



0.5.7 – Joint proposal for a new shared qualification standard

ENI CBC MED Programme Strategic Project

TECHLOG Technological Transfer for Logistics Innovation in Mediterranean Area

Project details	
Thematic objective:	A.2 Support to education, research, technological development and innovation
Priority:	A.2.1 Technological transfer and commercialisation of research results
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Restriction level	Public



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1. Scope and Objective of this document

The given certifications and accepted training standards in the 5 countries involved are not scope of this project. The need to define standards of advanced training and licensing and qualification certification is thus the main objective. This joint proposal is developed through a continuous dialogue with (trans)port public officers from the participating countries.

2. The European Union VET approach

The European Union (EU), vocational education and training (VET) standards have been considered as part of a comprehensive framework designed to ensure the quality and relevance of vocational education across member states. The EU's approach to VET is based on the European Qualifications Framework (EQF) and the European Credit System for Vocational Education and Training (ECVET). The following key components have been considered for developing the TechLog joint proposal:

European Qualifications Framework (EQF)

The EQF is a common European reference framework that facilitates the comparison and understanding of qualifications across different EU countries. It consists of eight levels, from Level 1 (basic skills) to Level 8 (doctoral level). Each level is characterized by learning outcomes, skills, and competencies. For the project purposes, some soft skills have been also considered.

National Qualifications Frameworks (NQFs)

Member states align their national qualifications frameworks with the EQF to ensure consistency and comparability. In Italy, considering the regional approach that drive the Qualification Framework, the proposal will be submitted to the Regional Authority to be insert in the Regional Directory of Qualification Profiles (RRPQ). Final aim of the TechLog project is to build a qualification framework that represent the Qualification Standard to allow the port workers and business to be able to operate across the Mediterranean ports, providing a Mediterranean context for the integration of qualifications, including vocational qualifications.

European Credit System for Vocational Education and Training (ECVET)

ECVET is a system that facilitates the transfer, recognition, and accumulation of learning outcomes achieved in different contexts. It enables individuals to build up their qualifications by combining units of learning from different countries or educational settings.

Recognition of Prior Learning (RPL)

The recognition of prior learning, allowing individuals to have their previous learning and work experience assessed and acknowledged when pursuing further education or training.



Mobility and Lifelong Learning

According to the ENI CBC MED Programme goals the lifelong learning promotion and the individual support in adapting to the changes in according to the labor market needs have been considered.

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Professional Economic Sector	Transport and logistics
Description	<p>The identified needs, that go beyond the given standards, can be defined in 3 main areas:</p> <ul style="list-style-type: none"> a. Creating a safe and sustainable working environment <ul style="list-style-type: none"> i. Health and safety <ul style="list-style-type: none"> 1. Personal – (Stress, fatigue-management, healthy lifestyle -Safety First) 2. Team – collaboration – conflict resolution - incident reporting ii. Sustainability – Ethical principles of sustainability, beneficence, non-maleficence, justice, community, eco-friendly: ecosystem, economy, governance <ul style="list-style-type: none"> 1. Reducing carbon footprint (Fuel efficiency and emission reduction). 2. Reducing downtime. 3. Air pollution. 4. Decarbonization of the road freight transport sector. 5. The flow-speed relationship and emission of greenhouse gases and polluting gases. b. Comprehension of the impact of digital technologies <ul style="list-style-type: none"> i. Raising the cultural level on the impact of digitalisation and AI in each profession of the sector. ii. Adapting to a new world and understanding the risks of ignoring digital technologies. iii. Specific training needs. iv. Demonstrate the contribution of digital transformation to improve competitiveness by reacting to changing markets needs and offering better service to customers.



	<ul style="list-style-type: none"> c. Enhancing the communication capacities <ul style="list-style-type: none"> i. Intercultural adaptability (e.g., Cross Cultural communication) ii. Communicational capacity – adapted language courses (e.g. could include a multilingual glossary defining a number of key terms used in Logistics and Transport sector). d. Improving the Logistics Chain performances <ul style="list-style-type: none"> i. Integration of process and operation. ii. Identification of main bottlenecks, dwell time components, stakeholders’ coordination, etc.
Prerequisites	Truck license (and/or national license to operate in port) Quay crane license (and/or national license to operate in port)
Competences	
<p>Be able to operate in safety and health conditions.</p> <p>The aim is to introduce measures to encourage improvements in the safety and health of port and logistic workers.</p> <p>It is of fundamental importance that general principles concerning the prevention and protection of workers against occupational accidents and diseases exist. The TECHLOG certification contains training on general and specific principles concerning the protection of health and safety through 1) the assessment of risks; 2) the prevention of risks; 3) the minimisation and the elimination of risks and accident factors; 4) the information, consultation and balanced participation of workers and their representatives; 5) Port management and Operation; 6) Optimization of handling processes.</p> <p>The general principles continue to apply in full to all the areas covered by this specific certification, but where the TECHLOG certification contains more stringent and/or specific provisions, these special provisions prevail.</p>	
Knowledge (theoretical and/or factual)	<ol style="list-style-type: none"> 1. Safety general principles (e.g., Personal Protective Equipment PPE) 2. National and international legislation on port security 3. Risk assessment (safety): Work layout, Machinery, External factors (location, interaction). 4. Risk assessment (health): fatigue and stress. 5. Safety measures technologies. 6. Logistics techniques.



	7. Knowing the environmental impact of road transport and port operations especially in relation to air pollution and decarbonization as well as the flow-speed relationship and the emission of pollution gases.
Skills (cognitive and practical)	<ol style="list-style-type: none"> 1. Applying safety procedures in the workplace. 2. Apply plant and machinery control procedures. 3. Apply risk mitigation measures (safety and health). 4. Use the most common safety measure technologies (i.e., real-time monitoring systems and automated safety protocols) 5. Apply optimised operation systems and procedures 6. Apply fuel saving measures
Competences	
<p>Capacity to use the digital technologies. The aim is to help comprehending the impact of digital technologies, thus raising the workers' cultural level, and addressing specific training needs for port and logistic workers, so they can adapt to the new digital technologies, maximize the benefits of digitalization, and contribute to a more efficient and sustainable industry. Fostering a culture of continuous learning and professional development is crucial in the digital era.</p> <p>Digitalization in logistics operations may provide several advantages, such as: streamline operations and eliminate paper-based processes, real-time tracking and visibility, enhanced customer experience, data-driven decision-making, collaboration and connectivity, environmental and sustainability impacts.</p> <p>Training programs should encourage port and logistic workers to stay updated with evolving digital technologies, industry trends, and regulatory changes, as a way of guaranteeing job security and avoiding skill mismatches. The (basic) understanding of digital technologies is a need for drivers and companies that shall be addressed. This can be achieved through periodic refresher courses, access to online resources and webinars.</p>	
Knowledge (theoretical and/or factual)	<ol style="list-style-type: none"> 1. From digital literacy to advanced digital skills (upskilling and reskilling) 2. Knowing the real-time support information sharing tools, task allocation, teamwork.
Skills (cognitive and practical)	<ol style="list-style-type: none"> 1. Use the most common and dedicated software (logistic and transport sector) 2. Use the most common real-time collaboration tools (e.g., Whatsapp, Microsoft Teams, Zoom, Google Slides) 3. Use the technologies in relation with:



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| | <ul style="list-style-type: none"> a. Guidance applications to optimize the travel time of the shuttle, GPS. b. Tachograph control tools. c. TMS (Transport Management System) d. Learn basic Microsoft Office software such as Word to write documents such as reports or others, Excel (table, calculations to control maintenance, oil changes...), Outlook (mails, contacts, agenda): to plan trips, contact customers, etc. |
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Competences

Enhancing the communication capacities (Be able to work in a multicultural environment).

The aim is to introduce measures to improve the ability of port and logistic workers to communicate effectively with colleagues, clients and other stakeholders in the industry. This includes mainly developing skills in verbal communication, active listening, and non-verbal communication to ensure clear and accurate exchanges of information. The port and logistic sector being often confronted by inter- and multicultural encounters, fostering this competence should allow to navigate diverse work environments and interact with individuals from different cultural backgrounds.

This is also an opportunity to strengthen the ability of port and logistic workers to collaborate and communicate efficiently within teams. This objective involves promoting effective teamwork, fostering open and transparent communication, and facilitating the exchange of ideas and information among team members. But this is also paramount to develop how to effectively communicate safety protocols, emergency procedures, and critical information during incidents or emergencies. This objective thus is strongly linked with the health and safety objective.

Improve knowledge about the most common online communication tools, to improve the capacity to communicate with teams composed of international peers.

Improve language proficiency among port and logistic workers to overcome language barriers and facilitate smooth communication with colleagues and stakeholders. This objective involves providing language training or support to develop the necessary language skills required for job-related communication.

The attitude and the communication of the driver can influence the relations with the customers. His communication skills influence the stability of the commercial situation of the company. Training programs should develop skills in truck drivers. They must also improve their environmental skills given the negative impact of road transport on the environment.



<p>By achieving these objectives, the communication capacities of port and logistic workers can be enhanced, leading to improved operational efficiency, stronger relationships with stakeholders, and a more productive and harmonious work environment.</p>	
<p>Knowledge (theoretical and/or factual)</p>	<ol style="list-style-type: none"> 1. Non-Verbal Communication elements: non-verbal communication can effectively reinforce the spoken message. 2. Foreign-language skills: convey a defined language level for port and logistic workers. 3. Clear communication elements. 4. Knowing Cross Cultural Communication elements. 5. Knowing the port-operation services.
<p>Skills (cognitive and practical)</p>	<ol style="list-style-type: none"> 1. Use of non-verbal communication techniques. 2. Use of a multilanguage glossary in the specific field. 3. Use of communication techniques that ensures that the intended message is easily understood. 4. Use Adaptability: Consider factors such as cultural background, level of understanding, and preferred communication methods. Flexibility in communication ensures that the message is effectively received and understood. 5. Understand the importance of the role of the driver in the commercial process of companies. A driver is in contact with customers, administrative services, other road users, etc. Thus, the way in which the behaviour, the attitude, and the communication of the driver can influence the relations with the customers. His communication skills influence the stability of the commercial situation of the company. For better communication with customers the driver must know: <ol style="list-style-type: none"> a. The basics of customer-focused communication. b. Its role in the commercial process. c. Its role in preserving the company's image. d. How to settle disputes. 6. Use and understand the content of the most used logistics documents: the operators need the capability to read a transportation document and understand its contents (such as a delivery note, invoice, journey management, loading dock receipt, etc.) It is recommended that they acquire a basic understanding of communication in foreign languages, supported by a phrasebook.