



## **Certification scheme Safe Last Mile Delivery**

ECQA Certified Last Mile Delivery Driver

**Version 2.0:** 2024-06-24

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E-Mail : [info@ecqa.org](mailto:info@ecqa.org)

Internet : [www.ecqa.org](http://www.ecqa.org)

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# 1 Scope

This certification scheme specifies the procedure of how the competence of persons in the field of ECQA Certified Last Mile Delivery Driver, is being certified by ECQA GmbH.

The certification organization ECQA GmbH is an Austrian company, which is 60% owned by the non-profit organization European Certification and Qualification Association (ECQA).

The object of certification is exclusively / solely the competence of natural persons.

The certification is largely based on the principles of the International Standard ISO/IEC 17024:2012-07 Conformity assessment – General requirements for bodies certifying persons.

## 2 Requirements for competence

### 2.1 Competence Profile

Individuals certified in accordance with this certification scheme are competent to independently plan and deliver as a service, the last mile delivery using appropriate technical and physical tools (various types of bikes).

### 2.2 Knowledge and skill requirements

Individuals performing ECQA Certified Last Mile Delivery Driver must demonstrate competencies as specified in Sections 2.2.1 through 2.2.6.

#### 2.2.1 Module 1 – Knowing goods and packaging

Certified persons must have the following knowledge regarding **Knowing goods and packaging**

- Lesson1: Basics features of packaging
  - LO1: To know sorting procedures according to the standard categorization of goods in handling and transport.(EQF 4)
  - LO2: To explain basic features of different types of packaging. (EQF 4)
- Lesson 2: Marking and labeling
  - LO3: To understand the principles of determining dimensions and weight of the parcels. (EQF 4)
  - LO4: To Recognize standard marking and labelling of parcels and mail, regarding handling requirements (fragility, temperature, hazard) and priority. (EQF 4)

- Lesson 3: Safety requirements  
LO5: To apply safety requirements in handling fragile and hazardous items. (EQF 4)

### 2.2.2 Module 2 – Handling and administrative procedures

Certified persons must have the following knowledge regarding **Handling and administrative procedures**

- Lesson1: Classification and characteristics of goods, parcels and mail  
LO1: To identify different categories of goods, parcels and mail. (EQF 4)  
LO3: To select appropriate handling procedure. (EQF 4)
- Lesson 2: Risks and handling requirements  
LO2: To perform sorting and stacking of parcels according to handling requirements and priority. (EQF 4)  
LO3: To select appropriate handling procedure. (EQF 4)  
LO5: To explain liabilities and risks related to takeover of parcels and mail. (EQF 4)
- Lesson 3: Safety requirements  
LO4: To apply procedures and documents involved in delivery process. (EQF 4)  
LO5: To apply safety requirements in handling fragile and hazardous items. (EQF 4)

### 2.2.3 Module 3 – Road traffic regulations

Certified persons must have the following knowledge regarding **Road traffic regulations:**

- Lesson1: Classification and meaning of road traffic regulations
- Lesson 2: Classification and meaning of the road markings, traffic signs and signalization
- Lesson 3: Safety requirements and communication to other road users

The following Learning Objectives will be targeted.

- LO1: To indicate relevant road traffic regulations in general. (EQF 4)
- LO2: To interpolate the regulations and safety requirements concerning the cycling traffic. (EQF 4)
- LO3: To understand the meaning of the road markings, traffic signs and signalization. (EQF 4)
- LO4: To provide a proper response to signals given by police officers, school crossing wardens and others authorized to control traffic. (EQF 4)

LO5: To apply proper ways of communicating intentions to other road users and to understand signals given by other road user. (EQF 4)

#### 2.2.4 Module 4 – Bicycle characteristics

Certified persons must have the following knowledge regarding **bicycle characteristics**

- Lesson1: Understanding the parts of the bicycle, power assisted bicycle, and carrier cycle
  - LO1: To name the various parts of the bicycle, carrier bicycle and electric power assisted bicycle. (EQF 4)
  - LO2: To compare the various different types of bicycles (including electric bicycles). (EQF 4)
- Lesson 2: Operating and using different types of bicycles
  - LO3: To operate the various parts of the bicycle and electric power assisted bicycle. (EQF 4)
  - LO4: To be able to ride various kinds of bicycles (particularly a carrier bicycle and/or a bicycle with electric assistance) including in risky road conditions. (EQF 4)
  - LO6: To determine the best type of bicycle for an assigned task. (EQF 4)
- Lesson 3: Malfunctions and maintenance/repair of bicycles
  - LO5: To apply safety requirements in handling fragile and hazardous items. (EQF 4)

#### 2.2.5 Module 5 – Basics of safe riding EQF 4

Certified persons must have the following knowledge regarding **Basics of safe riding**:

- Lesson1: Classification and characteristics of goods, parcels and mail
  - LO1: To explain safety equipment and set-up on the bicycle. (EQF 4)
- Lesson 2: Riding a bike in mixed traffic
  - LO2: To operate a bicycle in mixed traffic. (EQF 4)
  - LO3: To evaluate hazards. (EQF 4)
- Lesson 3: Hazards at negotiating road junctions and entering pedestrian zone
  - LO2: To operate a bicycle in mixed traffic. (EQF 4)
  - LO3: To evaluate hazards. (EQF 4)
  - LO4: To negotiate junctions. (EQF 4)
- Lesson 4: Planning a safe route

LO5: To plan a safe route. (EQF 4)

### 2.2.6 Module 6 – Communication skills, customer service EQF 4

Certified persons must have the following knowledge regarding **Communication skills and customer service**:

- Lesson1: Build positive contact with others (through communication and effective listening)
  - LO1: To apply effective listening. (EQF 4)
  - LO2: To illustrate how to build positive contact with people (incl. show empathy, ensure customer orientation, demonstrate intercultural competences). (EQF 4)
  - LO3: To express ideas effectively (if applicable in a foreign language). (EQF 4)
- Lesson 2: Non-violent communication: effective listening, effective expressing ideas, avoid conflicts
  - LO1: To perform sorting and stacking of parcels according to handling requirements and priority. (EQF 4)
  - LO3: To express ideas effectively (if applicable in a foreign language). (EQF 4)
  - LO4: To demonstrate how to avoid potential conflict situations both while interacting with other people (teams-networks members and customers) and while navigating the traffic with other road users (incl. cars, pedestrians, other cyclists). (EQF 4)
- Lesson 3: Customer Care and Client Orientation (communicate according to customer service principles)
  - LO1: To apply effective listening. (EQF 4)
  - LO2: To illustrate how to build positive contact with people (incl. show empathy, ensure customer orientation, demonstrate intercultural competences). (EQF 4)
  - LO3: To express ideas effectively (if applicable in a foreign language).
  - LO4: To demonstrate how to avoid potential conflict situations both while interacting with other people (teams-networks members and customers) and while navigating the traffic with other road users (incl. cars, pedestrians, other cyclists). (EQF 4)

### 2.2.7 Module 7 – Social responsibility, entrepreneurship, mentoring EQF 4

Certified persons must have the following knowledge regarding **Social responsibility, entrepreneurship, mentoring**:

- Lesson1: Social Responsibility. Sustainable behaviors in urban logistics operation. (EQF 4)
  - LO1: To illustrate how sustainable logistics value positively impact the sector and society. To promote sustainable (socially responsible) behaviors in the context of LMD. (EQF 4)

LO2: To employ sustainable value creation. (e.g., sustainable/ smart urban life) in the context of e-logistics LMD. (EQF 4)

- Lesson 2: Entrepreneurship, sense of agency

LO1: To illustrate how sustainable logistics value positively impact the sector and society. To promote sustainable (socially responsible) behaviors in the context of LMD. (EQF 4)

LO2: To employ sustainable value creation. (e.g., sustainable/ smart urban life) in the context of e-logistics LMD. (EQF 4)

LO3: To compare rights and duties of employed and self-employed worker. To operate with loyalty. (EQF 4)

LO4: To develop collaboration and entrepreneurship skills (including working in team and building a team spirit, motivate others), sense of leadership (leading in a collegial way), partnership, and trustworthiness. (EQF 4)

LO5: To demonstrate aptitudes of teaching others: making knowledge and experience explicit, to choose the appropriate way of teaching and mentoring adapting to the learner's needs. (EQF 4)

- Lesson 3: Mentoring

LO5: To demonstrate aptitudes of teaching others: making knowledge and experience explicit, to choose the appropriate way of teaching and mentoring adapting to the learner's needs. (EQF 4)

### 3 Requirements for admission to the examination

Prerequisite for admission to the Theoretical Examination is:

- the completion of a suitable training (at least 40h) related to the contents according to section 2
- or
- Proof of practical experience in the field of ECQA Certified Last Mile Delivery Driver of at least 2 years. The practical experience evidence must be submitted by the candidate before applying for the theoretical exam in written form. (E-mail submission to ECQA GmbH)

### 4 Multiple-Choice Exam

The examination is done in writing as a multiple-choice test online. The exam consists of 105 questions, from a pool of more than 182 questions in total, from the seven subject areas as per section 2.2.1 to 2.2.7.

The maximum duration of the written exam is set at 120 mins per full attempt. The exam can be taken on a Module basis with a maximum duration of 30 mins / Module. (Number of questions asked is dependent on the Nr. of LO / Module)

## 5 Evaluation Criteria

### 5.1 Multiple-Choice Exam

Each question is scored with a maximum of one point each. There are several answer options per question. For each Module (M) according to section 2.2.1 to 2.2.7 questions will be asked for each Learning Objective.

Every Learning Objective has to be passed with at least 66%.

### 5.2 Overall assessment and examination repetition

To pass the overall examination, all Modules, with all their LO must be passed. Negatively assessed LO can be repeated at a later date. Re-taking an exam will be counted as a new attempt.

## 6 Issue and validity of certificates

The successful evaluation of the initial certification examination, according to section 5, is a prerequisite for the issuance of a certificate.

The full certificates are valid for **2 years**.

Micro-certificates (passing of one Module) are valid for **1 year**.

## 7 Recertification

### 7.1 Criteria for renewal of the certificate

To renew the certificate, the certificate holder must fulfill the following criteria:

- The certificate holder must provide evidence of relevant continuous education in the amount of at least 20 hours for the entire certification cycle.
- The certificate holder must provide evidence of current, relevant practical activity. This must be provided in the form of a description of the activity or project, where the examined Material of the Modules is applied.
- The recertification fee must be paid by the certificate holder and a valid e-mail address must be provided, so that the new certificate can be delivered electronically.

### 7.2 Issue of the certificate

After fulfilling all the criteria, according to 7.1, the certificate is renewed for **3 years**.

### 7.3 Deadlines

Recertification must take place before the certificate expires. In exceptional cases, recertification may also take place after expiry of the certificate. In this case, the following conditions apply:

- If the recertification takes place after the expiration of the validity of a certificate within a period of maximum 6 months, the recertification shall be carried out in accordance with the criteria and process specified in Section 7.1. Otherwise, an audit to the extent of the initial certification shall be performed in accordance with Section 5.
- The validity of the certificate is always based on the date of initial certification. This means that the date of the initial certification is always taken as the starting point, regardless of the

recertification date.