## Proficiency scale n°1: The reception and the transfer of goods

<table>
<thead>
<tr>
<th>Sub-skills</th>
<th>Skills</th>
<th>Professional Behaviour</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>G1C1.1 - Welcome the drivers</strong></td>
<td><strong>RECEIVING GOODS</strong></td>
<td>G1C1.CP1 – Implement the procedures in effect</td>
</tr>
<tr>
<td><strong>G1C1.2 - Check the accuracy of the delivery</strong></td>
<td></td>
<td>G1C1.CP2 - Use handling equipments with safety</td>
</tr>
<tr>
<td><strong>G1C1.3 - Carry out unloading operations</strong></td>
<td></td>
<td>G1C1.CP3 - Implement the saving efforts rules</td>
</tr>
<tr>
<td><strong>G1C1.4 – Control the delivery</strong></td>
<td></td>
<td>G2C1.CP4 – Contribute to safety at work</td>
</tr>
<tr>
<td><strong>G1C1.5 - Accept or refuse the delivery</strong></td>
<td></td>
<td>G1C1.CP5 - Consider the selective sorting rules</td>
</tr>
<tr>
<td><strong>G1C1.6 - Data processing</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>G1C1.7- Clean the reception area</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>G1C2.1- Prepare or repack the goods</strong></td>
<td><strong>TRANSFERING GOODS</strong></td>
<td>G2C2.CP1 - Pay close attention to the transfer operations</td>
</tr>
<tr>
<td><strong>G1C2.2 – Identify the addresses of goods provision</strong></td>
<td></td>
<td>G2C2.CP2 – Respect the safety rules</td>
</tr>
<tr>
<td><strong>G1C2.3 - Prepare the required material</strong></td>
<td></td>
<td>G2C2.CP3 - Implement the saving efforts rules</td>
</tr>
<tr>
<td><strong>G1C2.4 – Take part in the storage operations</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>G1C2.5 - Confirm the storage information</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Traduction : Mme Delas, Mme Vonfelt*
## Proficiency scale n°2: The preparation and the shipping of goods

<table>
<thead>
<tr>
<th>Sub-skills</th>
<th>Skills</th>
<th>Professional Behaviour</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>G2C1.1</strong> - Follow and set up the preparation network</td>
<td><strong>G2C1.CP1</strong> - Meet the deadlines</td>
<td></td>
</tr>
<tr>
<td><strong>G2C1.2</strong> - Assign merger areas for orders</td>
<td><strong>G2C1.CP2</strong> - Comply with the customer’s order</td>
<td></td>
</tr>
<tr>
<td><strong>G2C1.3</strong> - Remove the ordered goods</td>
<td><strong>G2C1.CP3</strong> - Implement the saving efforts rules</td>
<td></td>
</tr>
<tr>
<td><strong>G2C1.4</strong> - Build a stable and balanced loading unit</td>
<td><strong>G2C1.CP4</strong> - Use handling equipments with safety</td>
<td></td>
</tr>
<tr>
<td><strong>G2C1.5</strong> - Trigger the restocking</td>
<td><strong>G2C1.CP5</strong> - Comply with the ethical codes</td>
<td></td>
</tr>
<tr>
<td><strong>G2C1.6</strong> - Carry out a stock-taking</td>
<td><strong>G2C1.CP6</strong> – Respond quickly to unexpected events</td>
<td></td>
</tr>
<tr>
<td><strong>G2C1.7</strong> - Point out the storage irregularities</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>G2C1.8</strong> – Confirm the information about order preparations</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>G2C1.9</strong> - Pack, weight and tag the loaded units</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>G2C1.10</strong> - Transfer the order to merger areas</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>G2C2.1</strong> - Welcome the drivers</td>
<td><strong>G2C2.CP1</strong> - Implement the procedures in effect</td>
<td></td>
</tr>
<tr>
<td><strong>G2C2.2</strong> – Control the shipments</td>
<td><strong>G2C2.CP2</strong> - Use handling equipments with safety</td>
<td></td>
</tr>
<tr>
<td><strong>G2C2.3</strong> - Set up the transport documents</td>
<td><strong>G2C2.CP3</strong> - Implement the saving efforts rules</td>
<td></td>
</tr>
<tr>
<td><strong>G2C2.4</strong> - Carry out the loading operations</td>
<td><strong>G2C2.CP4</strong> - Contribute to safety at work</td>
<td></td>
</tr>
<tr>
<td><strong>G2C2.5</strong> - Clean the shipping area</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Proficiency scale N°6: Partners’ relationship (in French and in a foreign language)

<table>
<thead>
<tr>
<th>Sub-skills</th>
<th>Skills</th>
<th>Professional Behaviour</th>
</tr>
</thead>
<tbody>
<tr>
<td>G6C1- Welcome or contact the person concerned (customers, drivers, suppliers…)</td>
<td>G6C1-</td>
<td>G6CP1- Fit in with a work team</td>
</tr>
<tr>
<td>G6C2- Identify the customer’s need</td>
<td>G6C2-</td>
<td>G6CP2- Adapt one’s way of speaking to the spokesperson</td>
</tr>
<tr>
<td>G6C3- Collect information</td>
<td>G6C3-</td>
<td>G6CP3- Report</td>
</tr>
<tr>
<td>G6C4- Forward information</td>
<td>G6C4-</td>
<td>G6CP4- Respect the rules and practices specific to professional writings</td>
</tr>
<tr>
<td>G6C5- Express a verbal reply</td>
<td>G6C5-</td>
<td>G6CP5- Pay attention to the client’s or the spokesperson’s satisfaction</td>
</tr>
<tr>
<td>G6C6- Express a need verbally</td>
<td>G6C6-</td>
<td>G6CP6- Give a positive and enhancing image of the company</td>
</tr>
<tr>
<td>G6C7- Write common messages</td>
<td>G6C7-</td>
<td></td>
</tr>
<tr>
<td>G6C8- Use information and communication technologies</td>
<td>G6C8-</td>
<td></td>
</tr>
</tbody>
</table>

**Traduction : Mme Delas, Mme Vonfelt**