressed to the professionals operating in facility management within no core services related to health care sector with focus on logistic**

1. Please, specify the definition of your professional **figure 2:**

The Hospital Medical Supply Manager plans, organizes and coordinates the activities of the Supply Services Division and provides direct highly complex support services to the Health-care unit, including purchase of the pharmaceutical products, medical consumables, management of the documentation and logistic related to them, supplies organization, warehousing and allocation of pharmaceutical products, health-care materials and consumables, stock, furniture, work uniform, services execution organization and improvement the service performance. The Hospital Supply Manager supervises the hospital warehouses, incl. the pharmaceutical warehouse.

2. Your professional figure is foreseen by national, regional, sectorial qualification framework or regulations?

YES (specify: National Qualification Framework - NQF)

3. Do you think that it would be important to define in a clear manner and to certify at European level the competences of the professional figures operating in the facility management within no core services related to health care sector with focus on logistic?

YES, because thus the particular qualification level of this professional figure within the NQF will correlate with the corresponding qualification level within the EQF. This will improve the intelligibility the necessary qualification across Europe, support the mobility of the work force and stimulate the quality of the VET.

**Questionnaire addressed to the professionals operating in facility management within no core services related to health care sector with focus on logistic**

1. Please, specify the definition of your professional **figure 3**:

The Warehouse Hospital Pharmaceutical Operator is a person who is aware of the storeroom and inventory instructions and has a general knowledge of the inventory practices. Assists the operation of a pharmaceutical warehouse or storeroom; receiving, stocking, processing and distributing pharmaceutical materials

2. Your professional figure is foreseen by national, regional, sectorial qualification framework or regulations?

YES (specify: National Qualification Framework - NQF)

3. Do you think that it would be important to define in a clear manner and to certify at European level the competences of the professional figures operating in the facility management within no core services related to health care sector with focus on logistic?

YES, because thus the particular qualification level of this professional figure within the NQF will correlate with the corresponding qualification level within the EQF. This will improve the intelligibility the necessary qualification across Europe, support the mobility of the work force and stimulate the quality of the VET.

**Questionnaire addressed to the professionals operating in facility management within no core services related to health care sector with focus on logistic**

1. Please, specify the definition of your professional **figure 4**:

Pharmacist Assistant works in hospital pharmacy service responsible for the preparation of the special medicine mixtures, dispensing and distribution of medicine under the supervision of a qualified pharmacist. Takes care of the preparation and supplies services to wards units which meet the professional and legal standards

2. Your professional figure is foreseen by national, regional, sectorial qualification framework or regulations?

YES (specify: National Qualification Framework - NQF)

3. Do you think that it would be important to define in a clear manner and to certify at European level the competences of the professional figures operating in the facility management within no core services related to health care sector with focus on logistic?

YES, because thus the particular qualification level of this professional figure within the NQF will correlate with the corresponding qualification level within the EQF. This will improve the intelligibility the necessary qualification across Europe, support the mobility of the work force and stimulate the quality of the VET.

**Questionnaire addressed to the professionals operating in facility management within no core services related to health care sector with focus on logistic**

1 .Please, specify the definition of your professional **figure 5**:

The Hospital Waste Officer is a person responsible for the organization and management of waste collection, handling, storage and disposal at hospital administration level. She/he is responsible for day-to-day operations and monitoring of the waste system and supervision of the waste logistic. She/he has to be familiar with the correct procedures for handling and disposal of health-care waste.

2. Your professional figure is foreseen by national, regional, sectorial qualification framework or regulations?

YES (specify: National Qualification Framework - NQF)

3. Do you think that it would be important to define in a clear manner and to certify at European level the competences of the professional figures operating in the facility management within no core services related to health care sector with focus on logistic?

YES, because thus the particular qualification level of this professional figure within the NQF will correlate with the corresponding qualification level within the EQF. This will improve the intelligibility the necessary qualification across Europe, support the mobility of the work force and stimulate the quality of the VET.

**Questionnaire addressed to the professionals operating in facility management within no core services related to health care sector with focus on logistic**

1. Please, specify the definition of your professional **figure 6**:

Chief expert waste medical incinerator is a person responsible for transportation, measuring, warehousing of medical waste, services the clients agreements and documentation concerning the waste medical incineration.

2. Your professional figure is foreseen by national, regional, sectorial qualification framework or regulations?

YES (specify: National Qualification Framework - NQF)

3. Do you think that it would be important to define in a clear manner and to certify at European level the competences of the professional figures operating in the facility management within no core services related to health care sector with focus on logistic?

YES, because thus the particular qualification level of this professional figure within the NQF will correlate with the corresponding qualification level within the EQF. This will improve the intelligibility the necessary qualification across Europe, support the mobility of the work force and stimulate the quality of the VET.

**Questionnaire addressed to the professionals operating in facility management within no core services related to health care sector with focus on logistic**

1. Please, specify the definition of your professional **figure 7**:

Technical operator of waste medical incinerator is a person who participates in the control of the incinerator in regime incineration, participates in the process of the maintenance, repair and service of the installations units and monitors the incinerators parameters concerning all its regimes.

2. Your professional figure is foreseen by national, regional, sectorial qualification framework or regulations?

YES (specify: National Qualification Framework - NQF)

3. Do you think that it would be important to define in a clear manner and to certify at European level the competences of the professional figures operating in the facility management within no core services related to health care sector with focus on logistic?

YES, because thus the particular qualification level of this professional figure within the NQF will correlate with the corresponding qualification level within the EQF. This will improve the intelligibility the necessary qualification across Europe, support the mobility of the work force and stimulate the quality of the VET.

**Questionnaire addressed to the professionals operating in facility management within no core services related to health care sector with focus on logistic**

1. Please, specify the definition of your professional **figure 8**:

The Waste Medical Incinerator Mechanic maintains in good working condition all machines and incinerator equipment for their correct, regular and continual operation exploitation.

2. Your professional figure is foreseen by national, regional, sectorial qualification framework or regulations?

YES (specify: National Qualification Framework - NQF)

3. Do you think that it would be important to define in a clear manner and to certify at European level the competences of the professional figures operating in the facility management within no core services related to health care sector with focus on logistic?

YES, because thus the particular qualification level of this professional figure within the NQF will correlate with the corresponding qualification level within the EQF. This will improve the intelligibility the necessary qualification across Europe, support the mobility of the work force and stimulate the quality of the VET.

Please, classify your professional figure selecting, within the following knowledge, skills and competences options, the answer better corresponding to your situation (**Figure 1 - Warehouse pharmaceutical manager - hospital**):

Comprehensive, specialised, factual and theoretical knowledge within a field of work or study and an awareness of the boundaries of that knowledge; a comprehensive range of cognitive and practical skills required to develop creative solutions to abstract problems; exercise management and supervision in contexts of work or study activities where there is unpredictable change; review and develop performance of self and others

Please, classify your professional figure selecting, within the following knowledge, skills and competences options, the answer better corresponding to your situation (**Figure 2 - Hospital medical supply manager**):

Comprehensive, specialised, factual and theoretical knowledge within a field of work or study and an awareness of the boundaries of that knowledge; a comprehensive range of cognitive and practical skills required to develop creative solutions to abstract problems; exercise management and supervision in contexts of work or study activities where there is unpredictable change; review and develop performance of self and others

Please, classify your professional figure selecting, within the following knowledge, skills and competences options, the answer better corresponding to your situation (**Figure 3 - Warehouse hospital pharmaceutical operator**):

A range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying basic methods, tools,

materials and information; take responsibility for completion of tasks in work or study, adapt own behaviour to circumstances in solving problems

Please, classify your professional figure selecting, within the following knowledge, skills and competences options, the answer better corresponding to your situation (**Figure 4 - Warehouse pharmacist assistant - hospital**):

Factual and theoretical knowledge in broad contexts within a field of work or study; a range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study; exercise self-management within the guidelines of work or study contexts that are usually predictable, but are subject to change; supervise the routine work of others, taking some responsibility for the evaluation and improvement of work or study activities

Please, classify your professional figure selecting, within the following knowledge, skills and competences options, the answer better corresponding to your situation (**Figure 5 - Hospital waste officer**):

Factual and theoretical knowledge in broad contexts within a field of work or study; a range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study; exercise self-management within the guidelines of work or study contexts that are usually predictable, but are subject to change; supervise the routine work of others, taking some responsibility for the evaluation and improvement of work or study activities

Please, classify your professional figure selecting, within the following knowledge, skills and competences options, the answer better corresponding to your situation (**Figure 6 - Chief expert waste medical incinerator**):

Factual and theoretical knowledge in broad contexts within a field of work or study; a range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study; exercise self-management within the guidelines of work or study contexts that are usually predictable, but are subject to change; supervise the routine work of others, taking some responsibility for the evaluation and improvement of work or study activities

Please, classify your professional figure selecting, within the following knowledge, skills and competences options, the answer better corresponding to your situation (**Figure 7 - Technical operator of waste medical incinerator**):

Factual and theoretical knowledge in broad contexts within a field of work or study; a range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study; exercise self-management within the guidelines of work or study

contexts that are usually predictable, but are subject to change; supervise the routine work of others, taking some responsibility for the evaluation and improvement of work or study activities

Please, classify your professional figure selecting, within the following knowledge, skills and competences options, the answer better corresponding to your situation (**Figure 8 - Waste medical incinerator mechanic**):

Comprehensive, specialised, factual and theoretical knowledge within a field of work or study and an awareness of the boundaries of that knowledge; a comprehensive range of cognitive and practical skills required to develop creative solutions to abstract problems; exercise management and supervision in contexts of work or study activities where there is unpredictable change; review and develop performance of self and others

**Overview on the specific professional and learning characteristics of the professionals operating in facility management within no core services related to health care sector with focus on logistic in Bulgaria**

Professional figures	Figure 1 - Warehouse pharmaceutical manager - hospital	Figure 2 - Hospital medical supply manager	Figure 3 - Warehouse hospital pharmaceutical operator	Figure 4 - Warehouse pharmacist assistant - hospital
Characteristics				
The professional figure is defined / regulated by national, regional or sectoral rules?	All National / regional			
The professional figure has specific education, training or professional requirements?	Pharmaceutical college  Pharmaceutical storage, work safety, computers training, soft skills  Knowledge in warehousing of medical materials, soft skills	Medical and/or logistic college  New logistic technologies, Pharmaceutical transportation, computers training, soft skills, work safety  Knowledge in logistic, warehousing and materials	Specialized high school education  Pharmaceutical (new) storage requirements, work safety for loading and unloading activities  Knowledge in warehousing of medical materials	Pharmaceutical college  New pharmaceutical technologies and recipes, work safety  Computers knowledge comprehensive, specialised, factual and theoretical knowledge within a field of pharmaceutical
What is the EQF Level of the professional figure?	EQF Level 5	EQF Level 5	EQF Level 3	EQF Level 4

<b>Professional figures</b> <b>Characteristics</b>	Figure 5 – Hospital waste officer	Figure 6 - Chief expert waste medical incinerator	Figure 7 - Technical operator of waste medical incinerator	Figure 8 - Waste medical incinerator mechanic
The professional figure is defined / regulated by national, regional or sectoral rules?	All National / regional			
The professional figure has specific education, training or professional requirements?	<p>Medical college</p> <p>Storage, in-hospital transportation, separation, and records keeping of medical and usual waste</p> <p>Knowledge of the healthcare standards, knowledge of the main points concerning the management of the waste in healthcare</p>	<p>College</p> <p>Specialized waste legislation, records keeping, computer skills</p> <p>To be able to manage and supervise of the administration and documentary activities concerning the medical incinerator</p>	<p>Technical college</p> <p>Special training in the field of the specific processes of the waste medical incinerator, training in the field of the ecology standards, computers training</p> <p>Very good knowledge of chemistry, ecology and electronic</p>	<p>Technical college</p> <p>Advanced training in the field of mechanic and electronic, computers training</p> <p>Comprehensive, specialised, factual and theoretical knowledge in the field of incinerators installations and units</p>
What is the EQF Level of the professional figure?	EQF Level 4	EQF Level 4	EQF Level 4	EQF Level 5

## **UNITED KINGDOM**

---

### **PROFESSIONAL FIGURE 1**

#### **1.1 DENOMINATION**

Pharmacy Procurement Officer Higher Level

#### **1.2 DESCRIPTION**

To ensure efficient and cost effective use of resources to provide a centralised Trustwide medicines ordering service. To manage procurement area within Technical services for the Pharmacy Directorate, ensuring the right drugs are procured in a timely way. Monitors the quality and performance of suppliers and, with Quality Control department's support

maintains all Quality Control systems for new drugs and suppliers. To ensure that competitive prices are achieved for pharmaceutical products through the contracting process to optimise cost efficiency, ensuring compliance with contract requirements

### **1.3 CONTEXT**

Pharmacy Department, Hospital.

**Questionnaire addressed to the professionals operating in facility management within no core services related to health care sector with focus on logistic.**

Please, specify the definition of your professional figure **(Pharmacy Procurement Officer Higher Level)**

Your professional figure is foreseen by national, regional, sectoral qualification framework or regulations?

**YES** Specify: NVQ Level 3 with Pharmaceutical Science as underpinning knowledge and working towards Graduate Diploma in Purchasing and Supply Management (CIPs)

OR

NVQ Level 3 with Procurement as underpinning knowledge and working towards Graduate Diploma in Purchasing and Supply Management (CIPs)

OR

Graduate Diploma in purchasing and supply management (CIPs), Or equivalent Demonstrable evidence.

Do you think that it would be important to define in a clear manner and to certify at European level the competences of the professional figures operating in the facility management within no core services related to health care sector with focus on logistic? **YES**

Please, classify your professional figure selecting, within the following knowledge, skills and competences options, the answer better corresponding to your situation: **Comprehensive, specialised, factual and theoretical knowledge within a field of work or study and an awareness of the boundaries of that knowledge; a comprehensive range of cognitive and practical skills required to develop creative solutions to abstract problems; exercise management and supervision in contexts of work or study activities where there is unpredictable change; review and develop performance of self and others**

**Overview on the specific professional and learning characteristics of the professionals operating in facility management within no core services related to health care sector with focus on logistic in UK**

<b>Professional figures</b>	Pharmacy Procurement Officer Higher Level
<b>Characteristics</b>	
The professional figure is defined / regulated by national, regional or sectoral rules?	X National / regional
The professional figure has specific education, training or professional requirements?	<p>Training requirements (specify:            NVQ Level 3 with Pharmaceutical Science as underpinning knowledge and working towards Graduate Diploma in Purchasing and Supply Management (CIPs)</p> <p>OR</p> <ul style="list-style-type: none"> <li>• NVQ Level 3 with Procurement as underpinning knowledge and working towards Graduate Diploma in Purchasing and Supply Management (CIPs)</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Graduate Diploma in purchasing and supply management (CIPs), Or equivalent Demonstrable evidence.</li> <li>• Evidence of further knowledge EU Procurement and updates of contract law.</li> </ul>
What is the EQF Level of the professional figure?	X EQF Level 4

**SPAIN**

---

**PROFESSIONAL FIGURE 1**

**1.1 DENOMINATION**

Porter / Clerk at General Services Logistics

**1.2 DESCRIPTION**

Is responsible for the daily surveillance of the warehouses where each unit of waste has been deposited, reporting any anomalies that may prevent wastes from being transported from the depot to the final warehouse. She/he must also control the moment when authorized agents remove the different types of waste, weighting each container and knowing how many kilos and what hospital unit generated them. If problems or faults are detected with one container the unit would be notified. Faults found are reported to the Administrative Assistant so that she/he sends an email so the fault does not occur again. If during the tour of the different departments an any anomaly or defect is detected in the premises of the public areas of the Hospital, she/he will report it so that it is solved.

### **1.3 CONTEXT**

The required qualification is basic education, but she/he must be aware of environmental issues. Training will be directed towards waste segregation and recycling issues. No special skills are needed but she/he must know the basic legislation that applies to waste management and segregation of each type of waste as well as the transport conditions that must be observed so the authorized agent can transport it.

## **PROFESSIONAL FIGURE 2**

### **2.1 DENOMINATION**

Administrative assistant in General Services

### **2.2 DESCRIPTION**

She/he will process and report incidents in the interim storage and final warehouse that are detected by the Porter/Clerk, forwarding an email to the responsible unit. Follow up to see that it is corrected. Allocates the expenditures for each unit that generated the waste. Will prepare the statistics on the amount of waste generated by each unit.

### **2.3 CONTEXT**

Vocational training degree (Level 1) or hold a medium level technician certificate in administration. A person with environmental conscience will participate in training courses both in hospital and out of the work place with the objective of minimizing and recycling waste. Will always be updated on existing legislation, and aware of any new legislature that may arise.

## **PROFESSIONAL FIGURE 3**

### **3.1 DENOMINATION**

Head of the General Services Department

### **3.2 DESCRIPTION**

Responsible for developing protocols and procedures to must be followed for all people who are involved in this procedure in any way. Responsible for coordinating and holding accountable to all those involved in the process of complying with the protocols and procedures. Promoting training courses for the staff (for both the General Services Department and the hospital staff) that produces or generates wastes.

### **3.3 CONTEXT**

Graduate degree in Chemistry or Environmental Science. Environmentally conscious person and responsible that everything is done correctly, complying with the legislation.

**Questionnaire addressed to the professionals operating in facility management within no core services related to health care sector with focus on logistic**

Please, specify the definition of your professional figure:

- a) Clerk
- b) Administrative Assistant
- c) Head of Services

Your professional figure is foreseen by national, regional, sectoral qualification framework or regulations? **No**

Do you think that it would be important to define in a clear manner and to certify at European level the competences of the professional figures operating in the facility management within no core services related to health care sector with focus on logistic? **YES**, so the requirements are the same in all Europe and this professional figure can work across European countries.

Please, classify your professional figure selecting, within the following knowledge, skills and competences options, the answer better corresponding to your situation:

**Clerk:** Basic factual knowledge of a field of work or study; basic cognitive and practical skills required to use relevant information in order to carry out tasks and to solve routine problems using simple rules and tools, work or study under supervision with some autonomy.

**Administrative Assistant:** a range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying basic methods, tools, materials and information; take responsibility for completion of tasks in work or study, adapt own behaviour to circumstances in solving problems.

**Head of Services:** factual and theoretical knowledge in broad contexts within a field of work or study; a range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study; exercise self-management within the guidelines of work or study contexts that are usually predictable, but are subject to change; supervise the routine work of others, taking some responsibility for the evaluation and improvement of work or study activities.

**Overview on the specific professional and learning characteristics of the professionals operating in facility management within no core services related to health care sector with focus on logistic in Spain.**

Professional figures	Clerk	Administrative Assistant	Head of Services
Characteristics			
The professional figure is defined / regulated by national, regional or sectoral rules?	All National / regional		

The professional figure has specific education, training or professional requirements?	BASIC EDUCATION)  ENVIRONMENTALLY CONSCIOUS)	VOCATIONAL TRAINING OR MIDDLE MANAGEMENT TECHNICIAN)  ENVIRONMENTALLY CONSCIOUS)	DEGREES IN CHEMICAL OR ENVIRONMENTAL SCIENCES)  ENVIRONMENTALLY CONSCIOUS)
What is the EQF Level of the professional figure?	EQF Level 3	EQF Level 3	EQF Level 5

**4. The figures in facility management within no core services related to health care sector with focus on logistic on which In the Middle will concentrate to activate the ECVET process.**

In order to define a European common professional perimeter of figures in facility management within no core services related to health care sector with focus on logistic, In The Middle will focus to activate ECVET only on the figures classified within the **EQF level 5 and lower**, as follows:

<b>Italy</b>	<ul style="list-style-type: none"> <li>○ Logistic systems and services operator</li> <li>○ Qualified warehouse worker</li> <li>○ Warehouse logistic technician</li> <li>○ Industrial logistic technician</li> <li>○ Shipping, transportation and logistic technician</li> <li>○ Operator of warehouse's products</li> <li>○ Warehouse operator</li> <li>○ Warehouse manager</li> <li>○ Logistics Technician</li> </ul>
<b>Bulgaria</b>	<ul style="list-style-type: none"> <li>○ Warehouse pharmaceutical manager - hospital</li> <li>○ Hospital medical supply manager</li> <li>○ Warehouse hospital pharmaceutical operator</li> <li>○ Warehouse pharmacist assistant - hospital</li> <li>○ Hospital waste officer</li> <li>○ Chief expert waste medical incinerator</li> <li>○ Technical operator of waste medical incinerator</li> <li>○ Waste medical incinerator mechanic</li> </ul>
<b>United Kingdom</b>	<ul style="list-style-type: none"> <li>○ Pharmacy Procurement Officer Higher Level</li> </ul>
<b>Spain</b>	<ul style="list-style-type: none"> <li>○ Waste management Clerk</li> <li>○ Waste management Administrative Assistant</li> <li>○ Head of Hospital General Services</li> </ul>