STARTS PROJECT
Skills, Training and the Road Transport Sector
EC Thematic Liaison Forum on Skills and Jobs
Brussels, 21 May 2012

Cristina Tiling
Political Secretary
ETF

Damian Viccars
Head Social Affairs
IRU

With the support and co-financing of the European Commission
Agenda

1. STARTS Origins, Project Structure & Objectives
2. Research Results & Recommendations (Pillar 1)
3. Research Results & Recommendations (Pillar 2)
4. Conclusions
1. STARTS Origins and Objectives

TWO SOCIAL PARTNERS AGREEMENTS AT THE HEART OF THIS EXERCISE
Project Origins

• Employers and trade unions have a mutual interest in training – long recognised within EU Social Dialogue Committee.

• High quality training is vital for developing an efficient, properly skilled, safe and sustainable road transport workforce.

• At the same time the costs of training and the administrative burdens imposed should in no way be underestimated.

OUR COMMON PURPOSE

To identify what is needed to optimise the positive impact of training and identify ways for it to be delivered in the most effective and efficient way.
Project Structure

TWIN PILLAR APPROACH

1. A detailed study on the implementation, impact and challenges of the EU Driver Training Directive 2003/59/EC.

2. A detailed study on skills, job definitions and training for non mobile logistic workers employed by road transport companies.
Project Organisation

Steering Committee

ETF

IRU

Core management

ETF

AFT

IRU

EC
Project Milestones and Outcomes

Dec’ 2010 – Feb 2011: Project Implementation;

Feb’ 2011: Project Steering Committee Agreement on scope and questionnaires;

Feb’ 2011 – May 2011: AFT IFTIM (France) Development of preliminary study, meetings, interviews, questionnaires;

June 2011: Project Workshop, ETF & IRU members provide feedback on the preliminary 2-pillar study;

June 2011 – March 2012: Main Research Activities by AFT IFTIM: meetings, interviews, questionnaires preparation of Final Report;

April 2012: Final Conference and presentation of the final report;

May 2012: Project Steering Committee considers draft recommendations.
Pillar 1 Objectives:

2. Analysis of related problems and how employers and drivers are meeting their obligations in different EU Member States.
3. Early assessment of the Directive’s impact on skills development and access to employment as a road transport driver.
4. Examination of key issues concerning Enforcement and implementation.
Objectives of the Directive

- Improve road safety by reduction of accidents and casualties
- Raise standards of new professional drivers and maintain and enhance the professionalism of existing drivers
- Attract more drivers in the transport industry and promote driver employment mobility
- Improve sustainable mobility by reducing fuel consumption
Pillar 1 Issues:

- Cross border recognition of CPC qualification and periodic training
- Financing of Training
- Average examination & test pass rates
- Content and quality of periodic training
- Average costs for training and qualifying drivers
- Numbers of new drivers entering the profession
- Public Funding
- Use of driver training simulators
- Approval and Capacity of Training Centres
- Training the trainers
- Enforcement Information Exchange
- Training for real needs
- Duration of training sessions
- Training the trainers
- Information Exchange
- Training for real needs
Pillar 1: Transposing the Directive

- **2005**
  - Italy

- **2006**
  - Austria
  - Bulgaria
  - Denmark
  - Estonia
  - Germany
  - Lithuania
  - Romania
  - Slovak Republic

- **2007**
  - Belgium
  - Cyprus
  - Finland
  - Hungary
  - Latvia
  - Malta
  - Netherlands
  - Poland
  - Slovenia
  - Spain
  - United Kingdom

- **2008**
  - Czech Republic
  - France
  - Greece
  - Ireland
  - Luxembourg
  - Sweden

- **2009**
  - Portugal
Implementation: a shared responsibility

The professional driver is at the heart of a set of systems implying a multiplicity of stakeholders: the company, the social partners, the training providers, the Member States, & the EU.
Consultation of Social Partners

- Consultation that has actually taken place with the implementation of the Directive was mainly held at a national level:
  - Belgium, experts’ committee set up by the Service Public Fédéral Mobilité et Transports;
  - Finland, National working group set up by the Transport Ministry;
  - France, Commission Nationale Paritaire pour l’Emploi et la Formation
  - UK, Stakeholder Group with various partners (Sector Skills Councils, Trade Associations, Trade Unions etc.)

But not formalised in other Member States
The Directive 2003/59/EC offers 2 options for the system of initial qualification:

- Course attendance and test
  - 280 hours training
  - Accelerated initial training: 140 hours
  - 15 Member States

- Exam only - 10 Member States

- Both options - 2 Member States
Recording of the qualification

- Austria
- Belgium
- Cyprus
- Finland
- Germany
- Latvia
- Luxemburg
- Malta
- Netherlands
- Poland
- Slovakia
- Slovenia

- Bulgaria
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Greece
- Hungary
- Ireland
- Italy
- Portugal
- Romania
- Slovenia
- Spain
- Sweden
- UK
### Deadlines for completing periodic training

- Most – BUT NOT ALL - Member States have defined **2013** as deadline for completing periodic training sessions in the carriage of passengers and **2014** in the carriage of goods.

<table>
<thead>
<tr>
<th>2012</th>
<th>2013</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Estonia</td>
<td>Austria, Czech Republic,</td>
<td>Belgium, Luxemburg,</td>
</tr>
<tr>
<td></td>
<td>Denmark, Finland,</td>
<td>Netherlands, Portugal,</td>
</tr>
<tr>
<td></td>
<td>Germany, Hungary, Italy,</td>
<td>Spain, Sweden</td>
</tr>
<tr>
<td></td>
<td>Lithuania, Malta, Poland,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Spain, UK</td>
<td></td>
</tr>
</tbody>
</table>

- Concerns about completion of periodic training in line with the deadlines.
- Concerns about some Members States imposing their deadlines on foreign drivers.
Mutual Recognition of Qualifications

Initial qualification:
Widespread acceptance of mutual recognition, except in Denmark, Hungary, Lithuania and Sweden

*UK: more than thirty cases of such recognition to Polish and Latvian drivers in 2010.*

Periodic training:
The 35-hour periodic training must be entirely undergone in one single Member State to be recognized, sometimes under conditions that information could be checked.

*Sweden does not recognize initial qualification nor periodic training.*

The recognition of a partial periodic training is more problematic: no information system exists, so authorities are reluctant to accept periodic training certificates.
The Training Provision

• Initial (often voluntary) training for drivers existed in a few Member States prior to the Directive.
• Pre-existence of this training facilitated the implementation of the Directive in those Member States: trainers, equipment & material (vehicles).
Geographical scope of approval body

- Approval of drivers training providers reflects the administrative organization of the Member State.

- Sometimes approval is entrusted to the regional authorities:
  - Austria, Czech Republic, France, Germany, Poland, Spain, …

- Or to other bodies
  - UK: Joint Approvals Unit for Periodic Training (JAUPT) set up by the Sector Skills Councils
Control Processes – UK Example

• Every Approved Training centre is subject to a Quality Assurance Audit with a detailed inspection of the polices & procedures and live training:

  – Inspection of centre documentation (records of training delivered), qualifications of trainers, data Protection, Vehicle Documentation,
  – Review of the general management of the centre (procedures for identity checking of drivers, use of the central driver recording database, use of course evaluations and quality assurance;
  – Discussion with the Driver CPC Course Administrator to go through the administration process for a specific course;
  – Evaluation of the delivery of a course by attending a course for at least 2 hours at the start or finish;
  – General discussion with the trainer regarding procedures, course delivery and staff training;
  – General discussion with the drivers attending the course regarding delivery, content and the trainer.
Initial qualification costs for compulsory training and test option

The costs indicated refer to training selling prices applied to candidates without funding. The huge differences could be explained by differences in living standards.
Periodic training costs in Europe

Periodic training average tariffs (without financing mechanisms) range from an average of 70 € in Romania to 1000 € in Luxemburg. Comparison is not appropriate due to differences in living standards.
Pillar 1 Draft Recommendations

- MS must enhance control and coordination of the approval process of training institutes and trainers.
- In cooperation with social partners, MS should providing concrete support to approved bodies offering highest quality training,
- No uniformly suitable model for the financing of periodic driver training and qualification yet found. More work needs to be done in reviewing existing models.
- Recognising road transport as a strategic economic activity, MS should provide financial incentives to companies, drivers, first time job applicants, and older workers starting or continuing driving careers.
Pillar 1: Draft Recommendations

- The EC must enforce mutual respect of CPC qualifications and periodic training deadlines.
- MS must ensure sufficient numbers of controllers officers, trained to correctly apply the Directive.
- An Information exchange system should aid enforcement and assist cross border recognition of CPCs and training (based on consistent quality).
- EU driver training must be focused on improving skills not on providing legal minimums.
- MS should have national registries for training institutes, to keep record their numbers and quality.
Pillar 2 Objectives:

1. Achieve clarity on the functions & tasks of non-mobile logistics workers;
2. Identify monitoring tools for jobs growth in this area;
3. Consider best practices in training for certain categories of these workers, starting with fork-lift operators;
4. Joint recommendations on the above.
Pillar 2 Issues:

- Warehouse Operator Certification
- The European Framework Directive on Safety and Health at Work 89/391 EEC
- International Standard Classification of Occupations (ISCO)
- Apprenticeship schemes and vocational education
- Employment / Job Definitions
- Statistical data
- Numbers of new logistics workers. Future employment forecasts
- Fork-lift Operator
- Order Picker Packer
- Mechanisation of warehouse processes and IT systems

Definitions:
- Fork-lift Operator
Field of Focus

Specialised by tasks
- Goods-in checking
- Fork-lift truck operation
- Order picking / packing
- Goods-out checking
- Stock system coordination

Multi-task
- Unskilled warehouse worker
- Warehouse worker-operative
- Store worker
- Handler
- Order picker
- Terminal employee
- Terminal worker

Team leader
- Foreman
- Area responsible
- Warehouseman
- Platform agent (agent de quai)
Countries Covered

Austria
Belgium
Bulgaria
Denmark
France
Germany
Italy
Lithuania
Netherlands
Czech Republic
Portugal
Romania
Slovenia
Spain
Slovakia
Methodology

- **Questionnaire**
  - Road freight transport companies
  - Training centres

- **Descriptions of jobs**
  - Placement agencies, transport companies, training bodies, social partners

- **Statistical data**
  - Statistical institutes, observatories, labour Ministries, labour agencies

- **Reports, sector studies etc.**

**Definitions of logistics jobs**
- Statistical data
- The training offer and financing
ISCO – a Common Tool

Most of the national classifications in Europe are based on or harmonised with the international standard classification of occupations (ISCO, by the International Labour Office).

<table>
<thead>
<tr>
<th>Country</th>
<th>National classification</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austria</td>
<td>ÖISCO</td>
<td>08</td>
</tr>
<tr>
<td>Belgium</td>
<td>CITP</td>
<td>08</td>
</tr>
<tr>
<td>Bulgaria</td>
<td>NCOD</td>
<td>08</td>
</tr>
<tr>
<td>Czech Republic</td>
<td>KZAM</td>
<td>88</td>
</tr>
<tr>
<td>Denmark</td>
<td>DISCO</td>
<td>08</td>
</tr>
<tr>
<td>Germany</td>
<td>KldB</td>
<td>2010</td>
</tr>
<tr>
<td>Lithuania</td>
<td>LPK</td>
<td>08</td>
</tr>
<tr>
<td>Portugal</td>
<td>CPP</td>
<td>2010</td>
</tr>
<tr>
<td>Romania</td>
<td>COR ISCO</td>
<td>08</td>
</tr>
<tr>
<td>Slovakia</td>
<td>KZAM</td>
<td>2010</td>
</tr>
<tr>
<td>Slovenia</td>
<td>SKP</td>
<td>08</td>
</tr>
<tr>
<td>Spain</td>
<td>CNO</td>
<td>11</td>
</tr>
</tbody>
</table>
ISCO – Key Groups

**Group 933** Transport and storage labourers - including:
- 9331 Hand and pedal vehicle drivers
- 9333 Freight handlers
- 9334 Shelf fillers

**Sub-group 8344** Lifting truck operators
- *Lifting-truck operators drive, operate and monitor lifting-truck or similar vehicle to transport, lift and stack pallets with goods.*
  - Forklift truck driver

**ISCO Limitations** ➔ **More detailed national definitions.**
The German example: a wide ranging statistical classification

- According to KlöB 2010 the following job titles are recorded for warehousing, postal delivery and goods transshipments (Lagerwirtschaft, Post und Zustellung, Güterumschlag):
- 513 Warehousing, postal delivery and goods transshipments (Lagerwirtschaft, Post und Zustellung, Güterumschlag)
- 5131 Professions at warehousing (Berufe in der Lagerwirtschaft)
- 51311 Unloader (Entlader/in)
- 51311 Helper for transport (Transporthelfer/in)
- 51311 Loader (Belader/in)
- 51311 Helper for production (Produktionshelfer/in Verpackung)
- 51311 Packer (Packer/in)
- 51311 Unskilled worker at the warehouse (Lagerhilfsarbeiter/in)
- 51311 Helper at the warehouse (Lagerhelfer/in)
- 51312 Warehouse worker (Fachlagerist/in)
- 51312 Skilled employee – warehouse logistics (Fachkraft Lagerlogistik)
- 51312 Disponent/at warehouse (Disponent/in Lager)
- 51312 Chief storekeeper (Magazinverwalter/in)
- 52531 forklift operator (Flurtransportgerätefahrer/in)
Conclusion on statistical information

• (EU 15) Only a few countries where the sector produces its own data on jobs related to the warehouse functions. Good practices: France, Germany, Italy. But comparison is still difficult between countries.

• (EU 12) Reliable detailed data more difficult due to lack of dedicated Transport/ logistics observatories and relatively recent implementation of ISCO.

In development: Czech Republic: National Observatory of Employment and Training, providing skills needs forecasting, sectoral studies, information on professions and their future prospects.

• The long-term focus: the development of a methodology for forecasting skills needs in the labour market. Quantitative projections and a qualitative focus.
Logistic jobs definitions in the covered countries

Main actors involved in logistics jobs definitions:

• Employment agencies
• Road transport companies
• The Social Partners (especially at the sector level),
• Training bodies,
Training for non-mobile workers

- For unskilled workers (ISCO 933 group - handler, order picker) – no training or particular qualification is required
- In most cases, the training is done within companies.
- For forklift operators, EU legislation applies:

  **Directive 2009/104/EC** Concerning the minimum safety and health requirements for the use of work equipment by workers at work
  Entry into force: 23/10/2009

  **Article 9 of the Directive 2009/104**: ‘Without prejudice to Article 12 of Directive 89/391/EEC, the employer shall take the necessary measures to ensure that: Workers given the task of using work equipment receive adequate training, including training on any risks which such use may entail’;

- A specific license is provided after passing the examination including theory and practice.
- Training to become a forklift driver is offered at external training centres.
<table>
<thead>
<tr>
<th>Country</th>
<th>Certificate for forklift truck, Yes/No</th>
<th>Duration of the compulsory training</th>
<th>Validity</th>
</tr>
</thead>
<tbody>
<tr>
<td>France</td>
<td>Certificate or experience</td>
<td>35 h, 5 days</td>
<td>5 years, refreshment</td>
</tr>
<tr>
<td>Germany</td>
<td>Yes</td>
<td>1-3 days</td>
<td>No limit, refreshment every year</td>
</tr>
<tr>
<td>Austria</td>
<td>Yes</td>
<td>20.5 units of 45 min each</td>
<td>Certification yearly</td>
</tr>
<tr>
<td>Slovenia</td>
<td>Yes</td>
<td>5 days</td>
<td>Yearly refreshment</td>
</tr>
<tr>
<td>Romania</td>
<td>Yes</td>
<td>4 weeks - 56 h theory + 44 h of practical courses</td>
<td>Unlimited</td>
</tr>
<tr>
<td>Bulgaria</td>
<td>Yes</td>
<td>1-1.5 day</td>
<td>5 years, refreshment</td>
</tr>
</tbody>
</table>
Inputs from companies - recruitment

Main recruitment criteria:
• motivation;
• previous experience;
• physical condition;
• age – 40-45 years maximum
• teamplayer
Inputs from companies - competences

Most common competences valued by the interviewed companies:

- Knowledge of the national language – written and spoken;
- Stress resistant, ability to meet deadlines;
- Basic knowledge of a foreign language – an advantage
- PC user skills;
- Ability to handle heavy loads correctly, good orientation in a closed space;
- Awareness of safety rules in a warehouse;
- Autonomous, multi-tasking, responsiveness;
- Knowledge of the goods stored in the warehouse;
- Team player, communicative
<table>
<thead>
<tr>
<th>Apprenticeship training</th>
<th>(Denmark)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Basic course</strong></td>
<td></td>
</tr>
<tr>
<td>First Aid / Fire 0.5 weeks</td>
<td></td>
</tr>
<tr>
<td>– Intro t. transport 2.0</td>
<td></td>
</tr>
<tr>
<td>weeks</td>
<td></td>
</tr>
<tr>
<td>– Intro driving lessons 1.0</td>
<td></td>
</tr>
<tr>
<td>weeks</td>
<td></td>
</tr>
<tr>
<td>– handling / stowage 1.0</td>
<td></td>
</tr>
<tr>
<td>weeks</td>
<td></td>
</tr>
<tr>
<td>– Transportation Science 1.5</td>
<td></td>
</tr>
<tr>
<td>weeks</td>
<td></td>
</tr>
<tr>
<td>– Informationstekn. 1.0</td>
<td></td>
</tr>
<tr>
<td>weeks</td>
<td></td>
</tr>
<tr>
<td>– Transportation Danish 1.0</td>
<td></td>
</tr>
<tr>
<td>weeks</td>
<td></td>
</tr>
<tr>
<td>– Transport Industrial</td>
<td></td>
</tr>
<tr>
<td>relations 0.5 weeks</td>
<td></td>
</tr>
<tr>
<td>– Transport Geography 1.0</td>
<td></td>
</tr>
<tr>
<td>weeks</td>
<td></td>
</tr>
<tr>
<td>– New to store 2.0 weeks</td>
<td></td>
</tr>
<tr>
<td>– Forklift cert. B 2.5 weeks</td>
<td></td>
</tr>
<tr>
<td>– Work-Industry Fixed 0.5</td>
<td></td>
</tr>
<tr>
<td>weeks</td>
<td></td>
</tr>
<tr>
<td>14.5 weeks</td>
<td></td>
</tr>
</tbody>
</table>

| **Stock 1**                   |          |
| Category B 1.6 weeks          |          |
| Convenient store 1.0 weeks   |          |
| Unit Loads 1.0 weeks          |          |
| Social Studies 1.0 weeks      |          |
| Computer inventory management|
| introduction 1.0 weeks        |          |
| Ergonomics 0.4 weeks          |          |
| 6 weeks                       |          |

| **Stock 2**                   |          |
| Computer inventory management|          |
| management 1.0 weeks          |          |
| Customer service stock 0.6   |          |
| weeks                         |          |
| Social Studies 0.5 weeks      |          |
| Health 0.5 weeks              |          |
| Ergonomics 0.6 weeks          |          |
| Storage and shipment of      |          |
| dangerous goods 0.8 weeks     |          |
| Foreign Language 1.0 weeks    |          |
| 5 weeks                       |          |

| **Specialty Warehouse &      |          |
| Transport**                  |          |
| Entrepreneurship and         |          |
| Innovation 1.0 weeks         |          |
| Driving Training cat. C 1.6  |          |
| weeks                        |          |
| Basic skills training EU 8.0 |          |
| / 4.0 weeks                  |          |
| 10.6 / 6.6 weeks             |          |

| **Stock 3**                   |          |
| Computer inventory management|          |
| management 2 1.0 weeks        |          |
| Storage Economics 1.0 weeks   |          |
| Time, case and resource       |          |
| management 0.6 weeks          |          |
| Foreign Language 1.0 weeks    |          |
| Logistics and collaboration   |          |
| 1.0 weeks                     |          |
| Quality management and quality |
| consciousness 0.8 weeks       |          |
| Elective 0.2 weeks            |          |
| 5.6 weeks                     |          |

| **Specialty Warehouse &      |          |
| Logistics**                  |          |
| Logistics Management and     |          |
| organization 4.0 weeks       |          |
| Entrepreneurship and         |          |
| Innovation 1.0 weeks         |          |
| Last Fuse 0.6 weeks          |          |
| Optional specialization 4.0  |          |
| weeks                        |          |
| 9.6 weeks                    |          |
| 9.6 weeks                    |          |

| **Apprenticeship**           |          |
| Social Studies of            |          |
| International affairs and    |          |
| study 1.7 weeks              |          |
| Information technology       |          |
| 1.0 weeks                    |          |
| Apprenticeship 0.5 weeks     |          |
| Elective 0.6 weeks           |          |
| 3.8 weeks                    |          |
Project Background

The International Road Transport Union (IRU) and the European Transport Workers' Federation (ETF) have brought together a consortium of partners to submit a funding proposal for a joint social partners project on training in the commercial road transport sector, covering both mobile and non-mobile employees of road transport companies. The purpose of this project is to correctly identify the most important challenges and the most efficacious solutions for improving the provision of training to drivers and workers performing certain non-mobile, logistics related tasks. In December 2010 STARTS Project has received European Commission funding which will cover up to 50% of the total expenses.
Pillar 2: Draft Recommendations

- There is a lack of systematically collected data on non-mobile workers carrying out logistics related work in road transport.
- MS should investigate the implications of jobs growth in this area to ensure training infrastructure and other support is available to employers to maximize the skills of their non-mobile workforce.
- Work needs to be carried out at EU level to:
  - Collect annual employment and training data
  - Examines definitions for non-mobile road transport functions
  - Examines professional profiles for each non-mobile workers’ function and assess trends in these areas
  - Develops systems to assess skills, competences and qualifications in these areas
  - Develops systems for mutual recognition of skills, competences and qualifications