

REPORT ON DESIGN AND TESTING OF THE PROTOTYPES OF MULTICOUNTRY PROFESSIONAL PROFILES IN THE CENTRAL ASIA

Prepared by Vidmantas Tūtlys

2025

TABLE OF CONTENT

1.	Introduction. Purpose and scope of use of multicountry professional profiles in Central Asia	3
2.	Development of methodology for designing pilot multicountry professional profiles in Central Asia	5
3.	Prototype development process for multicountry professional profiles	6
4.	Using multicountry professional profiles to compare professional standards and qualifications in Central Asian countries	8
5.	Recommendations for further implementation and development of cross-country professional profiles	11
6.	Annexes. Multicountry Professional Profiles of Central Asia	14
	Master of Dry Finishing	14
	Truck driver	24
	Logistic Warehouse Warehouse	36
	The Energy Auditor	143
	E-commerce specialist (marketplace)	179
	The Tourist Guide	197

1. Introduction. Purpose and scope of use of multicountry professional profiles in Central Asia

Multicountry professional profiles are developed in cooperation between different countries, so they share the common content and features typical of the national qualifications of these countries, and are mutually recognized and used in the areas of skills development and human resource management in the relevant region. National qualifications shall be developed and awarded by the competent authorities and shall be established by national legislation and authorities. Multicountry professional profiles can be considered as linking elements of national qualification systems of countries in a particular region, applied for transparent, sustainable and mutually beneficial labor migration, promotion of corporate investment and cross-border cooperation between educational and educational institutions in the region. This means that multicountry professional profiles focus only on the general competency requirements and learning outcomes typical of qualifications in the countries of the region and do not cover all elements of national qualifications. Thus, multicountry professional profiles serve as a key benchmark for the comparability of national qualifications. This tool is preferably complemented by a regional qualifications framework, which allows for the smooth determination of qualification levels in different NQFs in the region. At present, there are some preliminary discussions on the possibilities of developing a regional qualifications framework in the Central Asian region. Development of multicountry professional profiles in Central Asia creates many prerequisites for the development of a regional qualifications system and a regional qualifications framework for Central Asia. Development and implementation of multicountry professional profiles:

- 1) Strengthen more intensive and focused cooperation between stakeholders and experts involved in the development of qualifications and their systems in Central Asian countries.
- 2) Improve the transparency and quality of national qualifications and their systems in Central Asian countries.
- 3) Facilitate mutual recognition of competencies and qualifications acquired by students and skilled workers in Central Asian countries, which will lead to sustainable and profitable labor migration and prevent its negative derivatives, such as the employment of migrant workers in jobs requiring a lower level of qualification than they have.
- 4) Support and strengthen mutual trust between stakeholders and institutions of qualifications systems in Central Asian countries, will contribute to the development and implementation of a potential regional qualifications framework.
- 5) Create the best prerequisites for the "discovery" and recognition of qualifications of Central Asian countries around the world, as well as in countries of destination of migration (for example, EU or EEA countries).
- 6) Support the intensification of economic cooperation and mutual investment in Central Asian countries.
- 7) Promote the exchange and development of experience and know-how in the field of design and development of qualifications between Central Asian countries, thereby contributing to innovation in this field; create an additional channel for policy training in the design and development of qualifications and their systems.

2. Development of methodology for designing pilot multicountry professional profiles in Central Asia

2.1. Methodological bases of profile design

The methodology for designing and developing pilot multicountry professional profiles is based on the methodological and organizational know-how of experts and institutions from Central Asian countries and international expertise provided by the ETF and involved partners involved in the development of national qualifications systems, national and regional qualifications frameworks, professional standards and qualifications based on competences, comparison of qualifications, recognition of competencies and learning outcomes, development of curricula, development of new institutional conditions and ways of building skills, development of social dialogue in the formation of skills and qualification systems, promotion of transparent and sustainable patterns of migration of the skilled workforce. The methodology is largely based on methodological approaches, ideas and know-how acquired and applied in the previous stages of the DARYA project, especially in the mapping of national qualifications and NQFs of Central Asian countries, as well as in the preparation of a glossary of terms and concepts in the field of qualifications and NQFs implemented in 2023-2024. Another important methodological guide for the development of pilot multicountry professional profiles is the toolkit developed by the European Foundation for Education "Making Better Vocational Qualifications" (<https://www.etf.europa.eu/en/publications-and-resources/publications/making-better-vocational-qualifications-vocational>).

The main target audience for the use of the methodology is experts from Central Asian countries working on the development of pilot projects of multicountry professional profiles for this region. The guidelines provide methodological information and specific recommendations for each step in the development of cross-country professional profiles: 1) identification of related professions and qualifications, 2) collection, selection and analysis of secondary information and data, 3) drafting of professional profiles, including descriptors of units of profiles and related competencies, 4) testing and review of draft profiles with national experts/stakeholders, collecting their feedback and reviewing descriptors.

The full text of the methodology can be found at this link:

In Russian: [DARYA Methodology multicountry occupational profiles_EN_web.pdf](#)

In English: [DARYA Methodology multicountry occupational profiles_EN_web.pdf](#)

3. Prototype development process for multicountry professional profiles

Groups of experts from Central Asian countries were established to develop selected multicountry professional profiles. The first stage of this task was the choice of professions for which it would be relevant to develop multicountry professional profiles. Group experts selected these professions based on the following criteria:

- 1) The demand for professions in the labor market of the country, referring to the demand for specialists, the contribution of the profession to the development of sectors of the economy, the development of technology and the organization of labor.
- 2) Multicountry migration/mobility of professionals in the Central Asian region and outside this region, which determines the need for comparability of relevant learning outcomes, competencies and qualifications.
- 3) The presence of a profession in the field of vocational education and training or higher education, referring to the availability of appropriate educational and training programs and suppliers, the enrolment of students and pupils in these educational and training programs.
- 4) Availability of relevant qualifications in the national qualifications system by indicating the availability of qualifications, professional standards, qualification standards or standards of vocational education and training, as well as correlating these qualifications with the national qualifications framework of the Central Asian countries.

The experts were then presented with a methodology for drawing up cross-country profiles and work in groups began. Profiles were divided into stages according to the structure of the profiles: 1) collection, analysis of secondary sources of information and preparation of the introductory part of the profile containing information on the profession, work and qualifications; 2) drawing up a list of units of profile, competencies, related knowledge, skills, autonomy and responsibility; 3) drafting proposals for evaluation specifications and references to national and international qualification standards, 4) reviewing and approving profiles with the involvement of local national external experts and stakeholders.

The work in the groups took place online and was supervised by a leading expert and ETF experts. The progress of work was monitored through regular (monthly or bimonthly) online meetings of representatives of all expert groups at each stage of profiling. During these meetings, team leaders reported on the progress of profiling, raised problems, tasks, methodological and organizational issues. Weekly online consultations with the lead expert were also organized, if necessary, during which group experts could ask questions and discuss emerging issues.

The work of the experts on the exchange of information and the transmission of interim results was strongly supported by the use of common online platforms and databases. An online database of multicountry professional profiles <https://skillsproof.kz/en/professions/> was also prepared, which can serve as a basis for the further development and use of profiles for the recognition of qualifications and their elements in the Central Asian region and beyond.

The following main **methodological difficulties** in compiling multicountry professional profiles can be distinguished:

- 1) Determination of units of professional profiles and competencies based on work processes and key work tasks. Understanding the structure and content of work processes in the context of professions requires longer practice and can be developed by applying this approach in the development of professional standards and training programs.
- 2) Description of general criteria for assessing competencies based on the analyzed work processes. Sometimes experts lack the knowledge and experience to define these criteria, citing workflow specifications.
- 3) Comparative analysis of existing professional standards and programs of vocational education and training is sometimes a problem due to differences in structure and methodological approaches to determining learning outcomes and competencies. This issue is discussed in the final part of the report.

The following main **organizational challenges** can be identified when compiling multicountry professional profiles:

- 1) Difficulties in deciding on the relevance of certain professions for drawing up an multicountry professional profile, taking into account the different status of these professions in national labor markets and the different status of the introduction and use of related qualifications.
- 2) Maintaining the involvement of experts in group work and maintaining their involvement, taking into account the voluntary nature of their contribution.
- 3) Ensuring proper time management at each stage of the development of multicountry professional profiles.

4. Usage of multicountry professional profiles

Usage for comparison of professional standards and qualifications in Central Asian countries

Multicountry professional profiles can serve as reference materials for comparing qualifications of different Central Asian countries.

Descriptions of multicountry professional profiles provide important information for comparing qualifications: links of relevant qualifications to the levels of the National Qualifications Framework of the Central Asian countries, specification of assessment and recognition of competencies / qualifications related to the professional profile in the Central Asian countries - assessment and recognition bodies, procedures, resources, links to national qualifications and standards of the Central Asian countries, links to relevant international qualifications and standards.

The structure of profiles, consisting of units of profile of professions, competencies, knowledge, skills, autonomy and responsibility, provides a common measure to help determine the compatibility of the sometimes differently named elements of qualifications of Central Asian countries.

Comparison of the structure of the description of competencies and learning outcomes

Multicountry Professional Profile of Central Asia	Current/developing national professional/qualification standards for Central Asian countries				
	Republic of Kazakhstan	Republic of Uzbekistan	Republic of Kyrgyzstan	Republic of Tajikistan	Republic of Turkmenistan
Professional Profile Units <i>(Units of Qualification)</i>	The Labour Function	The Labour Function	The Labour Function	Units of Professional Competence	Responsibilities of work (the functions)
Competence	Skill	Actions at work	Criteria for Competent Work	Elements of the EC	Effective performance indicators
Knowledge	Knowledge	Knowledge	The necessary knowledge	The required knowledge	The necessary knowledge
Skills	Skills	Skills	The Necessary Skills	The required skills	The Necessary Skills
Autonomy and responsibility	Personal Competence Requirements	Responsibility and independence	Competences of individuals	Required Attitude to Work	Personal skills

The most important differences in the structure of professional standards and qualifications of Central Asian countries relate to the highest levels of the structure corresponding to the units of professional profiles / qualifications and competencies.

Despite the different names of the structural parts of qualifications, their content is comparable, and a reference to an multicountry professional profile can serve as a general reference for such a comparison.

How can cross-country professional profiles begin to improve the comparability of the structure in national standards? It depends on the status of the standards. If they are still in the process of development, early implementation, when changes can be introduced without serious resistance from responsible institutions and stakeholders, it is possible to offer clearer and more transparent names of structural units. For example, the following: Qualifications can be structured into units of qualifications/basic work functions/competences. If the existing structure has already been established and approved / provided for by the legal framework, initiating such changes will not be a rational decision. In this case, existing qualifications can be compared using an appropriate cross-country professional profile as a general benchmark.

Using multicountry professional profiles as a reference or source of information for designing, updating and (if necessary) restructuring national professional standards or qualifications in Central Asian countries

Currently, most Central Asian countries are in the process of developing, testing and implementing competency-based qualifications. It also involves finding the structure and design of qualifications that are understandable, transparent and easily comparable to those of other regions and countries. The approach used in the development of cross-country professional profiles makes these profiles suitable examples for the development and improvement of national qualifications and professional standards. Developed multicountry professional profiles can be used to update existing professional standards or to develop new standards that take into account the specificity of the multicountry /regional context in Central Asia.

The use of multicountry professional profiles as reference materials for the design of vocational and higher education curricula, especially in the design of general vocational education curricula and higher education institutions from different Central Asian countries, as well as from countries outside the Central Asian region

The use of cross-country profiles as reference materials in the design of vocational and higher education programmes, for example, when updating lists and descriptions of components and learning outcomes in curricula, can significantly increase the cross-country comparability of these programmes, which increases student mobility. Multicountry professional profiles can also serve as a key source of information when developing common curricula by educational institutions from different Central Asian countries or with institutions outside the Central Asian region.

Application of multicountry professional profiles for designing programs of continuous training and development of competencies in enterprises

Strict focus on the requirements for workflow competencies in the development of cross-country professional profiles makes these profiles very relevant references in the development of continuous learning and on-the-job training programs.

Use of multicountry professional profiles as reference tools for assessing the competencies, knowledge and skills acquired by applicants in other Central Asian countries and in countries outside Central Asia

Multicountry professional profiles are developed on the basis of the requirements for competencies defined in the national qualifications and standards of at least several Central Asian countries, based on the experience of experts in the field of qualifications, professional and higher education of these countries. These factors make profiles a convenient and appropriate source of information for assessing and recognizing the learning outcomes and competencies of candidates from Central Asian countries applying to study or work in another Central Asian country. Profiles can serve as information material for comparing the names of competencies and qualifications presented in the portfolio of candidates, or for developing tasks and criteria for assessing competencies.

Use of multicountry professional profiles as reference tools in the selection, screening and recruitment of migrant workers in the Central Asian region (in recognition of the skills of migrant workers from another Central Asian country)

Using as key reference points in the development of the multicountry professional profile of the labor process and related competencies typical for different Central Asian countries, makes the multicountry professional profile an appropriate tool for HR managers of enterprises located in the Central Asian region and beyond, when searching, selecting and evaluating candidates for jobs from Central Asian countries.

5. Recommendations for further implementation and development of cross-country professional profiles

This part provides recommendations for the further development, implementation, use and maintenance of multicountry professional profiles.

Design and development of multicountry professional profiles

Referring to the experience of prototyping profiles, we can offer the following temporary standards: collecting, analysing secondary sources of information and drawing up an introductory part of the profile containing information on the profession, work and qualifications require 4 months, compiling a list of profile units, competencies, related knowledge, skills, autonomy and responsibility requires 6 months, drafting proposals for evaluation specifications and references to national and international qualification standards requires 1-2 months, reviewing and approving profiles with the involvement of local national external experts and stakeholders require 1 month. The total recommended period of profile development is about one year.

The development and implementation of multicountry professional profiles require intensive efforts and working time of experts and stakeholders from enterprises and employers' bodies, education and training providers, professional organizations and other bodies. Appropriate sustainable mechanisms need to be considered to ensure the continued and sustained participation of these experts. It is necessary to involve a process coordinator whose responsibilities include explaining the process and facilitating the work of the members of the working group, assisting in structuring the information received from the participants, as well as guiding them and assisting in solving problems (it is not necessary that the coordinator be an expert in this profession or professional field).

Further development and implementation of cross-country professional profiles should begin with the dissemination and communication of information on these tools and their benefits to different users and stakeholders. This dissemination and communication should reach employers (human resource managers) and their organizations, institutions responsible for assessing competencies and awarding qualifications, vocational schools and higher education institutions, non-governmental sector organizations, ministries and national agencies working in the fields of education and training, employment, economic development and migration. Dissemination and communication measures should include presentation and explanation of the idea and scope of cross-country professional profiles, key aspects of their methodology and design structure, discussion of prototypes developed, use cases and planning of follow-up activities.

The subsequent development of cross-country professional profiles should be consistent with the needs for such profiles in economic sectors. The choice of professions for the development of new profiles can be based on the following criteria:

- 1) Geographic mobility of specialists in the relevant professions or professional areas within the Central Asian region and beyond, including emigration, circular (return) migration and immigration (employment of specialists from other countries).

- 2) Scope of applications for recognition of competences and qualifications obtained in other countries.
- 3) Internationalization of business and enterprises employing professionals in this profession, for example, increasing interest in such specialists from international business and investors.
- 4) Geographic mobility of students of vocational education and students of higher educational institutions enrolled in programs related to the relevant profession, the availability of general curricula and higher education programs developed by educational and training institutions of different Central Asian countries.

Prototype testing of multicountry profiles

It is necessary to test the application of the first prototypes of multicountry profiles in the following areas:

- 1) The use of multicountry professional profiles as a reference or source of information for the design, updating and (if necessary) restructuring of national professional standards or qualifications in Central Asian countries.
- 2) The use of multicountry professional profiles as reference materials for the design of vocational and higher education curricula, especially in the design of general vocational education curricula and higher education institutions from different Central Asian countries, as well as from countries outside the Central Asian region.
- 3) The use of multicountry professional profiles for the design of continuing education programs and the development of competencies in enterprises.
- 4) The use of multicountry professional profiles as reference tools for assessing the competencies, knowledge and skills acquired by applicants in other Central Asian countries and in countries outside Central Asia.
- 5) The use of multicountry professional profiles as reference tools in the selection, verification and recruitment of migrant workers in the Central Asian region (in recognition of the skills of migrant workers from another Central Asian country), the recognition of the skills and competencies of immigrants arriving in the Central Asian region, as well as the recognition of the skills and competencies of emigrants from Central Asian countries in destination countries outside Central Asia.

Maintaining and updating cross-country professional profiles

Maintaining and updating cross-country professional profiles should address key technological, organizational and economic changes related to the profession. Users and developers of these profiles can initiate such changes by proposing appropriate amendments. To ensure proper and systematic updating of profiles, a regular commission or committee should be established with the participation of experts from Central Asian countries working on the design and development of qualifications and training programs.

ANNEXES Multicountry professional profiles of Central Asia

Appendix No. 1

Multicountry Professional Profile of Central Asia

Master of Dry Finishing in Construction

Reference level of qualification in ORK of Kazakhstan	3
Reference level of qualification in the ORK of Tajikistan	-
Reference level of qualification in ORK of Uzbekistan	-
Reference level of qualification in ORK of Kyrgyzstan	3
Reference level of qualification in ORK of Turkmenistan	-

1. Brief description of professions and work processes related to the professional profile:

Name of profession	Master of Dry Finishing in Construction in Kazakhstan. Master of Dry Construction in Kyrgyzstan, Uzbekistan, Tajikistan.
Profession code in the national classifier of the Central Asian country and ISCO	ISCO-08 Code 8332 NKZ code of Kazakhstan 8332-1-002, Classifier of Occupations of the Republic of Uzbekistan 8332 Classification code of the Republic of Tajikistan 8332
Objective of the activity/working process	Execution of works on the arrangement of enclosing structures, repair, reconstruction and finishing of internal and external surfaces of buildings and structures
The main objects and results of work (products, services, tools and devices, necessary resources).	Completed installation of enclosing structures, repair, reconstruction and finishing of internal and external surfaces of buildings and structures using complete systems of dry construction
Key characteristics of work processes: typical workplaces, forms of labor organization, special requirements for the performance of work, labor protection requirements, environmental impact.	The work of the master of dry construction is associated with the installation and finishing of plasterboard structures on construction sites, in residential and commercial premises. Work is organized individually or in a brigade, often piece-by-piece. The main requirements are: accuracy, knowledge of technology, ability to work with tools and compliance with deadlines. For labor protection, it is important to use PPE (gloves, respirators), observe electrical safety, avoid lifting weights alone and undergo instructions. Environmental impacts include waste (cutting, dust), noise and energy consumption, which requires waste disposal and the use of environmentally friendly materials.

2. Role and place of qualifications related to the professional profile in the relevant sector of the economy of the Central Asian countries

<p>Distribution of profile jobs in different types of enterprises (SMEs, large enterprises, national capital/international capital, geographical distribution)</p>	<p>The masters of dry finishing in construction are employed in international, large and medium-sized construction companies. Masters of dry construction are often individual entrepreneurs. Specialists are in demand in countries where the construction sector is actively developing.</p>
<p>Role/place of qualifications in the context of technological and organizational development of the industry (digitalization, automation, robotization of labor processes, greening the economy and labor processes, etc.)</p>	<p>The Master of Dry Construction plays an important role in the construction industry, especially in the context of its technological and organizational development. In the era of digitalization and automation, the profession adapts to new requirements. The use of digital technologies, such as BIM (Building Information Modeling), allows the plasterboarder to work with accurate projects, minimizing errors and increasing efficiency. Automation and robotization of labor processes, for example, the use of machines for cutting and mounting drywall, reduces physical activity and accelerates the execution of work. The Master of Dry Construction uses environmentally friendly materials and technologies that minimize waste and environmental impact.</p>
<p>Workforce and Job Mobility Related to Qualifications: mobility within the Central Asian region, mobility outside the Central Asian region (only indication of trends, statistical data are not required)</p>	<p>Masters of dry construction have high mobility due to the versatility of their skills. Within the Central Asian region, there is an active migration of specialists between countries, due to the demand for construction in developing cities and infrastructure projects. Outside the region, masters are in demand in countries with an active construction market, where their professional skills and relatively low cost of labor are valued.</p>

Units of professional profile and competence

1. Compliance with safety, labor protection, environment and production requirements

Competence of 1. Requirements of safety, labor protection and environment, sanitary standards		
<p>Knowledge of:</p> <ol style="list-style-type: none"> 1. The rights and obligations of employees to comply with the rules of occupational safety, labor protection and the environment. 2. Requirements for compliance with electrical safety standards 3. Fire safety requirements. 4. Rules of primary health care. 5. Requirements for the rules of preparation of the workplace 	<p>Skills of:</p> <ol style="list-style-type: none"> 1. Comply with basic safety requirements and the use of tools and equipment 2. Observe electrical safety standards at work 3. Use fire safety equipment. 4. Provide first aid for injuries, electric shock 5. Preparing the workplace before and after construction ?? installation works 	<p>Autonomy, responsibility, cross-cutting competences:</p> <ol style="list-style-type: none"> 1. Responsibility for compliance with safety requirements, the use of tools, equipment and PPE. 2. Independence in the provision of first aid 3. Responsibility for the workplace, safety, cleanliness on the construction site 4. Careful attitude and rational use of tools, equipment and materials

Criteria for assessing competence:	<ol style="list-style-type: none"> 1. Complies with basic safety requirements and the use of tools and equipment in accordance with the rules and instructions 2. Complies with the norms of electrical safety at work according to the requirements 3. Freely uses fire safety equipment according to the instructions 4. Provides first aid for injuries, electric shock according to the rules 5. Prepares and cleans the workplace before the start and upon completion of construction work in accordance with the requirements
---	---

2. Structures of Dry Finishing in Construction

Competence of 1. Installation of frame elements		
<p>Knowledge of:</p> <p>Rules of transportation and storage of materials, parts, devices and tools within the working area.</p> <ol style="list-style-type: none"> 2. Methods and techniques of marking places of installation of frames of structures of dry construction 3. Rules for cutting metal profiles and wooden bars for frames 4. Rules for the device of metal and wooden frames, including with openings, various frames of dry construction structures 5. Knowledge of the technical characteristics of the materials used 	<p>Skills of:</p> <ol style="list-style-type: none"> 1. To store and transport materials for installation of dry construction frames 2. Cutting, bending and lengthening different kinds of profiles by size 3. To produce elements of frames of complex geometric shape 4. Mark surfaces with the use of special devices and devices 5. Apply electrified and manual equipment, and tools for the preparation and installation of dry construction frames 6. Installation of metal and wooden frames of wall structures, partitions, claddings and ceilings in accordance with drawings, sketches, diagrams 	<p>Independence, responsibility, cross-cutting competences:</p> <ol style="list-style-type: none"> 1. Use the established technical documentation 2. Independent and competent use of working drawings 3. Purpose and rules for the use of tools, devices and equipment used 4. Responsibility for the assembly of frames in accordance with technical requirements 4. Careful attitude and rational use of tools, equipment and materials
Criteria for assessing competence:	<ol style="list-style-type: none"> 1. Stores and transports materials for installation of dry construction frames 2. Cuts, presses and lengthens different types of profiles by size 4. Marks surfaces with the use of special devices and devices 5. Applies electrified and manual equipment, and tools for the preparation and installation of dry construction frames according to the instructions 6. Carries out the installation of metal and wooden frames of wall structures, partitions, claddings and ceilings in accordance with drawings, sketches, diagrams 	
Competence of 2. Installation of building sheet and slab materials		

<p>Knowledge:</p> <ol style="list-style-type: none"> 1. Rules for transportation and storage of building sheet and slab materials, heat and sound insulation materials, devices and tools within the working area 2. Rules of cutting of building sheet and slab materials, heat and sound insulation materials 3. Bending technology of drywall sheets and other building sheets and slab materials 4. Rules of fastening of building sheet and plate materials on metal and wood frames 	<p>Skills:</p> <ol style="list-style-type: none"> 1. Transport and store building sheet and slab materials, heat and sound insulation materials. 2. Decorate building sheet and slab materials, heat and sound insulation materials 3. Bending plasterboard sheets and other building sheet and slab materials by dry, wet and milling method 4. Fasten building sheet and slab materials on metal and wooden frames 	<p>Independence, responsibility, cross-cutting competences:</p> <ol style="list-style-type: none"> 1. Use the established technical documentation 2. Independent and competent use of working drawings 3. Purpose and rules for the use of tools, devices and equipment used 4. Responsibility for installation and sealing of joints of sheet and plate materials in accordance with technical requirements
<p>Criteria for assessing competence:</p>	<ol style="list-style-type: none"> 1. Transports and stores building sheet and slab materials, heat and sound insulation materials in accordance with the rules and instructions 2. Decorates building sheet and slab materials, heat and sound insulation materials 3. Bends plasterboard sheets and other building sheet and slab materials in a dry, wet and milling way 4. Strengthens building sheet and slab materials on metal and wooden frames 	
<p>Competence of 3. Installing of Construction device made of gypsum groove plates</p>		
<p>Knowledge:</p> <ol style="list-style-type: none"> 1. Preparation of gypsum groove plates for installation 2. Preparation of mounting solutions 3. Installation of partitions and claddings made of plaster grooves with the device of window and door openings 	<p>Skills:</p> <ol style="list-style-type: none"> 1. Folding and transporting gypsum groove plates 2. Carry out marking and cutting of gypsum groove plates 3. Prepare solutions from dry building mixtures for the installation of gypsum groove slabs 4. Mounting structures from gypsum groove plates: single and double partitions, cladding in accordance with the technical documentation: drawings, sketches, diagrams 5. Arrange door and other openings in structures made of gypsum groove slabs 	<p>Independence, responsibility, cross-cutting competences:</p> <ol style="list-style-type: none"> 1. Use the established technical documentation 2. Independent and competent use of working drawings 3. Purpose and rules for the use of tools, devices and equipment used 4. Responsibility for the installation and construction of plaster groove plates with door and other openings in accordance with technical requirements
<p>Criteria for assessing competence:</p>	<ol style="list-style-type: none"> 1. Stores and transports plaster groove plates according to the rules and instructions 	

	<ol style="list-style-type: none"> 2. Carries out marking and cutting of plaster grooves according to the drawings 3. Prepares solutions from dry building mixtures for the installation of gypsum grooves 4. Mounts structures from gypsum groove plates: single and double partitions, cladding in accordance with the technical documentation: drawings, sketches, diagrams 5. Arranges door and other openings in structures made of gypsum groove plates 	
Competence of 4. The frameless cladding of walls made of building sheet and slab materials		
<p>Knowledge:</p> <ol style="list-style-type: none"> 1. Rules for transportation and storage of building sheet and plate materials, devices and tools within the working area Purpose and rules for the use of tools, devices and equipment used 3. Rules of cutting of building sheet and plate materials 4. Methods of preparation of surfaces for the device frameless wall claddings made of building sheet and slab materials 5. Technology of preparation of mounting and putty solutions 6. Methods of frameless surface cladding 	<p>Skills:</p> <ol style="list-style-type: none"> 1. Withstoring building sheet and slab materials, fixtures and tools within the working area 2. Cleaning and priming surfaces before gluing building sheet and slab materials 3. Preparing mounting solutions for gluing building sheet and plate materials to surfaces 4. Glue building sheet and plate materials to vertical surfaces and align them in one plane 	<p>Independence, responsibility, cross-cutting competences:</p> <ol style="list-style-type: none"> 1. Use the established technical documentation 2. Independent and competent use of working drawings 3. Purpose and rules for the use of tools, devices and equipment used 4. Responsibility for the installation of frameless claddings in accordance with technical requirements
<p>Criteria for assessing competence:</p>	<ol style="list-style-type: none"> 1. Stores building sheet and slab materials, fixtures and tools within the working area according to the rules and instructions 2. Cleans and primes surfaces before gluing building sheet and plate materials 3. Prepares mounting solutions for gluing building sheet and plate materials to surfaces 4. Glues building sheet and plate materials to vertical surfaces and aligns them in one plane 	
Competence of 5. Installation of dry prefabricated screeds (floor bases)		
<p>Knowledge:</p> <ol style="list-style-type: none"> 1. Rules for transportation and storage of materials for installation of dry prefabricated screeds (floor bases) Purpose and rules for the use of tools, devices and equipment used 3. Rules for cutting floor elements, small-format gypsum-fiber sheets or cement-mineral plates of the 	<p>Skills:</p> <ol style="list-style-type: none"> 1. To store and transport materials for installation of dry prefabricated screeds (floor bases) 2. Carry out marking and cutting of floor elements, small-format gypsum-fiber sheets or cement-mineral plates of the "aquapanel" type, heat and sound insulation materials 	<p>Independence, responsibility, cross-cutting competences:</p> <ol style="list-style-type: none"> 1. Use the established technical documentation 2. Independent and competent use of working drawings 3. Purpose and rules for the use of tools, devices and equipment used

<p>"aquapanel" type, heat and sound insulation materials 4. Rules for the device of dry prefabricated screeds (floor bases)</p>	<p>3. Apply electrified and manual equipment and tools to prepare and installation of dry prefabricated screeds (floor bases) 4. Installing edge tape and laying vapor insulation materials 5. Fall asleep, level and compact dry backfill 6. Laying Thermal Insulation Materials 7. Laying and fastening floor elements, small-format plaster sheets and cement-mineral plates of the "aquapanel" type in the design position</p>	<p>4. Responsibility for installation of dry prefabricated ties in accordance with technical requirements 5. Careful attitude and rational use of tools, equipment and materials</p>
<p>Criteria for assessing competence:</p>	<p>1. Stores and transports materials for installation of dry prefabricated screeds (floor bases) according to rules and instructions 2. Carries out marking and cutting of floor elements, small-format plaster-fiber sheets or cement-mineral plates of the "aquapanel" type, heat and sound insulation materials according to the drawings 3. Applies electrified and manual equipment and tools for the preparation and installation of dry prefabricated screeds (floor bases) 4. Installs edge tape and lays vapor insulation materials 5. Falls asleep, flattens and compacts the dry backfill 6. Stacks thermal insulation materials 7. Lays and fastens floor elements, small-format plaster sheets and cement-mineral plates of the "aquapanel" type in the design position</p>	

3. Finishing of dry construction structures

Competence of 1. Execution of finishing works using finished formulations and dry building mixtures		
<p>Knowledge: 1. Methods of surface preparation for various types of work 2. Rules for the selection of primers and putty and compositions depending on the type of surface of the base and operating conditions 3. Technology of preparation of putty compositions 4. Packing techniques of surfaces manually and mechanized way</p>	<p>Skills: 1. Clean and prime the surfaces before applying putty compositions manually and mechanized way 2. Detect surface deviations from the plane 3. Installing protective corners 4. Preparing putty compositions 5. Apply putty compositions by hand and mechanized method with continuous puttying of surfaces, sealing of joints between sheet</p>	<p>Independence, responsibility, cross-cutting competences: 1. Use the established technical documentation Purpose and rules for the use of tools, devices and equipment used 4. Responsibility for quality surface preparation and folding in accordance with the quality requirements of K1-K4 5. Careful attitude and rational use of tools, equipment and materials</p>

5. Knowledge of the technical characteristics of the materials used	materials with different types of edges, recesses from screws in accordance with the quality requirements of K1-K4 6. Select and use tools and devices to perform putty work	
Criteria for assessing competence:	1. Cleans and primes surfaces before application of putty compositions by hand and mechanized method 2. Identifies deviations of surfaces from the plane 3. Installs protective corners 4. Prepares putty compositions from dry building mixtures according to the instructions 5. Apply putty compositions by hand and mechanized method with continuous puttying of surfaces, sealing of joints between sheet materials with different types of edges, recesses from screws in accordance with the quality requirements of K1-K4 6. Chooses and uses tools and devices to perform putty work	

4. Specifications for the assessment and recognition of competencies, qualifications related to the professional profile in the Central Asian countries: evaluation and recognition bodies, procedures, resources.

In the countries of Central Asia (Kazakhstan, Kyrgyzstan, Uzbekistan, Tajikistan), the assessment and recognition of the competencies of dry construction masters is carried out through national qualification systems, professional standards and certification.

1. **Republic of Kazakhstan:** The assessment is carried out through the Certification Centers under the Atameken National Chamber of Entrepreneurs. Procedures include theoretical testing and practical demonstration of skills. Resources are as follows: Professional standards and educational programs.
2. **Kyrgyzstan** is : Competences are confirmed through the Agency for Vocational Education and certification centers. The procedures include exams and a portfolio of work. Resources are as follows: National qualification frameworks and training centres.
3. **Republic of Uzbekistan:** Assessment is carried out through the Professional Certification Centers under the Ministry of Employment and Labor Relations. Procedures include testing and practical verification. Resources are as follows: State educational standards and retraining programs.
4. **Republic of Tajikistan:** Recognition of qualifications is carried out through the Ministry of Labor, Migration and Employment. Procedures include certification and proof of work experience. Resources are as follows: Vocational training institutions and training programmes.

In all countries, emphasis is placed on harmonizing qualifications with international standards to improve labour mobility.

5. References to national qualifications and standards of Central Asian countries.

Name of standard	Link on the Internet
Professional standard ?? Master of dry construction ??	https://atameken.kz/uploads/content/files/13_%20%D0%9C%D0%B0%D1%81%D1%82%20%D1%81%D1%83%D1%85%20%D1%81%D1%82%D1%80%D0%BE%D0%B8%D1%82.docx
Professional standard Installer of frame and sheathing structures (Master of dry construction)	https://drive.google.com/file/d/1vHgH7SAyRi_wHPuEnHdaJVeFxlE8Wem/view

6. References to other international qualifications and standards.

Name of standard	Link on the Internet
Occupational Standard "Drywall Finisher and Plasterer"	https://www.red-seal.ca/eng/trades/drywallplaster/overview.shtml
Skills Occupational Standards (WSOS) ?? Plastering and Drywall Systems ??	https://worldskills.org/what/projects/wsos/2024/events/579/skills/1685/
Commission for Further and Higher Education. National Occupational Standards ?? Plasterer ?? (MQF-3)	https://mfmac.org/wp-content/uploads/2023/06/Plasterer-MQF-3.pdf

Compilers of:

Oleg Sotnikov, Marat Isabekov (Kazakhstan), Denis Bazavlyuk (Kyrgyzstan)

Kamilov Shukrullo, Yashiyev Firdavs(Uzbekistan), Abduganiyev Abdulmajid(Tajikistan)

Annex No. 2

Multicountry Professional Profile of Central Asia

Truck driver

Reference level of qualification in NRC of Kazakhstan	2
Reference level of qualification in NQF of Tajikistan	4
Reference level of qualification in NRC of Uzbekistan	3
Reference level of qualification in NRC of Kyrgyzstan	?? (computer science)
Reference level of qualification in NRC of Turkmenistan	?? (computer science)

1. Brief description of professions and work processes related to the professional profile:

Name of profession	Driver of international road freight transport (driver of category C1, C+E) in Kazakhstan. Driver of the car (cargo) in Uzbekistan. Truck driver in Tajikistan.
Profession code in the national classifier of the Central Asian country and ISCO	ISCO-08 Code 8332 NKZ code of Kazakhstan 8332-1-002, Classifier of Occupations of the Republic of Uzbekistan 8332 Classification code of the Republic of Tajikistan 8332
Objective of the activity/working process	Timely delivery of cargo to the destination intact and safe, without damage and loss, while saving the company's funds. Users and Beneficiaries: industrial companies, wholesale and retail sellers, logistics companies, agricultural producers, government agencies and companies engaged in international trade, individuals.
The main objects and results of work (products, services, tools and devices, necessary resources).	Results of activity - consultations on logistics, documentation, insurance, cargoes, packing, fastening, transportation, warehousing. Tools and equipment - motor vehicles, trailers, navigation, cargo tracking systems, packaging materials, warehousing equipment, maintenance stations, car washes. Resources - human, technical, financial, digital technologies. Digitalization - GPS trackers for PBX tracking, 1C accounting - automated billing and tax reporting, mobile applications for analytics and reporting, contracting services. State initiatives on digitalization, issuance of electronic permit forms.
Key characteristics of work processes: typical workplaces, forms of labor organization, special requirements for the performance of	Depending on the ATS brand, the comfort of the driver's workplace in the cab can vary, which affects the ergonomics of the workplace - space, noise insulation, control, lighting, ventilation, climate, availability of a sleeping place. The driver also has to work in the open air when loading, unloading,

work, labor protection requirements, environmental impact.

repairing the PBX. At the same time, it is necessary to take into account weather conditions (wind, snow, frost, heat, rain), this can lead to overheating, hypothermia and other health problems.

The driver spends a long time in a sitting position, this negatively affects health (pain in the back, neck and other parts of the body, the development of chronic diseases). For a long time, PBX management causes fatigue, stress and as a result, the risk of getting into a road traffic accident (accident) increases.

Drivers transporting goods have considerable independence in making decisions related to the choice of route, speed of movement, meal times, places of stops. However, they must comply with the rules and instructions of the company, as well as the requirements of traffic and other legislation. Drivers may be exposed to exhaust gases, contact with diesel fuel, engine oil, antifreeze, brake fluid, freon, dust and other pollutants that adversely affect health. Working in conditions of extreme cold or heat can also have a negative impact on the driver's health.

Exhaust gases and technical fluids of PBXs have a negative impact on the environmental environment, the noise of moving PBXs adversely affects wild animals.

During a PBX malfunction, there may be leaks of engine oil, coolant (tosol, antifreeze) and other chemicals that contaminate water bodies and soil.

Measures to mitigate negative impacts: transition to electric and hybrid PBXs, installation of noise-reflecting fences at the highway, toughening of emission standards, high-quality recycling programs for old PBXs, transportation of goods by sea and rail.

2. Role and place of qualifications related to the professional profile in the relevant sector of the economy of the Central Asian countries

<p>Distribution of profile jobs in different types of enterprises (SMEs, large enterprises, national capital/international capital, geographical distribution)</p>	<p>Drivers are hired to a greater extent by international, large and medium-sized enterprises located in cities.</p> <p>Drivers work in logistics, transport and various production, trading companies.</p>
<p>Role/place of qualifications in the context of technological and organizational development of the industry (digitalization, automation, robotization of labor processes, greening the economy and labor processes, etc.)</p>	<p>Automation of PBX management and maintenance, digitalization of routing and communication systems with managers, international electronic documentation support, electronic translators.</p> <p>The transition to hybrid and electric PBX motors requires new skills.</p> <p>Self-driving cars.</p>

Workforce and Job Mobility
 Related to Qualifications: mobility within the Central Asian region, mobility outside the Central Asian region (only indication of trends, statistical data are not required)

The mobility of drivers within the Central Asian countries is not widespread, since the production feature of their work is the movement between countries and the transportation of goods at a relatively equal cost.
 There is a tendency of departure of drivers to the EU countries due to high wages.
 The European Union is investing heavily in the development of a transport corridor from Central Asia to Europe, which will increase the volume of international road transport and create new jobs for drivers.

3. Units of Professional Profile and Competence

1. Preparation for the trip (transportation) and maintenance of the vehicle (road trains)

Competence of 1. Preparing the vehicle		
<p>Knowledge:</p> <ul style="list-style-type: none"> - general device of the vehicle and additional equipment; - types of fuel and lubricants and their application; - the order and completeness of the daily inspection of the vehicle; - principles of operation of the tachograph, GPS and other control systems; - purpose, types and content of documents (travel list, insurance, technical passport, bills of lading); - defects in tyres, brakes, steering and lighting systems in which the movement/operation of the vehicle is prohibited. - Rules of the road 	<p>Skills:</p> <ul style="list-style-type: none"> - check the documentation (travel list, insurance, technical passport, bills of lading, etc.); - inspect the vehicle and auxiliary equipment; - uncouple, uncouple the trailer (breath, towbar). 	<p>Independence, responsibility, cross-cutting competences:</p> <ul style="list-style-type: none"> - independently performs an inspection and assesses the readiness of the vehicle; - takes responsibility for the readiness of the vehicle and documentation for the trip; - concentrates attention on the details of the inspection without haste and objectively assesses their condition; - reading, understanding and correct filling of documents.
<p>Criteria for assessing competence:</p>	<ul style="list-style-type: none"> - checks the documentation (travel list, insurance, technical passport, bills of lading, etc.) in accordance with the rules, instructions; - carefully inspects the vehicle and auxiliary equipment in accordance with the established procedure and the inspection list; - clutches, uncouples the trailer (breath, towbar) according to the instructions. 	
Competence of 2. Carry out maintenance of the vehicle (road trains)		
<p>Knowledge:</p> <ul style="list-style-type: none"> - Provisions on maintenance and repair of the vehicle; - safety rules when checking the technical condition of the vehicle; - rules of technical operation of the vehicle; 	<p>Skills:</p> <ul style="list-style-type: none"> - regularly check the technical condition of the vehicle (body, engine, brakes, steering, tires, lighting); - perform scheduled technical work in the car service; 	<p>Independence, responsibility, cross-cutting competences:</p> <ul style="list-style-type: none"> - independently assesses the condition of parts and units of the vehicle, conducts scheduled work and eliminates minor malfunctions;

<ul style="list-style-type: none"> - a list of malfunctions and conditions under which the operation of the vehicle is prohibited; - norms of fuel consumption and lubricants on the vehicle; - Remedies for minor malfunctions. 	<ul style="list-style-type: none"> - eliminate minor faults on the road (replacement of tires, etc.). 	<ul style="list-style-type: none"> - takes responsibility for maintaining the efficiency of the vehicle; - Uses tools and equipment to troubleshoot minor faults.
<p>Criteria for assessing competence:</p>	<ul style="list-style-type: none"> - regularly and carefully check the technical condition of the vehicle (body, engine, brakes, steering, tires, lighting, coupling device) for the absence of visible and hidden defects, malfunctions; - timely performs scheduled technical work in the car service in accordance with the established frequency and rules; - eliminates minor faults in the road (replacement of tires, etc.) in accordance with the instructions. 	
<p>Competence of 3. Load, secure and unload cargo</p>		
<p style="text-align: center;">Knowledge:</p> <ul style="list-style-type: none"> - rules of transportation of goods; - the main provisions of the Convention on the Carriage of Goods by Road (CMR) and regulatory legal acts to ensure safety in transport and rules for the transport of goods; - the main provisions of the European Agreement concerning the Work of Crews of Vehicles engaged in International Transport (AETR); - Basic provisions of the Agreement on the Carriage of Dangerous Goods by Road (ADR/ADR), the Agreement on the International Carriage of Perishable Foodstuffs and on the Special Equipment to be Used for such Carriage (ATP/APR) and the Regulations on the Carriage of Heavy and Large Goods; - the main provisions of the international convention on the harmonization of conditions for the control of goods at the border. 	<p style="text-align: center;">Skills:</p> <ul style="list-style-type: none"> - check the documents for the cargo and compare with the actual contents; - estimate the weight, volume of cargo and evenly distribute; - place, unload the cargo in cooperation with the warehouse staff or the shipper of the cargo; - fix the cargo and check the reliability of the fastening; - check the condition of the cargo, compliance with the documents, transfer the cargo with documentary evidence; - Evaluate the damage and document it. 	<p style="text-align: center;">Independence, responsibility, cross-cutting competences:</p> <ul style="list-style-type: none"> - independently checks the documents, and in cooperation with the warehouse staff or the sender loads, unloads the cargo; - assumes responsibility for the correctness of the documents and their compliance with the content of the cargo, and the even distribution of the weight of the cargo; - performance of quantitative and weight calculations, communication with the warehouse staff, the sender of the cargo.
<p>Criteria for assessing competence:</p>	<ul style="list-style-type: none"> - carefully checks the records of documents for the cargo and compares them with the actual contents; - assesses the weight, volume of cargo and evenly distributes in accordance with the requirements of load distribution; 	

	<ul style="list-style-type: none"> - places and unloads the cargo together with the warehouse staff or the sender of the cargo in accordance with the rules of interaction with them; - secures the cargo and checks the reliability of the fastening according to the instructions and requirements; - checks the condition of the cargo and transfers the cargo with documentary evidence in accordance with the requirements of the instructions; - assesses the damage to the cargo and documents them in accordance with the established requirements.
--	---

Competence of 4. Maintain documentation and interact with clients, colleagues

<p>Knowledge:</p> <ul style="list-style-type: none"> - a set of documents used, reports, rules for their compilation and filling; - possible causes of delays, difficulties in the delivery of goods; - contacts and means of communication with managers, drivers, customs, migration and road inspection; - necessary set of phrases in English. 	<p>Skills:</p> <ul style="list-style-type: none"> - keep a log of working time; - fill out reports (expenses, fuel, cargo delivered, vehicle condition); - inform about delays, difficulties in the delivery process; - interact with managers and other drivers; - interact with customs, migration and road inspection; - speak in English, use a dictionary or an electronic translator. 	<p>Independence, responsibility, cross-cutting competences:</p> <ul style="list-style-type: none"> - independently maintains documentation, fills out reports and interacts with clients, colleagues and representatives of inspections; - is responsible for the completeness and correctness of the preparation of documents, and timely informing customers, colleagues and representatives of inspections; - communication in the minimum required amount in English.
---	--	---

<p>Criteria for assessing competence:</p>	<ul style="list-style-type: none"> - keeps a log of working hours, fills out reports (expenses, fuel, cargo delivered, vehicle condition) in accordance with the rules and instructions; - timely informs about delays, difficulties in the delivery process in accordance with the rules of interaction between customers, colleagues and representatives of inspections; - understandable in English using a dictionary or an electronic translator.
--	---

2. Driving (by road)

Competence of 1. Plan the route, time of collection and delivery of cargo

<p>Knowledge:</p> <ul style="list-style-type: none"> - geographical, transport, route maps; - formulas for calculating distance, speed, travel time, fuel consumption; - normative indicators of the weight of the vehicle without cargo and with cargo, time of work and rest, fuel consumption. 	<p>Skills:</p> <ul style="list-style-type: none"> - carry out calculations along the route (taking into account distances, border crossings, weight stations, places of rest, travel time); - adjust the route if necessary; - plan stops for rest and refueling; - interact with dispatch services to obtain up-to-date information. 	<p>Independence, responsibility, cross-cutting competences:</p> <ul style="list-style-type: none"> - independently plans the route, performs calculations and interacts with dispatchers to obtain up-to-date information; - takes responsibility for the optimal route, correct calculations and adjustment of the route if necessary;
---	--	--

		- use of geographical, transport maps and performance of numerical calculations.
Criteria for assessing competence:	<ul style="list-style-type: none"> - calculates indicators (taking into account distances, border crossings, weight stations, places of rest, travel time) taking into account the characteristics of the route, the characteristics of the vehicle and the company's regulations; - adjusts the route in accordance with the recommendations and regulations of the company; - plans stops for rest and refueling in accordance with the norms of labor and rest, and fuel consumption; - interacts with dispatching services in accordance with the regulations of the company. 	
Competence of 2. Rationally and safely operate the vehicle (road train)		
<p style="text-align: center;">Knowledge:</p> <ul style="list-style-type: none"> - traffic rules and types of liability for their violation; - provision on the features of the mode of working time and rest time of drivers of the vehicle; - methods of safe control of the vehicle in various road and meteorological conditions, in conditions of limited visibility, in an unfavorable road situation; - designation and application of active, passive safety systems and driver assistance systems installed on the vehicle; - the main provisions of regulatory legal acts on the operation and safe management of the vehicle; - basics and techniques of cost-effective driving of the vehicle. 	<p style="text-align: center;">Skills:</p> <ul style="list-style-type: none"> - drive the vehicle (road train) in various road conditions; - perform complex maneuvers (turns, races in hard-to-reach places); - constantly monitor the operation of vehicle systems (engine, brakes, steering, lighting, coupling, security systems); - Optimal use of fuel; - Follow the rules of the road and the basics of safe traffic. - prepare and park TC for loading. 	<p style="text-align: center;">Independence, responsibility, cross-cutting competences:</p> <ul style="list-style-type: none"> - independently controls the vehicle, performs complex maneuvers, monitors the performance of the vehicle systems, makes decisions in various conditions and adverse road situations; - assumes responsibility for the safe management of the vehicle in normal and unfavorable road situations; - rationally and economically consumes fuel and other materials.
Criteria for assessing competence:	<ul style="list-style-type: none"> - safely drives the vehicle (road train) in various road conditions in accordance with the rules of the road; - safely performs complex maneuvers (turns, races in hard-to-reach places) in accordance with the rules and instructions; - constantly monitors the operation of vehicle systems (engine, brakes, steering, lighting, coupling, security systems) in accordance with technical requirements; - optimally consumes fuel taking into account recommendations, depending on the technical characteristics of the engine, vehicle and road conditions. 	
Competence of 3. Carry out international transportation		

<p>Knowledge:</p> <ul style="list-style-type: none"> - content of international transport and permitting documents; - regulatory documents for the registration of travel, insurance and other documentation required for the management of the vehicle in international transportation; - obligations under the Convention on the Contract for the International Carriage of Goods by Road; - the main categories of goods requiring fastening, methods of coupling and fastening, the use of fastening belts; - the procedure for filling in the Euro Protocol and other necessary documentation in such situations; - necessary set of phrases in English. 	<p>Skills:</p> <ul style="list-style-type: none"> - fill in international transport and permitting documents; - control the validity of travel, financial, insurance, technical, licensing, licensing customs documentation; - calculate financial resources on the form; - check the conformity of the marking on the package with the information in the transport documentation, the fastening of seals and their numbering; - timely register in the transport documentation comments on the placement of the goods and the integrity of its packaging; - speak in English, use a dictionary or an electronic translator. 	<p>Independence, responsibility, cross-cutting competences:</p> <ul style="list-style-type: none"> - independently transports goods in international traffic; - assumes responsibility for the travel of multicountry control points, for the safety of international cargo, for expendable funds; - reading, understanding documents and filling them out, communication skills and maintaining a conversation; - communication in the minimum required amount in English.
<p>Criteria for assessing competence:</p>	<ul style="list-style-type: none"> - correctly fills in international transport and permit documents according to templates and instructions; - controls the validity of all used documentation in accordance with the requirements; - calculates financial resources in accordance with the requirements of the company; - checks the conformity of the marking on the package with the information in the transport documentation, fastening the seals in accordance with the requirements and instructions; - timely registers comments on the placement of the cargo and the integrity of its packaging in accordance with the instructions; - understandable in English with the help of a dictionary or an electronic translator. 	

3. Rapid emergency response

Competence of 1. Prevent possible emergencies		
<p>Knowledge:</p> <ul style="list-style-type: none"> - Awareness of road risks and accidents; - types of accidents at work in the transport industry, accident statistics, participation in them of the vehicle, human, material and financial consequences. 	<p>Skills:</p> <ul style="list-style-type: none"> - assess road conditions and conditions for possible causes of emergencies; - Eliminate the causes of possible emergencies. 	<p>Independence, responsibility, cross-cutting competences:</p> <ul style="list-style-type: none"> - independently assesses the dangers and predicts the changing situation on the road; - assumes responsibility for the prevention of possible emergencies;

		- Ability to assess and predict emergencies.
Criteria for assessing competence:	<ul style="list-style-type: none"> - assess the road situation and conditions for possible causes of emergencies, taking into account the types of accidents, accident statistics and human, material and financial consequences; - eliminates the causes of possible emergencies in accordance with the safety rules and instructions of the company. 	

Competence of 2. Overcoming emergencies

<p>Knowledge:</p> <ul style="list-style-type: none"> - the procedure for actions in the event of a road traffic accident; - the procedure for calling an ambulance, other special services, employees can provide first aid; - Methodology and sequence of first aid actions in various situations; - the composition of the first aid kit (automotive) and the rules for the use of its components. - Procedure for action in case of fire 	<p>Skills:</p> <ul style="list-style-type: none"> - assess the emergency situation, choose a solution to prevent and minimize negative consequences; - promptly perform actions in case of an accident or breakdown of the vehicle (first aid, calling services, informing the dispatcher, etc.); - Fill in the incident report (Europrotocol) 	<p>Independence, responsibility, cross-cutting competences:</p> <ul style="list-style-type: none"> - independently acts in emergency situations with possible interaction with the dispatcher and the call of special services; - assumes responsibility for operational actions in emergency situations and the call of special services; - Prompt decision-making and implementation of urgent actions in emergency situations.
---	--	---

Criteria for assessing competence:	<ul style="list-style-type: none"> - assesses the emergency situation, chooses a solution in accordance with the requirements of safety, saving the life of one's own and participants in an accident; - promptly performs actions in case of an accident or breakdown of the vehicle (first aid, calling services, informing the dispatcher, etc.) in accordance with the safety requirements and instructions of the company; - fills in the report in detail with a full representation of the incident in accordance with the rules and instructions for compiling the report. 	
---	---	--

4. Ensuring safety, environmental protection and own health

Competence of 1. Ensure safe working conditions and environmental protection

<p>Knowledge:</p> <ul style="list-style-type: none"> - rules and instructions of labor protection, requirements of fire and environmental safety; - requirements and values of environmental standards (emissions, disposal, leaks, garbage, noise). 	<p>Skills:</p> <ul style="list-style-type: none"> - comply with the rules and instructions of labor protection, fire and environmental safety requirements; - comply with the requirements of environmental standards (emissions, disposal, leaks, garbage, noise). 	<p>Independence, responsibility, cross-cutting competences:</p> <ul style="list-style-type: none"> - independently fulfills the requirements of labor protection, fire and environmental safety; - assumes responsibility for the implementation and violation of the requirements of labor protection, fire and environmental safety; - careful and ecological attitude to the environment.
---	--	--

Criteria for assessing competence:	- the activity and behavior of the driver complies with the rules and instructions of labor protection, fire and environmental safety requirements, and the requirements of environmental standards (emissions, disposal, leaks, garbage, noise).	
Competence of 2. Maintaining and maintaining your own physical health		
<p>Knowledge:</p> <ul style="list-style-type: none"> - Principles of ergonomics; - movements and postures that create risk; - Awareness of the significance of the physical and mental state; - principles of a healthy balanced diet; - Consequences of consumption of alcohol, drugs or other substances that can influence behavior; - symptoms, causes and consequences of fatigue and stress; - The fundamental role of the basic cycle of work-rest. 	<p>Skills:</p> <ul style="list-style-type: none"> - assess the current state of their physical and mental state, well-being; - maintain physical health and psycho-emotional state; - manage stress and fatigue; - Perform personal hygiene procedures in a timely manner. 	<p>Independence, responsibility, cross-cutting competences:</p> <ul style="list-style-type: none"> - independently preserves and maintains its physical and psycho-emotional state; - takes responsibility for the risks of deterioration of his physical and mental condition, for untimely rest; - regularly consult with health professionals to prevent diseases and health problems.
Criteria for assessing competence:	<ul style="list-style-type: none"> - assesses the current state of their physical and mental state, well-being in accordance with the instructions and recommendations of the company; - maintains physical health and psycho-emotional state with the instructions and recommendations of the company; - manages stress and fatigue with individual characteristics and general recommendations; - timely performs personal hygiene procedures in accordance with the rules. 	

4. Specifications for the assessment and recognition of competencies, qualifications related to the professional profile in the Central Asian countries: evaluation and recognition bodies, procedures, resources.

Republic of Kazakhstan. To carry out international transportation, drivers must pass a qualification exam in KazATO Training and Certification Center LLP, an accredited organization. The exam is conducted in writing, the exam is given 2 hours, the driver's ticket contains 20 questions, if at least 75% of the answers to the exam questions are correct, the examination test is considered to be passed successfully. At the end of the course, drivers are issued with an international driver's certificate, as well as training manuals.

Republic of Uzbekistan.. Activities on training, retraining and advanced training of drivers of motor vehicles are carried out by state educational institutions, as well as other legal entities licensed to carry out the activities of non-state educational institutions.

Republic of Tajikistan. The professional competence of employees in the field of road transport is confirmed by the availability of a document on higher or secondary special vocational education

in specialties, the list of which is determined by the authorized state body. Persons who do not have appropriate professional education are allowed to perform their official duties provided that they undergo qualification training on educational programs developed by educational institutions on the basis of qualification requirements for the personnel of legal entities, as well as subsequent certification by the authorized state body in the field of road transport. Drivers engaged in activities in the field of road transport must meet the qualification requirements established by the rules of road transport.

5. References to national qualifications and standards of Central Asian countries.

Name of standard	Link on the Internet
Driver of international road freight transport (Kazakhstan)	https://kazlogistics.kz/upload/iblock/0a1/0a113971862017431ae9a013d69f303a.pdf
Truck driver (Uzbekistan)	https://profstandart.mehnat.uz/uz/profStandart?category_id=1&set_filter=%D0%98%D1%81%D0%BA%D0%B0%D1%82%D1%8C&page=88
Truck driver (Tajikistan)	https://skillsproof.kz/restful/v1/domain/registry/documents/674156/

6. References to other international qualifications and standards.

Name of standard	Link on the Internet
Standard of qualification of drivers of various vehicles	https://qualifications.pearson.com/content/dam/pdf/NVQ-and-competence-based-qualifications/Driving-Goods-Vehicles/2010/Specification/Pearson_Edexcel_L2_Cert_in_DGV_Iss3.pdf
European Agreement concerning the Work of Crews of Vehicles Engaged in International Road Transport (AETR)	https://eur-lex.europa.eu/eli/agree_internation/1977/2829/oj/eng
International Class Commercial Truck Driver	https://www.aikos.smm.lt/en/learn/_layouts/15/asw.aikos.registersearch/objectformresult.aspx?o=kval&f=kvalen&key=4520&pt=of
Recommended qualification requirements for the most popular professions in the field of road transport (EAEU)	https://unece.org/fileadmin/DAM/trans/conventn/Conv_road_traffic_RU.pdf
ESCO code 8332.2 Truck driver	https://esco.ec.europa.eu/en/classification/occupation?uri=http://data.europa.eu/esco/occupation/45037d43-a8f5-4f46-b332-b2935bc305f4
ESCO code 8332.4 Driver-carriage of dangerous goods	https://esco.ec.europa.eu/en/classification/occupation?uri=http://data.europa.eu/esco/occupation/c5d779f4-345b-4918-872b-a1cbaeb1d9be
Transport & Distribution. Training Package. Road Transport Competency Standards.	https://skillsproof.kz/restful/v1/domain/registry/documents/674259/

Australian National Training Authority (ANTA). 1998	
--	--

Compilers of:

Vasily Bezrodnov, Marat Isabekov, Dmitry Titarenko (Kazakhstan),
Bekturdiyev Nurulla, Jalilov Abduagzam (Uzbekistan)

Annex No. 3

Multicountry Professional Profile of Central Asia

Warehouse Operator

Reference level of qualification in NRC of Kazakhstan	2
Reference level of qualification in NRC of Uzbekistan	2. and 4.4.
Reference level of qualification in NQF of Tajikistan	-
Reference level of qualification in NRC of Kyrgyzstan	-
Reference level of qualification in NRC of Turkmenistan	-

1. Brief description of professions and work processes related to the professional profile:

Name of profession	Depositor 2 level ORK; Republic of Kazakhstan Warehouse worker 2...4 NRC level Uzbekistan
Profession code in the national classifier of the Central Asian country and ISCO	<p>Republic of Kazakhstan National Classifier of Occupations of the Republic of Kazakhstan Occupational group code 9629-9 NCZ Class code: 9629-9-004 The Warehouse Keeper</p> <p>Republic of Uzbekistan Classifier 3882 Omborchi (Warehouse) 4321-012 ishchi T 2 - 4 2 IFUT (OKED)-- Section H(H) Transportation and Storage 52 Warehousing and Storage</p> <p>ESCO 1.2.1. 4 - Office support staff 43 - Quantitative and material accounting officers 432 - Accounting and Transportation Officers 4321 - Warehouse employees</p> <p>ISCO 08 Code 4321 Warehouse employees</p>

<p>Objective of the activity/working process</p>	<p>Republic of Kazakhstan: Ensuring the safety of stored inventory, compliance with storage regimes, keeping records of warehouse operations.</p> <p>Republic of Uzbekistan Ensuring production activities with material resources; justification of the need for material resources and the implementation of their purchase; quality control of supplied material resources; control of use, accounting and rules of storage of material resources</p>
<p>The main objects and results of work (products, services, tools and devices, necessary resources).</p>	<p>Internal users of the company:</p> <ul style="list-style-type: none"> • The logistics department ?? receives accurate data on the availability of goods and their movement. • Production department ?? timely receives the necessary materials for production. • Sales department ?? uses information about the availability of goods to fulfill customer orders. <p>The external users:</p> <ul style="list-style-type: none"> • Customers of the company ?? receive orders on time and in full thanks to the organized work of the warehouse. • Transport companies ?? receive timely prepared cargoes for delivery <p>Results of activities</p> <p>Products (internal and external):</p> <ul style="list-style-type: none"> • The accounting data: <ul style="list-style-type: none"> ○ Accurate records of the availability, movement and condition of goods. ○ Complete warehouse reporting for logistics, production and sales. • The prepared orders: <ul style="list-style-type: none"> ○ Ready-to-ship goods formed in accordance with the applications. • Inventory of: <ul style="list-style-type: none"> ○ Information on balances, identification of surpluses, deficits and losses. <p>Services are as follows:</p> <ul style="list-style-type: none"> • Organization and control of warehouse processes: <ul style="list-style-type: none"> ○ Efficient storage and placement of goods, taking into account conditions and requirements. • Ensuring the availability of goods: <ul style="list-style-type: none"> ○ Guarantee of timely preparation and issuance of materials, components or products. • Optimizing the use of storage space: • Orderly placement of goods for maximum use of the warehouse. • Maintaining quality standards:

	<ul style="list-style-type: none"> ○ Safety of products due to compliance with storage conditions (temperature, humidity, light) <p>The technique is: stackers, loaders, reach trucks, conveyors. Control of: barcode scanners, RFID, WMS, TCD. Storage of: racks, pallets, containers, cameras. Tools are: trolleys, rolls, packaging materials. Safety and security: fences, warning signs and danger labels Personal protective equipment: helmets, gloves, signal clothes.</p> <p>Automation of processes: WMS - USING THIS BOOK Warehouse Management System - Warehouse Management System.</p>
<p>Key characteristics of work processes: typical workplaces, forms of labor organization, special requirements for the performance of work, labor protection requirements, environmental impact.</p>	<p>Main characteristics of the workplace: Conditions of work</p> <p>Conditions of work:</p> <ul style="list-style-type: none"> • The room is: Closed warehouses with controlled climate. • Outdoors: work in loading and unloading areas. <p>Working space requirements:</p> <ul style="list-style-type: none"> • The distance is: enough space for movement of equipment (1.5 ?? 2 m between the racks). • Illumination of: bright, even, minimum 300 lux. • Ventilation (computer science): maintenance of air exchange at least 30 m³/h per person. • Temperature of: +16...+25°C for general warehouse, +2...+8°C for refrigerated areas. <p>Position of employee:</p> <ul style="list-style-type: none"> • Alternation of poses: standing and walking; rare stay in a bent position. • Cargo handling: compliance with ergonomic lifting standards (up to 15 kg manually). <p>Health and safety risks:</p> <ul style="list-style-type: none"> • The physical risks: injuries from falling cargo, the use of equipment (loaders, stackers). • The Chemical Risks: exposure to fumes from chemicals (when working with dangerous goods). • Environmental factors: noise, vibration, temperature changes. <p>Security measures:</p> <ul style="list-style-type: none"> • The mandatory PPE: helmets, gloves, signal clothes. • Regular monitoring of conditions: inspection of equipment, lighting, ventilation. • The individual is: reception, accounting, placement of goods. • It is collective: loading and unloading, inventory. <p>Organization of time:</p>

	<ul style="list-style-type: none"> • Shift work (day/night shifts). • Flexible schedule for urgent tasks. <p>The Physical Health:</p> <ul style="list-style-type: none"> • Good physical endurance to work with loads. • No diseases of the musculoskeletal system. • Vision and coordination for working with equipment and documentation. <p>Mental health and well-being:</p> <ul style="list-style-type: none"> • High concentration of attention and responsibility. • Resilience to stress in urgent tasks. • Ability to work in a team and follow instructions. <p>Risks when performing work operations:</p> <ul style="list-style-type: none"> • The mechanical ones: injuries from falling cargo, collision with equipment. • The physical ones: noise, vibration, temperature changes. • The chemical ones: exposure to harmful substances in the storage of dangerous goods. • The ergonomics: overload when lifting heavy objects. <p>Risk management measures:</p> <ul style="list-style-type: none"> • Teaching is as follows: Instruction on occupational health and safety. • The PPE is: helmets, gloves, shoes with protection, signal clothing. • Organization of work: use of equipment for lifting goods, restriction of manual labor. • Control of conditions: regular inspection of equipment, lighting and ventilation. • Ergonomics of: compliance with the norms of cargo lifting (up to 15 kg manually). <p>The Negative Impact:</p> <ul style="list-style-type: none"> • Pollution of air: emissions from loading equipment (diesel engines). • Waste from: packaging materials, damaged goods. • Soil and water pollution: leakage of chemicals during storage of dangerous goods. • Impact on nature: noise, negative impact on the environment near warehouses.
--	---

2. Role and place of qualifications related to the professional profile in the relevant sector of the economy of the Central Asian countries

Distribution of profile jobs in different types	The large enterprises:
---	-------------------------------

<p>of enterprises (SMEs, large enterprises, national capital/international capital, geographical distribution)</p>	<ul style="list-style-type: none"> • Logistics hubs, distribution centers, retail companies (for example, X5 Group, Wildberries). • SMEs are: • Regional warehouses and local transport companies. <p>The international companies:</p> <ul style="list-style-type: none"> • DHL, UPS, Maersk, Amazon (in distribution centers). <p>Companies with local capital:</p> <ul style="list-style-type: none"> • Local manufacturing and trading companies operating in the domestic market. <p>The City Enterprises:</p> <ul style="list-style-type: none"> • Warehouses of large retailers, transport hubs. <p>Rural areas and small towns:</p> <ul style="list-style-type: none"> • Agricultural storage, local trading and purchasing bases.
<p>Role/place of qualifications in the context of technological and organizational development of the industry (digitalization, automation, robotization of labor processes, greening the economy and labor processes, etc.)</p>	<p>Optimization of labor processes:</p> <ol style="list-style-type: none"> 1. Digitization of: <ul style="list-style-type: none"> ○ Using WMS-systems for accounting and management of warehouse operations. ○ Implementation of data collection terminals (TCDs) and RFID systems to automate accounting. ○ Data analysis using AI to optimize logistics. 2. Robots are: <ul style="list-style-type: none"> ○ Automated Vehicles (AGV) for the movement of goods. ○ Robotic order collectors. ○ Conveyor lines for sorting and packaging. <p>Environmental aspects of work processes</p> <ol style="list-style-type: none"> 1. Changes in processes: <ul style="list-style-type: none"> ○ Transition to electric loaders and energy-saving technologies. ○ Management of waste: sorting and processing of packaging. ○ Use of environmentally friendly materials and storage technologies. 2. Changes in Qualifications: <ul style="list-style-type: none"> ○ Knowledge in the field of ecology and sustainable development. ○ Management skills of "green" technologies (energy saving, recycling). ○ Competence in the analysis of the environmental footprint of operations.
<p>Workforce and Job Mobility Related to Qualifications: mobility within the Central Asian</p>	<p>Mobility of personnel between the countries of Central Asia (CA):</p> <ul style="list-style-type: none"> • High mobility due to the similarity of economies, languages and logistics systems.

<p>region, mobility outside the Central Asian region (only indication of trends, statistical data are not required)</p>	<ul style="list-style-type: none">• Increased demand for specialists with experience in international logistics (especially at major hubs and transport corridors such as Kazakhstan and Uzbekistan). <p>Mobility outside of CA:</p> <ul style="list-style-type: none">• Average mobility due to the need for knowledge of international standards (WMS, ISO).• Demand in countries with growing logistics, such as Russia, Turkey, China.• Restrictions are related to language barriers and the need for retraining to meet local standards.
---	---

THE CONTENTS OF

1. Unit of professional profile (basic labor process): Ensuring labor safety in the warehouse	7
Competence 1.1: Observe Occupational Health and Safety Procedures	7
Competence of 1.2: maintain the cleanliness of equipment in logistics operations	11
Competence of 1.3: maintain the cleanliness of work areas during logistics operations	14
Competence of 1.4: comply with hygiene standards in the processing and storage of goods in logistics operations	17
Competence of 1.5: develop effective working relationships with colleagues during logistics operations	21
2. The unit of professional profile (the main labor process): Procedures for acceptance and verification of inventory arriving at the warehouse	22
Competence of 2.1: identify the product and determine the conditions of its storage in accordance with the specification	24
Competence of 2.2: take the goods and record its receipt to the logistics warehouse	27
Competence of 2.3: use equipment for the movement of goods in logistics operations	32
Competence of 2.4: use equipment for identification and storage of credentials during logistics operations	37
3. The unit of professional profile (the main labor process): Organization and technology of warehousing	38
Competence of 3.1: place goods in the warehouse to ensure subsequent distribution	40
Competence of 3.2: to move or process goods mechanically and using automated equipment	45
Competence of 3.3: use specialized equipment for the movement of goods and cargo	48
Competence of 3.4: move goods using electric hoists or crane beams	53
Competence of 3.5: ensure safe conditions for loading and unloading of explosives/dangerous goods	58
4. The unit of professional profile (the main labor process): preparation of goods for shipment	63
Competence of 4.1: identify the goods and their storage periods in accordance with the specification	63
Competence of 4.2: select goods to fulfill the customer's order	67
Competence of 4.3: select packaging and packaging for goods ordered by the consumer	71
Competence of 4.4: prepare goods and cargo for shipment	75
5. The unit of professional profile (the main labor process): Organization of shipment of goods to consumers	79
Competence of 5.1: Shipping and unloading goods / cargoes	79
Competence of 5.2: assess the readiness of the vehicle and ship goods requiring special storage and transportation conditions	83
Competence of 5.3: Assess the readiness of the vehicle and prepare accompanying documentation for the transport of dangerous goods	87

TABLES OF PROFESSIONAL PROFILES

1. Unit of professional profile (basic labor process): Ensuring labor safety in the warehouse



Competence of 1.1: Observe occupational health and safety procedures		
Knowledge (computer science)	Skills (computer science)	Independence and responsibility
<ol style="list-style-type: none"> Emergency Prevention Procedures and Responsibilities in the Event of Evacuation Employee Assistance or Workplace Well-Being Programs standards and procedures for warehousing procedures for manual and mechanized lifting and movement of goods Rules of personal hygiene procedures for handling faulty or damaged equipment recognition of HAZCHEM symbols (the word used on warning signs to indicate the presence of hazardous chemicals) and their significance for safe operation and storage 	<ol style="list-style-type: none"> apply measures to minimize, control or eliminate hazards that may exist during production activities Apply relevant legislation and procedures in the workplace Complete occupational health and safety (WHS)/occupational health and safety (OHS) documentation at the workplace Comply with WHS/OHS procedures in the workplace identify containers and goods, encoding, marking and emergency dashboards understand and apply relevant information related to safety, workplace procedures and code of practice 	<ul style="list-style-type: none"> as part of the working group, observes procedures in the workplace to identify hazards and control risks. assumes responsibility for promoting compliance with occupational health and safety requirements

<p>8. relevant terms used in Material Safety Data Sheets (MSDS)</p> <p>9. Relevant WHS/OHS procedures and guidelines</p> <p>10. procedures for reporting unsafe situations, fire hazards, faulty or damaged equipment or fittings, diseases and accidents</p> <p>11. site planning, the use of fences and obstacles</p> <p>12. WHS/OHS warning signs and signals.</p>	<p>7. report identified problems, malfunctions or malfunctions in accordance with applicable workplace laws, policies and procedures</p> <p>8. select, inspect and use appropriate Personal Protective Equipment (PPE) that meets industry and WHS/OHS standards Collaborate with colleagues in compliance with WHS/OHS procedures.</p>	
---	---	--

Resources for assessment and recognition of competence

The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.

Qualification assessment shall comply with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programs for registered Qualification Recognition Centers in force at the time of assessment.

The assessment of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.

Evaluation resources should provide access to:

- a number of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and PPE currently in use in the industry
- applicable documentation, including legislation, regulations, codes of practice, workplace procedures and operating manuals.

Cross-cutting (transversal) competences

(See also: Reading)

- ✓ Interprets, evaluates and applies information from a number of complex texts relating to occupational health and safety

(The letter)

- ✓ Develops work environment improvement plans that promote occupational health and safety, using contextually appropriate vocabulary, structure and agreements
- ✓ Creates additions to the health and safety document for internal and external use in the logistics warehouse, using vocabulary and structure appropriate to the audience and context

<p>✓ Compiles approval requests using organizational formats</p> <p>(Oral communication)</p> <ul style="list-style-type: none"> • Participates in the oral exchange of information on occupational health and safety violations in the logistics warehouse, using understandable language to seek and provide information or request approvals • Uses active listening and questioning techniques to confirm understanding <p>(Number of Skills)</p> <ul style="list-style-type: none"> • Recognizes cost parameters and interprets numerical information accordingly • Participates in the calculation of changes in the timing of the introduction of innovations as a result of changes in the plan of organizational work <p>(Self-governance and self-governance)</p> <p>✓ Defines the responsibilities and boundaries of your role</p> <p>(Team work)</p> <ul style="list-style-type: none"> • Selects and uses appropriate agreements and protocols when communicating with internal and external stakeholders to search for or share information • Uses interpersonal skills to negotiate acceptable outcomes <p>(Planning and organization)</p> <ul style="list-style-type: none"> • Plans and organizes complex activities, monitors implementation and manages appropriate communication • Solve problems and make decisions based on the analysis of options in accordance with the established criteria and goals
<p>Criteria for assessing competence</p> <ul style="list-style-type: none"> • Legislative and operational procedures for responding to incidents, hazards and emergencies are defined and enforced. • Workplace legislation and procedures for WHS/OHS and relevant work instructions for workplace risk control are complied with • External hazards in the workplace are identified and appropriate measures are taken • hazards in the workplace are identified and appropriate measures are taken to report them and to minimize or eliminate risks to personnel, the workplace and the environment • the rules of hygiene, health and well-being for oneself and others are implemented, monitored and communicated • Know the procedures required to enter restricted areas that require permits • Personal protective equipment (PPE) is inspected and used correctly in accordance with safety rules and procedures • Containers and product coding, labelling and emergency dashboards are defined and understood • WHS/OHS issues and identified safety threats are discussed with designated personnel in accordance with relevant WHS/OHS legislation and workplace procedures • contribution to the management of WHS/OHS in the workplace is made in accordance with the relevant legislation and procedures in the workplace

- assigned responsibilities for warehousing are carried out in accordance with the procedures at the workplace
- WHS/OHS records are completed and maintained in accordance with relevant workplace legislation and procedures



Competence of 1.2: maintain the cleanliness of equipment in logistics operations		
Knowledge (computer science)	Skills (computer science)	Independence and responsibility
<ol style="list-style-type: none"> 1. Organizational policies and procedures for the inspection and maintenance of equipment used in logistics operations 2. Identification and purpose of the tool included in the set of the storekeeper; damage to the tool, preventing its operation. 3. Characteristic damage to equipment that prevents its safe and effective operation 4. Purpose and rules for the safe operation of the main equipment of the logistics warehouse. 5. Rules of rational storage and rules of maintenance of manual and mechanized tools. 6. Rules of operation, maintenance and storage of measuring tools and equipment. 	<ol style="list-style-type: none"> 1. Choose personal protective equipment when inspecting and cleaning tools and equipment 2. Select, assess the condition of mechanized tools and workshop equipment, maintain tools and equipment; 3. Choose cleaning products recommended by the manufacturer of tools and equipment; 4. Clean, assess damage and properly maintain the tool, including its storage. 5. Clean and prepare for storage measuring, manual and mechanized tools 6. Clean and prepare for storage lifting equipment 7. Collect and properly dispose of waste generated during the cleaning of tools and equipment 	<ol style="list-style-type: none"> 1. Independently determine the requirements for cleaning various work areas and equipment 2. Independently carries out work on cleaning and cleaning of equipment according to the agreed schedule 3. Takes responsibility for the regularity and planning of cleaning and cleaning of equipment 4. Takes responsibility for the rational use of detergents and accessories and equipment 5. Takes responsibility for compliance with the schedule of general cleaning of working equipment

<p>7. Nomenclature of cleaning and cleaning products used in the course of cleaning and maintenance of tools and equipment.</p> <p>8. Rules for collection and storage of household waste, non-hazardous and hazardous industrial waste</p>	<p>8. Replenish stocks of cleaning products and materials.</p>	
---	--	--

Resources for Assessment and Recognition of Competence

The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.

Qualification assessment shall comply with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programs for registered Qualification Recognition Centers in force at the time of assessment.

The assessment of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.

Cross-cutting (transversal) competences

(Technological and personal qualities)

1. **(Attention to detail)** Able to focus on the details of processes and thoroughness in the performance of work tasks.
2. **(Handsmanship)** - Able to move your arm, arm, and forearm or two hands quickly to grasp, manipulate, or assemble objects
3. **(Reliability)** Capable of showing reliability, responsibility and fulfilling obligations.
4. **(Stress resistance)** Able to adequately perceive criticism and calmly and effectively cope with situations in conditions of increased stress
5. **(Self-control)** Able to maintain self-control, restrain emotions, restrain anger and avoid aggressive behavior even in very difficult situations
6. **(Adaptability/Flexibility)** Capable of openness to change (positive or negative) and to a wide variety of situational tasks in the workplace.
7. **(Caring for others)** Able to be sensitive to the needs and feelings of others, as well as understanding and willingness to help perform complex production tasks. Solve problems and make decisions based on the analysis of options in accordance with established criteria and goals.

Criteria for assessing competence

- Determines the risks and consequences of working on unserviced equipment
- Plans maintenance of equipment with minimization of inconvenience to colleagues
- Selects and uses personal protective equipment that corresponds to the planned work
- Safely disconnects equipment from power sources
- Selects and uses cleaning products recommended by the manufacturer
- Effectively uses numerators and disposable paper towels
- Separately collects and stores non-hazardous and hazardous production waste
- Correctly and safely connects and inspects the serviced equipment in action
- Fills in the relevant reporting documents and requests for equipment repairs
- Replenishes stocks of cleaning products and disposable paper towels
- Apply knowledge and experience in the preparation of the equipment maintenance plan
- Apply knowledge and experience in preparing equipment for maintenance
- Apply knowledge and experience in the selection of personal protective equipment
- Apply knowledge and experience in the preparation of cleaning and auxiliary products
- Equipment cleaning operations do not harm themselves, the equipment being cleaned, the territory of the enterprise and / or the environment
- Work is done safely
- ensure systematic work with the required attention to detail without harming oneself or others or damaging goods or equipment.



Competence of 1.3: maintain the cleanliness of work areas during logistics operations		
Knowledge (computer science)	Skills (computer science)	Independence and responsibility
<ol style="list-style-type: none"> 1. Organizational policies and procedures for cleaning the work areas of the logistics warehouse 2. Labour protection during cleaning and washing works 3. Identification and purpose of the tool used in cleaning and washing operations; damage to the tool, preventing its operation. 4. Characteristic contamination of work areas endangering the safety and efficiency of logistics operations 5. Rules for rational storage and rules for the maintenance of manual cleaning tools and mechanized equipment. 6. Nomenclature of cleaning and cleaning products used in the course of cleaning and washing operations. 7. Rules for collection and stowage for temporary storage of household waste, non-hazardous and hazardous industrial waste 	<ol style="list-style-type: none"> 1. Identify problems that may arise when maintaining clean working areas; 2. Plan cleaning and cleaning of work areas with minimization of inconvenience for colleagues and customers; 3. Choose personal protective equipment suitable for cleaning and washing operations; 4. Choose cleaning products and tools that correspond to the planned cleaning and washing work; 5. Preparing the work area for cleaning and washing works; 6. Cleaning the work area; 7. Clean and store cleaning and washing equipment 8. Dispose of the generated production waste in accordance with the instructions and policies of the enterprise; 9. Store unused cleaning and cleaning products in accordance with the manufacturer's instructions; 	<ol style="list-style-type: none"> 1. Independently, according to the agreed schedule, cleaning and washing of work areas are carried out on a regular basis in a planned manner 2. Maintains cleanliness of work areas independently or as part of a team 3. Takes responsibility for the rational use of detergents and accessories and equipment 4. Takes responsibility for compliance with the schedule of general cleaning of work areas 5. Responsibility for the collection and storage of household garbage and non-hazardous industrial waste

	10. Evaluate the consumption and replenish the stocks of cleaning and detergents.	
Resources for Assessment and Recognition of Competence		
<p>The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.</p> <p>Qualification assessment shall comply with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programs for registered Qualification Recognition Centers in force at the time of assessment.</p> <p>The assessment of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.</p> <p>When assessing/recognizing qualifications, access to the following resources should be ensured:</p> <ul style="list-style-type: none"> • nomenclature of cleaning and cleaning products used in the course of cleaning and washing works • cleaning and washing equipment • equipped place of collection of household and hazardous waste production 		
Cross-cutting (transversal) competences		
<p>(Technological and personal qualities)</p> <ul style="list-style-type: none"> • (Fear of height) - Able to climb stairs and perform work at heights up to 6...8 meters without feeling dizzy • (Attention to detail) Able to focus on the details of processes and thoroughness in the performance of work tasks. • (Handsmanship) - Able to move your arm, arm, and forearm or two hands quickly to grasp, manipulate, or assemble objects • (Reliability) Capable of showing reliability, responsibility and fulfilling obligations. • (Stress resistance) Able to adequately perceive criticism and calmly and effectively cope with situations in conditions of increased stress • (Self-control) Able to maintain self-control, restrain emotions, restrain anger and avoid aggressive behavior even in very difficult situations • (Adaptability/Flexibility) Capable of openness to change (positive or negative) and to a wide variety of situational tasks in the workplace. • (Caring for others) Able to be sensitive to the needs and feelings of others, as well as understanding and willingness to help perform complex production tasks 		
Criteria for assessing competence		

- Determines the risks and consequences of working in unoccupied premises
- plans to clean work areas with minimization of inconvenience to colleagues
- selects and uses personal protective equipment corresponding to the planned work
- selects and rationally uses detergents
- effectively uses cleaning and washing equipment
- collects and stores household garbage and non-hazardous waste
- cleaned, assessed condition and stored cleaning and washing equipment
- relevant reporting documents and requests for repair of cleaning equipment are filled in
- Stocks of spent detergents are replenished
- apply knowledge and experience in drawing up a cleaning and washing plan
- applied knowledge and experience in the preparation of cleaning equipment for the work
- operations to maintain clean working areas do not harm themselves, the equipment to be cleaned, the territory of the enterprise and / or the environment
- cleaning and washing work is carried out safely
- ensures systematic work with the required attention to detail without harming oneself or others or damaging goods or equipment.



Competence of 1.4: comply with hygiene standards in the processing and storage of goods in logistics operations		
Knowledge (computer science)	Skills (computer science)	Independence and responsibility
<ol style="list-style-type: none"> 1. Organizational Policies and Procedures to Maintain Hygiene Standards in Processing and Storage of Goods in Logistic Warehouses 2. Personal hygiene standards required for the handling and storage of goods in need of special storage conditions 3. Types of protective clothing that prevents violation of hygienic conditions of storage of goods 4. Influence of cleanliness and neatness of work clothes on compliance with hygiene standards 5. Hygienic standards necessary to maintain the quality and condition of goods in storage conditions 6. Special ways of handling goods that require storage at low temperatures 7. Conditions of compatibility of storage of 	<ol style="list-style-type: none"> 1. Identify problems that may arise when observing hygienic standards in the processing and storage of material and commodity values; 2. Eliminate the causes of problems that prevent the observance of hygienic standards in the processing and storage of material and commodity values; 3. Comply with the standards of personal hygiene necessary for the processing and storage of goods in the recommended storage conditions; 4. Choose and use protective clothing appropriate to the goods being processed and storage conditions; 5. Apply hygienic standards necessary to maintain the quality of the goods and the conditions of its storage 	<ol style="list-style-type: none"> 1. Independently or as part of a team on a regular basis carries out cleaning and disinfection work 2. Takes responsibility for the rational use of disinfectants and detergents, personal hygiene products 3. Takes responsibility for compliance with the separate storage of food products and household chemicals, pesticides, fertilizers and pesticides, 4. Takes responsibility for the proper disposal of goods with damaged packaging that are not subject to repackaging

<p>food products and goods of general consumption with household chemicals</p> <p>8. Special requirements for the insulated storage of flammable, caustic chemicals, toxic substances, pesticides and fertilizers</p> <p>9. Rules for handling goods that pose a threat to health and life</p> <p>10. Rules for the disposal of goods with damaged packaging that are not subject to repackaging</p>	<p>6. Handle goods using prescribed processing methods and storage conditions;</p> <p>7. Dispose of waste generated during the processing and storage of goods in accordance with the policies of the enterprise.</p>	
<p>Resources for Assessment and Recognition of Competence</p>		
<p>The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.</p> <p>Qualification assessment shall comply with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programs for registered Qualification Recognition Centers in force at the time of assessment.</p> <p>The assessment of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.</p> <p>When assessing/recognizing qualifications, access to the following resources should be ensured:</p> <ul style="list-style-type: none"> • nomenclature of cleaning and cleaning products used in the course of cleaning and washing works • cleaning and washing equipment • equipped place of collection of household and hazardous waste production 		
<p>Cross-cutting (transversal) competences</p>		

(Technological and personal qualities)

- **(Attention to detail)** Able to focus on the details of processes and thoroughness in the performance of work tasks.
- **(Reliability)** Capable of showing reliability, responsibility and fulfilling obligations.
- **(Independence)** Able to develop his own ways of solving production problems, be able to manage himself almost without supervision and rely on himself in solving responsible and complex tasks
- **(Close vision)** - Capable of seeing and distinguishing details at close range
- **(Fear of height)** - Able to climb stairs and perform work at heights up to 6...8 meters without feeling dizzy
- **(Adaptability/Flexibility)** Capable of openness to change (positive or negative) and to a wide variety of situational tasks in the workplace.
- **(Contact safety)** - Able to assess the risks of contact with hazardous substances, electricity, work at height
- **(Environmental)** - Able to assess the impact of hazardous substances and products on the environmental situation in the region
- **(Initiative)** Capable of taking responsibility for complex tasks.
- **(Persistence)** Able to persevere in the face of obstacles.
- **(Caring for others)** Able to be sensitive to the needs and feelings of others, as well as understanding and willingness to help perform complex production tasks.

Criteria for assessing competence

- Takes appropriate measures in case of violation of the rules of hygienic standards in the processing and storage of inventory
- Timely identifies and eliminates the causes of problems that prevent the observance of hygienic standards in the processing and storage of material and commodity values
- Complies with personal hygiene standards required to process and store goods under recommended storage conditions
- Uses protective clothing appropriate to the goods being processed and storage conditions
- Applies hygienic standards necessary to maintain the quality of the goods and the conditions of its storage
- Handles inventory using prescribed processing methods and storage conditions
- Performs selective collection and stowage for temporary storage of waste generated during the processing and storage of goods in accordance with the policies of the enterprise
- Explains the importance of safety protocols in force at the enterprise
- Demonstrates personal hygiene in the handling of food and non-food products of public consumption
- The use of means of forced and natural ventilation to ensure air circulation and reduce the level of pollutants in the air of the warehouse premises is demonstrated.
- Apply the knowledge and experience of selection and preparation for the use of cleaning and disinfectants
- Determine the surfaces and objects that are often touched, and which require more frequent disinfection
- Frequency of cleaning and selection of the most suitable time for disinfection of surfaces and items used in logistics operations are linked
- The stock of disinfectants and detergents, personal hygiene products is replenished, monitors the purity of sanitary and technical units, locker rooms, drinking water fountains
- Bulletin boards, digital platforms and team meetings are used as a means of communication between management and warehouse employees
- The procedure for filling in the reporting documentation on cleanings, disinfections is demonstrated



Competence of 1.5: develop the effectiveness of working relationships with colleagues and customers during the implementation of logistics operations		
Knowledge (computer science)	Skills (computer science)	Independence and responsibility
<ol style="list-style-type: none"> 1. Organizational Policies and Procedures for Developing Effective Working Relationships 2. The main factors of a pleasant working environment. 3. The influence of a sense of belonging that strengthens the employer's brand, implemented through distinctive branded clothing. 4. The role of financial balance and work-life balance. 5. The Role of Flexible Work Environment on Productivity and Efficiency of Logistics Operations 6. The role of professional and personal development in unlocking the potential of employees. 7. Basic principles of tolerance towards representatives of different ethnic groups, religious beliefs, age and gender 8. Influence of informal communication of members of the labor collective during 	<ol style="list-style-type: none"> 1. Demonstrate an understanding of organizational policies and procedures for developing effective working relationships in logistics operations, in particular: <ul style="list-style-type: none"> ?? (computer science) occupational health and safety; ?? (computer science) standards of quality; ?? (computer science) Confidentiality of information; ?? (computer science) Tolerance, of course. 2. Determine their role and work responsibilities, correlating them with the duties of colleagues; 3. Demonstrate acceptable methods of communication; 4. Demonstrate an understanding of the importance of feedback to improve productivity; 5. Identify your own learning needs and available learning opportunities; 	<ol style="list-style-type: none"> 1. as part of the working group to communicate effectively to achieve the required results of the work 2. take responsibility for creating a friendly business environment in the team 3. as part of the team to resolve conflicts that have arisen

<p>joint weekends, sports, training and trainings</p> <p>9. The main causes of conflicts and ways to prevent them</p> <p>10. The influence of the atmosphere of mutual trust on the effectiveness of the work team.</p>	<p>6. Demonstrate a constructive attitude to misunderstandings and difficulties that may arise in the working relationship;</p> <p>7. To take a constructive part in resolving disputes between colleagues.</p>	
---	---	--

Resources for Assessment and Recognition of Competence

The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.

Qualification assessment shall comply with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programs for registered Qualification Recognition Centers in force at the time of assessment.

The assessment of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.

Cross-cutting (transversal) competences

1. **(Verbal and non-verbal communication)** - Able to formulate and express his thoughts in a way that is understandable to others in a speech and non-verbal way
2. **(Attention to detail)** Able to focus on the details of processes and thoroughness in the performance of work tasks.
3. **(Reliability)** capable of showing reliability, responsibility and fulfilling obligations.
4. **(Independence)** Able to develop his own ways of solving production problems, be able to manage himself almost without supervision and rely on himself in solving responsible and complex tasks.
5. **(Stress resistance)** Able to adequately perceive criticism and calmly and effectively cope with situations in conditions of increased stress
6. **(Self-control)** Able to maintain self-control, restrain emotions, restrain anger and avoid aggressive behavior even in very difficult situations
7. **(Adaptability/Flexibility)** Capable of openness to change (positive or negative) and to a wide variety of situational tasks in the workplace.
8. **(Initiative)** Capable of taking responsibility for complex tasks.
9. **(Analytical Thinking)** Able to analyze information and use logic to solve work issues and problems.
10. **(Caring for others)** Able to be sensitive to the needs and feelings of others, as well as understanding and willingness to help perform complex production tasks
11. **(Innovation)** Capable of creativity and alternative thinking to develop new ideas and solve extraordinary work problems.
12. **(Persistence)** Able to persevere in the face of obstacles
13. **(Social orientation)** Able to give preference to team work, not alone, as well as to personal communication with colleagues and subordinates

14. **(Cooperation)** Able to communicate politely with service personnel and auxiliary workers; show tolerance, good-naturedness, willingness to cooperate.
15. **(Honest)** Able to be honest and ethical
16. **Responsibility** for creating an atmosphere of trust and mutual assistance in the working team.

Criteria for assessing competence

- Clarifies relevant organizational policies and procedures for developing effective working relationships in logistics operations
- Defines and formulates its role and responsibilities, correlating with the duties of colleagues
- Arguably assesses the importance of effective communication methods
- Explains the importance of feedback to improve productivity
- Prioritizes learning needs and available learning opportunities
- Demonstrates a constructive attitude towards misunderstandings and difficulties that may arise in a working relationship
- communicates effectively with colleagues;
- Clearly and accurately confirms the tasks, priorities and responsibilities with colleagues;
- Responds to requests from colleagues who are within its competence;
- Promptly and clearly communicate any circumstances impeding the achievement of quality standards;
- Receives and interprets information and assistance from colleagues;
- Supports relevant feedback on work achievements and productivity from relevant individuals
- Self-critically determines its own knowledge and learning needs based on feedback and monitoring its effectiveness;
- Develops and agrees on a training plan that outlines realistic development opportunities and time frames.



2. The unit of professional profile (the main labor process): Procedures for acceptance and inspection of inventory arriving at the warehouse

Competence of 2.1: identify the product and determine the conditions of its storage in accordance with the specifications		
Knowledge (computer science)	Skills (computer science)	Independence and responsibility
<ol style="list-style-type: none"> 1. categories or groups of products, including: <ul style="list-style-type: none"> ✓ the Main Characteristics ✓ The potential danger ✓ special handling, stowage and storage requirements 2. Codes of Practice and Rules Relating to Workplace Activities 3. Documentation requirements, including reports and records relating to damaged or contaminated goods 4. Sources of goods, destinations and potential problems 5. Management Standards and Procedures 6. operating operating systems, equipment, control and operation systems at the facility 	<ol style="list-style-type: none"> 1. access, read and interpret relevant information about products, policies and regulatory requirements 2. Apply relevant occupational health and safety (WHS)/occupational health and safety (OHS) requirements, legislation and procedures in the workplace 3. communicate and work with colleagues and management 4. change activities depending on operational contingencies, risk situations and environments 5. operate and adapt storage techniques to differences in goods and services in accordance with operational procedures 6. promptly report and correct identified problems, malfunctions or 	<ol style="list-style-type: none"> 1. independently determines and classifies goods 2. compares goods with their location in the warehouse on the basis of these criteria 3. assists individuals in solving problems with the identification and location of stocks 4. assumes responsibility for determining the relevant requirements for the transfer and processing of goods 5. takes responsibility for the continuous improvement of the accounting system and the movement of goods in the warehouse

<p>7. re-order procedures and "just-in-time" planning principles</p> <p>8. Requirements for workplace documentation, inventory systems and records</p> <p>9. Object Planning and Obstacles</p> <p>10. Sources of information about products, including:</p> <ul style="list-style-type: none"> ✓ Policies and Procedures ✓ knowledge of the product <p>11. Types of equipment and storage facilities suitable for various types of goods, including:</p> <ul style="list-style-type: none"> ✓ Dangerous goods (disambiguation) ✓ Fragile (computer science) ✓ Dangerous (computer science) ✓ Perishable (computer science) <p>Sensitive products.</p>	<p>failures in accordance with regulatory requirements and procedures in the workplace</p> <p>7. select and use appropriate identification and storage systems</p> <p>8. use inventory information to determine, plan and organize the processes used to receive, store, move goods, ship, stock levels and reorders</p> <p>9. ensure systematic work with the required attention to detail without harming oneself or others or damaging goods or equipment.</p>	
---	---	--

The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.

Qualification assessment shall comply with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programs for registered Qualification Recognition Centers in force at the time of assessment.

The assessment of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.

Cross-cutting (transversal) competences

1. **(Attention to detail)** Able to focus on the details of processes and thoroughness in the performance of work tasks.
2. **(Reliability)** Capable of showing reliability, responsibility and fulfilling obligations.
3. **(Stress resistance)** Able to adequately perceive criticism and calmly and effectively cope with situations in conditions of increased stress

4. **(Self-control)** Able to maintain self-control, restrain emotions, restrain anger and avoid aggressive behavior even in very difficult situations
5. **(Adaptability/Flexibility)** Capable of openness to change (positive or negative) and to a wide variety of situational tasks in the workplace.
6. **(Caring for others)** Able to be sensitive to the needs and feelings of others, as well as understanding and willingness to help perform complex production tasks
7. **(See also: Reading)**
 - ✓ Interprets, evaluates and criticizes ideas and information from a number of complex texts
8. **(The letter)**
 - ✓ Develops plans using vocabulary, structure, and agreements consistent with the text
 - ✓ Creates documents for internal and external use using vocabulary and structure appropriate to the audience and context
 - ✓ Compiles approval requests using organizational formats
9. **(Oral communication)**
 - ✓ Participates in oral exchange, using understandable language to seek and provide information or request approvals
 - ✓ Uses active listening and questioning techniques to confirm understanding
10. **(Number of Skills)**
 - ✓ Recognizes cost parameters and interprets numerical information accordingly
 - ✓ Calculates changes in timing as a result of changes in plan
11. **(Self-governance and self-governance)**
 - ✓ Defines the responsibilities and boundaries of your role
12. **(Team work)**
 - ✓ Selects and uses appropriate agreements and protocols when communicating with internal and external stakeholders to search for or share information
 - ✓ Uses interpersonal skills to negotiate acceptable outcomes
13. **(Planning and organization)**
 - ✓ Plans and organizes complex activities, monitors implementation and manages appropriate communication
 - ✓ Solve problems and make decisions based on the analysis of options in accordance with established criteria and goals.

Criteria for assessing competence

- Goods are identified and classified according to workplace specifications and procedures
- Equipment is selected and used safely in accordance with workplace procedures and regulatory requirements
- Places for goods are determined on the basis of prescribed working procedures
- Labels, product systems and other sources of information are used to assist in the identification of goods, as well as processing and storage requirements.
- New positions in the warehouse are identified and communicated to the relevant personnel
- Warehouse requests are forecast and team members are assisted in finding inventory information relating to these items
- The staff is assisted in fulfilling routine and non-standard requests in the warehouse, and actions are taken to update information about the goods
- Staff are encouraged to accumulate knowledge about the goods
- Resources used to move various goods through storage areas are identified and valued

- Work in the receiving and sending areas is supported by identifying and reporting deviations
- Relevant documentation is completed in accordance with workplace procedures
- Customer requirements are used to determine the design of the work
- Issues identified, controls identified and communicated to relevant staff
- Improvements in working methods are identified and communicated to relevant staff



Competence of 2.2: take the goods and record its receipt to the logistics warehouse

Knowledge (computer science)	Skills (computer science)	Independence and responsibility
<ol style="list-style-type: none"> 1. general layout of warehouses and zones of permanent and temporary storage of inventory in the premises and at the warehouse sites 2. requirements and restrictions on the joint storage of inventory in the premises and at the warehouse sites 3. rules for the handling of goods and material values requiring low storage temperatures 4. Rules for the management of dangerous and chemically unstable goods 	<ol style="list-style-type: none"> 1. process information about the goods to be accepted and stored; 2. check the conformity of the received goods to the specifications specified in the accompanying documentation; 3. keep the place used for the acceptance of the goods clean, and does not contain obstacles and dangers; 4. make sure that the equipment used in the acceptance of goods is properly and correctly configured; 	<ol style="list-style-type: none"> 1. independently determines the procedures at the workplace and documentation requirements for the receipt of goods 2. independently inspects and inspects goods on arrival and fills out documentation at the workplace. 3. takes responsibility for the organization of safe unloading of the vehicle 4. assumes responsibility for compliance with the rules of acceptance and stowage

<ol style="list-style-type: none"> 5. tolerances and restrictions when stacking inventory 6. Rules of registration and arrangement of information in consignment notes 7. rules for acceptance and stacking of inventory at the temporary storage site, operating at the logistics warehouse 8. Rules for the use of loading and unloading equipment for lifting and moving and stacking of inventory 9. methods of identification and correct use of measuring equipment, processes and procedures for assessing the quantity of goods arrived 10. rules for reading and interpreting mathematical scales, digital readings, specifications and instructions of the supplier or customer of inventory 11. rules for the transfer of numerical values from the imperial (British) to the metric system of measures and weights 12. rules for the application of mathematical procedures, including addition, subtraction, multiplication, division, action with percentages, with mixed, integers and fractional numbers 13. methods of marking goods and assigning barcodes and QR codes 	<ol style="list-style-type: none"> 5. rationally choose the means of measurement. and measure the weight, volume, linear dimensions; 6. translate information from specifications and measurement results from the Imperial (British / American) system of measures to the Metric and back. 7. demonstrate the correct method of processing, moving and stacking goods; 8. choose and use loading and unloading equipment for lifting, moving and storing goods; 9. make sure that the goods were unloaded without damage and stowed in accordance with the requirements for its storage; 10. mark the received goods in accordance with the policies of the enterprise; 11. fill in and enter into the information system information about the goods received; 12. make an act of damage to goods during transportation, unloading and storage; 13. stow goods that require repackaging or culling in places determined by the company's policies. 	<p>for temporary storage of goods and goods.</p> <ol style="list-style-type: none"> 5. Takes responsibility for proper labeling of goods 6. Takes responsibility for the accuracy of the information indicated in the reporting documentation.
--	---	--

<p>14. Rules for the preparation and use of equipment for reading and marking goods</p> <p>15. Criteria for assessing packaging and the condition of inventory</p> <p>16. rules for filling in the act of damage to the goods during transportation, loading / unloading and storage</p> <p>17. Purpose and rules for the use of computerized inventory systems</p>		
---	--	--

Resources for Assessment and Recognition of Competence

The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.

Qualification assessment shall comply with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programs for registered Qualification Recognition Centers in force at the time of assessment.

The assessment of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.

When assessing/recognizing qualifications, access to the following resources should be ensured:

- nomenclature of documents of accounting and movement of commodity-material values
- computerized warehousing accounting software
- Measurement of Linear Dimensions and Weight
- means of marking of commodity-material values accepted at the logistics enterprise

Cross-cutting (transversal) competences

- **(Honest)** Able to be honest and ethical
- **(Independence)** Able to develop his own ways of solving production problems, be able to manage himself almost without supervision and rely on himself in solving responsible and complex tasks.
- **(Self-control)** Able to maintain self-control, restrain emotions, restrain anger and avoid aggressive behavior even in very difficult situations
- **(Close vision)** - Capable of seeing and distinguishing details at close range
- Ability to use the muscles of the back, abdomen and lower back for repeated and continuous support of the load by parts of the body for a long time without significant fatigue

<ul style="list-style-type: none"> • Able to coordinate two or more limbs (e.g., two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. • (Static force) - Able to apply maximum muscular force to carry objects, push, pull manual cargo and lifting trolleys • Responsibility for the reliability of the information specified in the reporting documentation.
<ul style="list-style-type: none"> • (Reading) - Able to read and understand written in Russian and English • (Letter) - Able to express thoughts and suggestions clearly and succinctly in writing • (Attention to detail) Able to focus on the details of processes and thoroughness in the performance of work tasks. • (Mathematics) - Able to perform simple calculations related to the accounting and analysis of reserves • (Informatics) - Able to use the simplest means of scanning barcodes and QR codes • (Loading and unloading) - Able to assess the weight and overall characteristics of products / goods, select and effectively use lifting equipment • (Transport safety) - Able to assess the risks of being near moving objects, transport and lifting equipment • (Technological competence) Able to independently choose the means of measurement and determine the weight, volume, linear dimensions of inventory; Translation of the main • (Mathematical Competence) Able to perform the necessary calculations related to inventory accounting and analysis • (Information competence) Able to use the simplest means of scanning barcodes and QR codes • (Information Competence) Able to maintain computerized inventory records using warehouse management software (e.g. WSM) • (Audit and Accounting) - Capable of counting the quantity of products/goods entering the warehouse, the quantity of stocks of products/goods in the warehouse • (Audit and Accounting) - Ability to use the simplest scanners and readers of barcodes and OR codes • (Efficiency) - Able to assess the material damage of an enterprise caused by negligent actions • (Audit and accounting)- Able to assess the condition and tightness of packaging, glass and plastic packaging • (Loading and unloading) - Able to use simple lifting devices (waists, jacks, hand trolleys, rolling trucks rolls and stackers / reach trucks) • (Audit and Accounting)- Capable of analysing information on shelf life of stored products • (Warehouse Management) - Able to effectively use the capabilities of WMS - Warehouse Management System - Warehouse Management System in terms of accounting for products that have arrived at the warehouse, storage periods and accounting for shipped goods
<p>Criteria for assessing competence</p>

- read and interpreted the information contained in the consignment note, written in Russian and / or English
- Recognised damage / damage to packaging / cargo / inventory
- Disposal of damaged or defective goods or their return to suppliers
- calculations related to the accounting and analysis of inventories entering the warehouse
- prepared for verification and the simplest means of scanning barcodes and QR codes were used
- estimated weight and overall characteristics of incoming products / goods
- self-selected means of measurement and determined the weight, volume, linear dimensions of inventory
- correctly carried out translations between metric and imperial units of measures and weights
- carried out the necessary calculations related to the accounting and analysis of incoming goods
- Assessed the risks of being near moving objects, transport and lifting equipment
- picked up and effectively used lifting means and means of moving goods through the warehouse
- results of identification of inventory transferred to the inventory accounting program
- Demonstrated effective maintenance of computerized inventory records using warehouse management software (e.g. WSM)



Competence 2.3 to use equipment for the movement of goods in logistics operations		
Knowledge (computer science)	Skills (computer science)	Independence and responsibility
<ol style="list-style-type: none"> 1. layout of the logistics warehouse, existing obstacles to the movement of goods 2. identification of risks of manual movement, load on the spine, controlled actions during movement, rotation and lateral movement of the spine, postures and positions, work layout and weight of goods, type and position of cargo, frequency, distance and time 3. Identification and safe use of mechanized equipment for processing materials related to the workplace 4. use of work systems, equipment or management to organize work procedures on the site and in the organization 5. assessment of size, shape and special requirements for cargoes 6. Identification of container and goods encodings, IMDG markings and, where applicable, 	<ol style="list-style-type: none"> 1. determine the weight characteristics and select the equipment necessary for lifting and moving the cargo 2. make sure that the equipment used in the movement of goods is properly and correctly configured 3. carry out inspections of equipment prescribed by the manufacturer for lifting and moving the goods; 4. make sure that the goods laid on the pallet are fixed and suitable for lifting and moving 5. make sure that the work area is safe for lifting and moving goods; 6. determine the planned position of the goods at the place of their temporary or permanent storage 7. Make sure that the stowage area for storing the goods is prepared for acceptance of the goods 	<ol style="list-style-type: none"> 1. The work is carried out under some control, usually in a command environment. 2. takes responsibility for drawing up and implementing a plan for the movement of goods inside the logistics warehouse 3. takes responsibility for the safe movement of cargo inside the warehouse 4. takes responsibility for entering reliable information into the electronic warehouse management system

<p>emergency information panels</p> <p>7. Relation and requirements of working and working systems with respect to related systems</p> <p>8. the impact of work on the productivity of the enterprise and individuals</p> <p>9. application of relevant industrial and legal requirements</p> <p>10. identification and proper use of equipment, processes and procedures</p> <p>11. Changing activities according to different conditions and environments in the workplace</p> <p>12. principles for calculating the safe workload and the workload limit</p> <p>13. characteristics, capabilities and limitations of automated equipment</p> <p>14. the use of automated equipment and related risk control measures</p> <p>15. problems that may arise and appropriate actions that may be taken to address these problems</p> <p>16. Appropriate Occupational Health and Safety (OHS) procedures and regulations</p> <p>17. Workplace policies and procedures for the use of automated equipment.</p>	<p>8. Perform operations of lifting and moving goods in a safe way</p>	
<p>Resources for Assessment and Recognition of Competence</p>		
<p>The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.</p>		

Qualification assessment shall comply with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programs for registered Qualification Recognition Centers in force at the time of assessment.

The assessment of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.

In assessing/recognition of qualifications, use should be made of:

- assortment of manual loading and unloading equipment and goods to be moved
- a number of relevant exercises, practical examples and/or other simulations;
- Appropriate and suitable materials, tools, equipment and personal protective equipment currently in use in the industry;
- Applicable documentation, including workplace procedures, regulations, codes of practice and operating manuals.

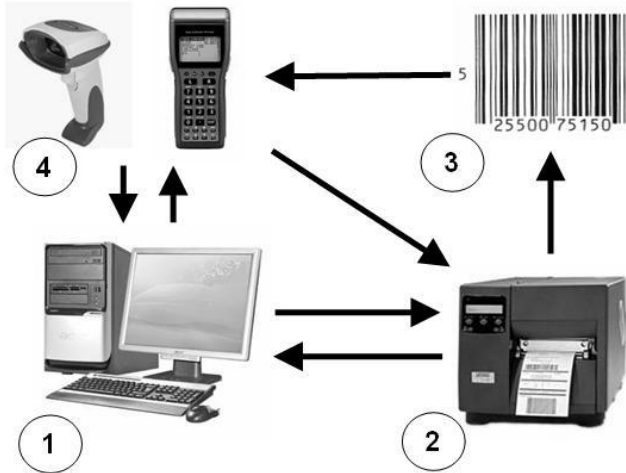
Cross-cutting (transversal) competences

1. **Farsightedness** ability to see details at a distance.
2. **Accuracy of control** the ability to quickly and repeatedly adjust the controls of the machine or vehicle to precise positions.
3. **The ability to** coordinate two or more limbs (e.g., two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing actions when the whole body is in motion.
4. **Speed control** the ability to calculate your movements or the movement of equipment in accordance with changes in the speed and / or direction of a moving object or scene.
5. **The ability to** quickly choose between two or more movements in response to two or more different signals (light, sound, image). It involves the speed at which the right reaction begins with the hand, foot, or other part of the body.
6. **The ability to** know your location relative to the environment or know where other objects are relative to you.
7. **The ability to** react quickly (hand, finger or foot) to a signal (sound, light, image) when it appears.
8. **Sensitivity to problems** the ability to determine when something is wrong or may go wrong. It does not imply a solution to the problem, but only an acknowledgement that there is a problem.
9. **The ability to** judge which of several objects is closer or further away from you, or to judge the distance between you and the object.
10. **Near vision** the ability to see details at close range (within a few feet of the observer).
11. **Night vision** ability to see in low light conditions.
12. **Peripheral vision** the ability to see objects or the movement of objects on the sides when the eyes look forward.
13. **Selective Attention:** The ability to concentrate on a task for a period of time without being distracted.
14. **The degree of flexibility** the ability to bend, stretch, twist or stretch with the body, hands and / or feet.

15. **Hand agility** the ability to move your hand quickly, hand along with your forearm or two hands to grasp, manipulate or assemble items.
16. **Hand and hand stability** the ability to maintain the stability of the hand and hand when moving or holding it in one position.
17. **Static strength** ability to apply maximum muscle strength for lifting, pushing, pulling or carrying objects
18. **(Loading and unloading)** - Able to assess the weight and overall characteristics of products / goods, select and effectively use lifting equipment
19. **(Transport safety)** - Able to assess the risks of being near moving objects, transport and lifting equipment
20. **(Loading and unloading)** - Able to use simple lifting devices (waists, jacks, hand trolleys, rolling trucks rolls and stackers / reach trucks)
21. **(Information competence)** Able to use the simplest means of scanning barcodes and QR codes
22. **(Information Competence)** Able to maintain computerized inventory records using warehouse management software (e.g. WSM)
23. **(Audit and accounting)** - Able to assess the condition and tightness of packaging, glass and plastic packaging
24. **(Efficiency)** - Able to assess the material damage of an enterprise caused by negligent actions.

Criteria for assessing competence

- Appropriate organizational policies and procedures related to the movement of goods within the logistics warehouse
- take into account the characteristics of various goods to be moved inside the logistics warehouse
- Efficiently used various types of equipment used to move and transfer goods
- safe methods of lifting, moving and installing various types of goods are used
- The importance of placing goods in a suitable place for their future use is taken into account
- measurements of the overall dimensions and weight of the transported cargo are correctly carried out
- safe working load (SWL - Safe Working Load) and maximum working load (WLL Working Load Limit) are correctly defined and taken into account when using the appropriate size and type of lifting equipment
- Correctly correlated transportation equipment capabilities with the actual weight and dimensions of the transported cargo
- timely pre-operational inspections of equipment and movement of goods prescribed by the manufacturer were carried out
- correctly estimated and / or calculated requirements for the radius of the trajectory of the transported cargo
- identified and taken into account the problems that may arise when using equipment for lifting and moving goods
- appropriate measures are planned and implemented in a timely manner to solve the problems that have arisen



Competence of 2.4: use equipment for identification and storage of credentials during logistics operations

Knowledge (computer science)	Skills (computer science)	Independence and responsibility
<ol style="list-style-type: none"> 1. Legislation relating to the workplace and the collection, use and storage of information 2. policies, procedures, guidelines and standards for information processing in the organization, including those related to: 3. Confidentiality, privacy and freedom of information 4. Security, Protection and Management of Personally Identifiable Information (PII) and Workplace Information 5. Data collection and management procedures 6. storage procedures, including electronic and manual filing systems, databases and data storage systems 7. Sources of work-related information 	<ol style="list-style-type: none"> 1. use a personal computer / laptop / tablet 2. find and apply operational information from the warehouse database 3. determine the addresses of the rack, shelves, storage cells of the requested goods from the warehouse database 4. determine the period of storage of the requested goods from the warehouse database 5. draw up electronic invoices of arrival and consumption of goods 6. check the operability of the portable scanner (reader) of barcodes and QR codes 7. use a portable barcode reader and QR codes 8. verify the accuracy of the information transmitted to the warehouse database. 	<ol style="list-style-type: none"> 1. independently plans access to the necessary information. 2. Collect information on their own. 3. independently analyzes and interprets information. 4. assumes responsibility for the development and application of responsible decisions relating to the reliability of accounting information. 5. assumes responsibility for the use of maintenance and information security protocols.

<p>8. economic, legal, social issues, security issues related to the use of information.</p>		
<p>Resources for Assessment and Recognition of Competence</p>		
<p>The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.</p> <p>Qualification assessment shall comply with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programs for registered Qualification Recognition Centers in force at the time of assessment.</p> <p>The assessment of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.</p> <p>In assessing/recognition of qualifications, use should be made of:</p> <ul style="list-style-type: none"> • Computerized warehousing software • Barcode Reader or QR Code Reader 		
<p>Cross-cutting (transversal) competences</p>		
<p>(See also: Reading)</p> <ul style="list-style-type: none"> ✓ Interprets, evaluates and criticizes ideas and information from a number of complex texts <p>(The letter)</p> <ul style="list-style-type: none"> ✓ Develops plans using vocabulary, structure, and agreements consistent with the text ✓ Creates documents for internal and external use using vocabulary and structure appropriate to the audience and context ✓ Compiles approval requests using organizational formats <p>(Oral communication)</p> <ul style="list-style-type: none"> • Participates in oral exchange, using understandable language to seek and provide information or request approvals • Uses active listening and questioning techniques to confirm understanding <p>(Number of Skills)</p> <ul style="list-style-type: none"> • Recognizes cost parameters and interprets numerical information accordingly • Calculates changes in timing as a result of changes in plan <p>(Self-governance and self-governance)</p> <ul style="list-style-type: none"> ✓ Defines the responsibilities and boundaries of your role <p>(Team work)</p> <ul style="list-style-type: none"> • Selects and uses appropriate agreements and protocols when communicating with internal and external stakeholders to search for or share information 		

- Uses interpersonal skills to negotiate acceptable outcomes

(Planning and organization)

- Plans and organizes complex activities, monitors implementation and manages appropriate communication
- Solve problems and make decisions based on the analysis of options in accordance with the established criteria and goals

(Technological and personal qualities)

- **(Attention to detail)** Able to focus on the details of processes and thoroughness in the performance of work tasks.
- **(Reliability)** Capable of showing reliability, responsibility and fulfilling obligations.
- **(Stress resistance)** Able to adequately perceive criticism and calmly and effectively cope with situations in conditions of increased stress
- **(Self-control)** Able to maintain self-control, restrain emotions, restrain anger and avoid aggressive behavior even in very difficult situations
- **(Adaptability/Flexibility)** Capable of openness to change (positive or negative) and to a wide variety of situational tasks in the workplace.
- **(Caring for others)** Able to be sensitive to the needs and feelings of others, as well as understanding and willingness to help perform complex production tasks. Solve problems and make decisions based on the analysis of options in accordance with established criteria and goals.

Criteria for assessing competence

- determines the nature, scope and purpose of the information in the context of the requirements of the business and the client.
- Identify internal and external sources of information.
- organizes access to the necessary information in accordance with organizational policies and procedures.
- Gain access to information from certain sources and collect it.
- organizes, records and communicates the collected information in accordance with organizational policies and procedures.
- evaluates the information and its sources to ensure that it meets the requirements of the business and the client.
- Analyze information to identify key issues.
- uses appropriate methods, including mathematical calculations, for more detailed analysis in order to make informed decisions.
- uses information to develop workable solutions for business and customer requirements.
- informs or implements the proposed solutions.
- prepare reports and provide information in accordance with organizational policies and procedures
- Maintains information and records to ensure the integrity of the data and system in accordance with organizational policies and procedures.
- coordinates routine data and records.
- identifies and acts on improvements in the system related to the search for information.



3. The unit of professional profile (the main labor process): Organization and technology of warehousing

Competence of 3.1: place goods in the warehouse to ensure subsequent distribution		
Knowledge (computer science)	Skills (computer science)	Independence and responsibility
<ol style="list-style-type: none"> 1. Warehouse Continuity Planning 2. contractual and preferred agreements with suppliers 3. Management of stockpiles and wastes, including hazardous substances 4. Stockpile Control and Receipt Policies and Procedures 5. principles of stockpile control, including: <ul style="list-style-type: none"> ✓ approaches to the calculation of stock levels and replenishment requirements ✓ Factors That May Affect Procurement Specifications ✓ Forecasting Methods for Calculating 	<ol style="list-style-type: none"> 1. assess the nature of the arrived goods, its weight, volume and dimensions 2. determine free sites for temporary placement and processing of the accepted goods, taking into account the compatibility of storage conditions and environmental factors; 3. check the absence of obstacles to the delivery of the received goods to the place of temporary storage 4. check the purity and readiness of the temporary storage site for the acceptance of a batch of goods 5. determine the necessary space for processing the received goods at the place of temporary placement 	<ol style="list-style-type: none"> 1. With a certain degree of independence, agreements on the supply of goods to the warehouse are checked 2. independently or as part of a team, monitoring and maintenance of stocks is carried out 3. independently or as part of a team, stocks are processed, accepted and stored 4. independently determine losses and discrepancies in the warehouse 5. As part of the team, stock audits and reporting are carried out. 6. assumes responsibility for the accuracy of the information entered in the accounting system and the movement of warehouse stocks.

<p>Inventory Consumption</p> <ol style="list-style-type: none"> 6. methods and tools for calculating cost-effective inventories, including: <ul style="list-style-type: none"> ✓ Inventory management techniques including FIFO (first come, first left) and LIFO (last come, first left) ✓ standard measures and formulas for checking returns ✓ Inventory management systems, including card system, advance payment system, integrated point-of-sale system and ledger system 7. Product life and storage requirements for certain stocks 8. Real-time information using inventory data technologies 9. Loss, Loss, Surplus and Inconsistency Reporting Requirements 10. safe manual processing methods 11. Safe placement of stocks and optimization of service level 12. security measures for stockpiles, including storage and tracing 13. Inventory Management Audits 14. stock ordering and delivery processes 15. quality control of stocks 16. stock reorder cycles for standard business periods, 	<ol style="list-style-type: none"> 6. deliver the goods to the temporary storage site 7. check the integrity of the packaging and compliance with the conditions of transportation of goods 8. label the goods at the place of their temporary storage 9. Enter information in the database on the placement of the received goods on the temporary storage site 	
--	--	--

peak seasons and special events 17. Managing relationships with suppliers and customers 18. supply sources for different types of products 19. • types of computerized inventory management systems, their functions and features.		
---	--	--

Resources for Assessment and Recognition of Competence

The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.

Qualification assessment shall comply with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programs for registered Qualification Recognition Centers in force at the time of assessment.

The assessment of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.

When assessing/recognizing qualifications, access to the following resources should be ensured:

- exercises, case studies or other simulations
- materials, tools and equipment used in industry, including:
- access to vendors with whom the trainee may interact, commercial procurement specifications, inventory control procedures and reports, and costs and contractual documentation used to procure inventory
- software systems and applications for stock control
- documentation, including organizational policies and procedures, industry standards, regulations, codes of practice, operating manuals and equipment specifications.

Cross-cutting (transversal) competences

- (See also: Reading)**
- ✓ Interprets, evaluates and criticizes ideas and information from a number of complex texts
(The letter)
 - ✓ Develops plans using vocabulary, structure, and agreements consistent with the text
 - ✓ Creates documents for internal and external use using vocabulary and structure appropriate to the audience and context
 - ✓ Compiles approval requests using organizational formats
- (Oral communication)**

- Participates in oral exchange, using understandable language to seek and provide information or request approvals
- Uses active listening and questioning techniques to confirm understanding

(Number of Skills)

- Recognizes cost parameters and interprets numerical information accordingly
- Calculates changes in timing as a result of changes in plan

(Self-governance and self-governance)

- ✓ Defines the responsibilities and boundaries of your role

(Team work)

- Selects and uses appropriate agreements and protocols when communicating with internal and external stakeholders to search for or share information
- Uses interpersonal skills to negotiate acceptable outcomes

(Technological and personal qualities)

- **(Attention to detail)** Able to focus on the details of processes and thoroughness in the performance of work tasks.
- **(Handsmanship)** - Able to move your arm, arm, and forearm or two hands quickly to grasp, manipulate, or assemble objects
- **(Reliability)** Capable of showing reliability, responsibility and fulfilling obligations.
- **(Adaptability/Flexibility)** Capable of openness to change (positive or negative) and to a wide variety of situational tasks in the workplace.
- **(Caring for others)** Able to be sensitive to the needs and feelings of others, as well as understanding and willingness to help perform complex production tasks. Solve problems and make decisions based on the analysis of options in accordance with established criteria and goals.

Criteria for assessing competence

- Approved business data, forecasting methods and measures are used to calculate stock levels for standard business periods, peak seasons and special events
- As part of the team, optimal supply arrangements using approved procurement specifications are located and discussed
- Independently set the volume of stocks and cost-effective terms of purchase
- Stock control systems and equipment are used to administer and monitor order processes and procedures, including real-time linkage information from stock processing and data collection technologies
- Stock levels and repeat order cycles are monitored and maintained using approved forecasting methods and tools
- Assessing inventories against specifications, including adjustments to supply sources, as required
- Optimal allocation of reserve stock and optimization of service level are monitored in accordance with the continuity plan and inventory control and receipt procedures
- Stock levels are recorded and reported in accordance with stock control and receipt procedures

- Inventory orders are processed and documented, including verification and registration of acceptance, in accordance with sales and supply contracts
- Inventories are distributed, transported and stored in an approved storage area using safe manual handling methods
- Stocks are checked for quality, shelf life and damage
- Stocks are marked and any surplus reported in accordance with stock control and acceptance
- Control system and procedures implemented for high loss or loss stocks
- Rotation of stocks for maximum utilization and minimum losses as required
- Excess or damaged stockpiles, including hazardous substances, are disposed of safely in accordance with stockpile control and acceptance procedures.
- Losses and discrepancies in the warehouse are recorded in accordance with inventory control and acceptance procedures, and security measures are checked
- Audit of stocks is carried out and reports are compiled within the established deadlines
- Audit results and discrepancies in inventories and receipts are reported to approved staff



Competence of 3.2: to move or process goods mechanically using automated equipment		
Knowledge (computer science)	Skills (computer science)	Independence and responsibility
<ol style="list-style-type: none"> 1. characteristics, capabilities and limitations of automated equipment 2. hazards in the use of automated equipment and appropriate risk control measures 3. problems that may arise and appropriate actions that can be taken to address these problems 4. Appropriate Occupational Health and Safety (OHS)/Occupational Health and Safety (OHS) procedures and regulations 5. Workplace policies and procedures for the use of automated equipment. 	<ol style="list-style-type: none"> 1. apply precautions and necessary actions to minimize, control or eliminate identified hazards 2. Apply procedures in the workplace when using automated equipment 3. follow relevant instructions, procedures in the workplace and signs 4. monitor the performance of automated equipment and take action in accordance with workplace procedures 5. report malfunctions of automated equipment in accordance with workplace procedures 	<ol style="list-style-type: none"> 1. independently determines the task and selects automated equipment. 2. as part of the working group moves materials using automated equipment 3. assumes responsibility for the complete movement of materials and maintenance of warehouse records

	6. Carry out operational inspections of automated equipment 7. use personal protective equipment (PPE) in accordance with workplace procedures.	
--	--	--

Resources for Assessment and Recognition of Competence

The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.

Qualification assessment shall comply with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programs for registered Qualification Recognition Centers in force at the time of assessment.

The assessment of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.

When assessing/recognizing qualifications, access to the following resources should be ensured:

- means of automated movement of goods and material values used in a logistics warehouse
- relevant materials, tools, automated equipment and PPE
- Applicable documentation, including workplace procedures, rules, codes of practice and operating manuals.

Cross-cutting (transversal) competences

(Technological and Personal Qualities)

- **(Attention to detail)** Able to focus on the details of processes and thoroughness in the performance of work tasks.
- **(Handsmanship)** - Able to move your arm, arm, and forearm or two hands quickly to grasp, manipulate, or assemble objects
- **(Reliability)** Capable of showing reliability, responsibility and fulfilling obligations.
- **(Stress resistance)** Able to adequately perceive criticism and calmly and effectively cope with situations in conditions of increased stress
- **(Self-control)** Able to maintain self-control, restrain emotions, restrain anger and avoid aggressive behavior even in very difficult situations
- **(Adaptability/Flexibility)** Capable of openness to change (positive or negative) and to a wide variety of situational tasks in the workplace.
- ✓ **(Caring for others)** Able to be sensitive to the needs and feelings of others, as well as understanding and willingness to help perform complex production tasks. Solve problems and make decisions based on the analysis of options in accordance with established criteria and goals.

(Team work)

- Selects and uses appropriate agreements and protocols when communicating with internal and external stakeholders to search for or share information
- Uses interpersonal skills to negotiate acceptable outcomes

(Planning and organization)

- Plans and organizes complex activities, monitors implementation and manages appropriate communication
- Solve problems and make decisions based on the analysis of options in accordance with the established criteria and goals

Criteria for assessing competence

- automated equipment is selected according to workplace procedures, manufacturer specifications and load characteristics
- Preliminary inspections are completed and the safe workload is determined according to workplace procedures and manufacturer specifications
- malfunctions of automated equipment are detected and appropriate actions are taken in accordance with workplace procedures
- dangerous goods (DG) and hazardous materials are detected and handled in accordance with workplace procedures
- the planned route is defined, and the work area is considered safe
- hazards identified, risks assessed and control measures implemented
- materials are moved using automated equipment in accordance with the manufacturer's specifications and workplace procedures
- materials are controlled in accordance with workplace procedures
- materials are inspected according to workplace procedures
- records are updated according to workplace procedures



Competence of 3.3: use specialized equipment for the movement of goods and cargo		
Knowledge (computer science)	Skills (computer science)	Independence and responsibility
<ol style="list-style-type: none"> Designation and content of relevant documentation on the properties of the transferred grade of material, its type and purpose, toxicity potential, reactivity, including information from the relevant Material Safety Data Sheets (MSDS) and the current Declaration on the Transport of Dangerous Goods (UNADR), International Maritime Dangerous Goods Code (IMDG) Documentation, record requirements and standards for warehousing, including: <ul style="list-style-type: none"> ✓ Appropriate requirements for permits and licenses 	<ol style="list-style-type: none"> Applying precautions and necessary actions to minimize, control or eliminate identified hazards Appropriate procedures in the workplace inspection and replenishment of operational fluids, and performance of lubrication processes during operation Effective communication with others Filling in the relevant documentation Implementation of contingency plans change of actions depending on operational contingencies, risk situations and environments monitoring and prioritizing work 	<ol style="list-style-type: none"> Independently prepares work for current working conditions Accepts responsibility for the proper operation of specialized loading equipment Independently determines the location of the cargo and its characteristics Accepts responsibility for the movement of materials and cargo Independently or as part of a working group, controls and operates controls

<p> ✓ planning and obstacles at the facility 3. Operational safety requirements and precautions for appropriate specialized equipment for the movement of goods 4. operating working systems, equipment, control and operation systems at the facility for the operation of specialized equipment for the movement of goods 5. problems that may arise and appropriate actions that may be taken to address those problems 6. Purpose, characteristics, capabilities, requirements and limitations of specialized equipment for the movement of goods 7. relevant rules for the operation of specialized equipment for the movement of goods, including the current ADG Code and the relevant approved storage facilities, quarantine or other legal requirements 8. Relevant WHS/OHS and environmental procedures and guidelines 9. procedures and policies in the workplace for the operation of specialized equipment for the movement of goods. </p>	<p> activities in terms of the planned schedule 9. monitoring the performance of specialized equipment for the movement of goods and taking appropriate measures as necessary 10. operation and adaptation to equipment differences in accordance with operating procedures 11. operation of electronic communication equipment in accordance with the required protocol 12. planning your own work, predicting consequences and determining improvements 13. reading, interpreting and executing relevant instructions, procedures, information and signs 14. Selection and use of appropriate equipment and supplies 15. Selection and use of appropriate personal protective equipment (PPE) that meets industry and occupational health and safety (WHS)/occupational health and safety (OHS) standards. </p>	
<p>Resources for Assessment and Recognition of Competence</p>		

The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.

Qualification assessment shall comply with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programs for registered Qualification Recognition Centers in force at the time of assessment.

The assessment of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.

When assessing/recognizing qualifications, access to the following resources should be ensured:

- relevant materials, tools, equipment and PPE
- Applicable documentation, including workplace procedures, rules, codes of practice and operating manuals.

Cross-cutting (transversal) competences

(Technological and personal qualities)

- **(Attention to detail)** Able to focus on the details of processes and thoroughness in the performance of work tasks.
- **(Handsmanship)** - Able to move your arm, arm, and forearm or two hands quickly to grasp, manipulate, or assemble objects
- **(Reliability)** Capable of showing reliability, responsibility and fulfilling obligations.
- **(Stress resistance)** Able to adequately perceive criticism and calmly and effectively cope with situations in conditions of increased stress
- **(Self-control)** Able to maintain self-control, restrain emotions, restrain anger and avoid aggressive behavior even in very difficult situations
- **(Adaptability/Flexibility)** Capable of openness to change (positive or negative) and to a wide variety of situational tasks in the workplace.
- **(Caring for others)** Able to be sensitive to the needs and feelings of others, as well as understanding and willingness to help perform complex production tasks. Solve problems and make decisions based on the analysis of options in accordance with established criteria and goals. \
- ✓ **(Self-governance and self-governance)** Defines the responsibilities and boundaries of your role

(Team work)

- Selects and uses appropriate agreements and protocols when communicating with internal and external stakeholders to search for or share information
- Uses interpersonal skills to negotiate acceptable outcomes

(Planning and organization)

- Plans and organizes complex activities, monitors implementation and manages appropriate communication

Solve problems and make decisions based on the analysis of options in accordance with the established criteria and goals

Criteria for assessing competence

- hazards identified, risks assessed and control measures implemented
- traffic flow and working area conditions are evaluated and adjusted to ensure safe operation
- load characteristics are taken into account to ensure the use of appropriate attachments/mechanisms to move the load in accordance with the lifting plan
- Working load limit (WLL) is calculated
- Events in the work area that may affect the safety and effectiveness of operations are reported to the relevant personnel in accordance with workplace procedures.
- the equipment is checked and adjusted according to the manufacturer's specifications, the appropriate attachments are prepared and installed.
- Before inserting the ignition key and starting the engine, the gearshift and control levers are checked to ensure that they are in a neutral position.
- the engine starts in accordance with the manufacturer's recommendations to accelerate it to the desired speed.
- control of devices and sensors is carried out to ensure that the work complies with the manufacturer's specifications and procedures in the workplace.
- engine power is adjusted to ensure the efficiency of equipment movement and the cost-effectiveness of equipment operation.
- the operation of the equipment is carried out in accordance with the manufacturer's specified torque range.
- Defects or damage to equipment shall be reported immediately to the relevant personnel in accordance with workplace procedures.
- cargo is localized and identified according to workplace procedures
- Loading and unloading plans are complied with to ensure the efficiency and safety of operations
- the characteristics of the goods are taken into account to ensure compliance with the relevant loading and unloading procedures at the workplace
- dangerous goods are identified and appropriate procedures are taken into account when planning and carrying out work
- Loading characteristics, weight and dimensions are checked to ensure that the loading capacity is not exceeded
- equipment maneuvers and is positioned with smooth and controlled movements
- movements are performed within the capabilities of the equipment and in accordance with the manufacturer's specifications
- materials are moved, ensuring no injuries to personnel or damage to equipment or goods
- equipment management is operated and controlled in accordance with the manufacturer's instructions for operation
- management systems are interpreted and processed in accordance with manufacturer's recommendations and workplace procedures
- Control malfunctions are detected and reported in accordance with workplace procedures

- equipment is brought to a controlled stop in accordance with the manufacturer's recommendations
- equipment is disconnected without injury to personnel or damage to equipment, cargo or facilities in accordance with company procedures
- the equipment is fixed on a flat, level surface, away from doorways, passageways, access roads or blind corners in accordance with the procedures for securing the relevant equipment
- problems, malfunctions or malfunctions are reported and/or addressed in accordance with workplace regulations and procedures



Competence of 3.4: move goods using electric hoists or crane beams		
Knowledge (computer science)	Skills (computer science)	Independence and responsibility
<ol style="list-style-type: none"> 1. republican and international codes and regulations concerning the use of cranes for the movement of goods, including UN ADR and the IMDG Code 2. operating operating systems, equipment, control systems and on-site operation for the use of boom cranes for the movement of goods 3. problems that may arise and appropriate actions that may be taken to address those problems 4. appropriate approved storage facilities, quarantine or other legal requirements 5. Relevant safety codes and emergency procedures 6. Crane Load Limit (WLL) Requirements 7. types of boom cranes used for the movement of goods at terminals / berths, their application, procedures and 	<ol style="list-style-type: none"> 1. Applying precautions and necessary actions to minimize, control or eliminate identified hazards 2. Applying relevant legislation and procedures in the workplace 3. Effective communication with others 4. Filling in the relevant documentation 5. assessment of size, shape and special requirements for cargoes 6. Identification of cargo, container and goods, coding, Declaration on the Transport of Dangerous Goods (UN ADR) and International Maritime Dangerous Goods Code (IMDG) marking and, where applicable, emergency dashboards 7. Identification, selection and use of appropriate equipment, processes and procedures 8. Implementation of contingency plans 	<ol style="list-style-type: none"> 1. independently or as part of a working group, prepare a crane for work in current working conditions 2. Efficient use of crane controls and control systems 3. independently or with the help of the head of work to determine the location of the cargo and its characteristics 4. safely move cargo on the teams of the head of work 5. take responsibility for the controlled control of the crane 6. take responsibility for turning off and protecting lifting equipment and equipment.

<p>precautions when using them</p> <p>8. procedures and policies in the workplace for the use of cranes for the movement of goods.</p>	<p>9. Interpretation and compliance with work instructions and prioritization of work</p> <p>10. monitoring the performance of the crane and its equipment and taking appropriate measures as necessary</p> <p>11. monitoring of work activities in terms of the planned schedule</p> <p>12. operation and adaptation to equipment differences in accordance with operating procedures</p> <p>13. reading, interpreting and observing relevant instructions, procedures, information and signs</p> <p>14. receiving, confirming and sending messages using the appropriate communication equipment</p> <p>15. prompt communication and/or elimination of identified problems, malfunctions or failures in accordance with regulatory requirements and procedures at the workplace</p> <p>16. maintenance of equipment in terms of maintenance schedule and working procedures</p> <p>17. use of personal protective equipment (PPE) in accordance with workplace procedures</p> <p>18. Collaboration with others</p> <p>19. ensuring systematic work with the required attention to detail without harming oneself or others or</p>	
--	---	--

	damaging goods or equipment.	
Resources for Assessment and Recognition of Competence		
<p>The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.</p> <p>Qualification assessment shall comply with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programs for registered Qualification Recognition Centers in force at the time of assessment.</p> <p>The assessment of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.</p> <p>In assessing/recognition of qualifications, use should be made of:</p> <ul style="list-style-type: none"> • relevant materials, tools, equipment and PPE • Applicable documentation, including workplace procedures, rules, codes of practice and operating manuals. 		
Cross-cutting (transversal) competences		
<p>(Technological skills)</p> <ul style="list-style-type: none"> • (Attention to detail) Able to focus on the details of processes and thoroughness in the performance of work tasks. • (Handsmanship) - Able to move your arm, arm, and forearm or two hands quickly to grasp, manipulate, or assemble objects • (Reliability) Capable of showing reliability, responsibility and fulfilling obligations. • (Stress resistance) Able to adequately perceive criticism and calmly and effectively cope with situations in conditions of increased stress • (Self-control) Able to maintain self-control, restrain emotions, restrain anger and avoid aggressive behavior even in very difficult situations • (Adaptability/Flexibility) Capable of openness to change (positive or negative) and to a wide variety of situational tasks in the workplace. • (Caring for others) Able to be sensitive to the needs and feelings of others, as well as understanding and willingness to help perform complex production tasks. Solve problems and make decisions based on the analysis of options in accordance with established criteria and goals. • (Numerical Skills) Recognizes cargo parameters and determines their weight, Calculates the location of the center of gravity (center of mass) of the cargo <p>(Self-governance and self-governance)</p> <ul style="list-style-type: none"> ✓ Defines the responsibilities and boundaries of your role <p>(Team work)</p> <ul style="list-style-type: none"> • Selects and uses appropriate agreements and protocols when communicating with internal and external stakeholders to search for or share information 		

<ul style="list-style-type: none"> • Uses interpersonal skills to negotiate acceptable outcomes
<p>Criteria for assessing competence</p>
<ul style="list-style-type: none"> • traffic flow and working area conditions are constantly evaluated and adjusted to ensure safe operation • the characteristics of the cargo are taken into account to ensure the use of appropriate devices / mechanisms for moving the cargo in accordance with the lifting plan. • Events in the work area that may affect the safety and effectiveness of operations shall be reported to the relevant personnel in accordance with workplace procedures. • Preliminary inspections are carried out in accordance with the manufacturer's specifications and workplace procedures • the crane is started and operated according to the manufacturer's specifications • appliances and sensors are monitored to ensure work in accordance with the manufacturer's specifications and workplace procedures • engine power is adjustable for crane movement efficiency and crane operation economy • the operation of the crane is carried out in the torque range specified by the manufacturer • Crane malfunctions or damages are immediately reported to the relevant personnel in accordance with workplace procedures • cargo is identified and identified in accordance with workplace procedures • Determine the maximum operating load (WLL) of the crane and report it to the relevant personnel • Loading characteristics, weight and dimensions are checked to ensure that the loading capacity is not exceeded • loading and unloading plans are followed to ensure the efficiency and safety of operations • the characteristics of the cargo are taken into account to ensure compliance with the relevant loading and unloading procedures • dangerous goods are identified and appropriate workplace procedures are taken into account when planning and carrying out work • the crane is controlled by smooth and controlled movements • equipment is controlled and positioned by smooth and controlled movements • the movement of goods is made in the technical capabilities of the crane and meet the specifications of the manufacturer • the cargo is moved, ensuring the absence of personnel injuries or damage to the crane or cargo • Continuous communication is maintained with personnel assisting the operator in cargo movement operations, using appropriate communication technologies and procedures • in the event of an incident or emergency, the crane stops immediately and emergency procedures are followed in the workplace • Safety incidents and emergencies are reported in accordance with workplace procedures and regulatory requirements • crane control is controlled and operated in accordance with the manufacturer's operating instructions • management systems are validated and operate in accordance with regulatory requirements, manufacturer's recommendations and workplace procedures • Control malfunctions are detected and reported in accordance with workplace procedures

- the crane is disconnected in accordance with the manufacturer's specifications and workplace procedures
- the crane is fixed after work in accordance with the manufacturer's instructions and procedures at the workplace



Competence of 3.5: ensure safe conditions for loading and unloading of explosives/dangerous goods		
Knowledge (computer science)	Skills (computer science)	Independence and responsibility
<ol style="list-style-type: none"> 1. characteristics of different classes of explosives and dangerous goods relevant to handling and transport 2. compatibility of different types of explosives and dangerous goods 3. Household Standards and Procedures 4. Methods of marking or placarding a vehicle carrying explosives and dangerous goods 5. methods of fastening the load on the vehicle 6. relevant Australian explosives and dangerous goods codes and national and/or territorial regulations for the identification, handling and marking of explosives and/or dangerous goods 7. relevant state and/or territorial regulations on mass and loading 8. risks and dangers during loading, unloading and handling of explosives and/or dangerous goods, 	<ol style="list-style-type: none"> 1. apply precautions and necessary actions to minimize, control or eliminate identified hazards 2. Fill in the relevant documentation 3. assess the size, shape and special requirements for the goods 4. define and interpret container and goods encodings, markings and emergency dashboards for the selected mode of transport and/or storage 5. Define the characteristics of the cargo, loading equipment and related practices 6. identify information on additional risks on the cargo labels in accordance with the identified classification of explosives / dangerous goods 7. define the necessary markings and/or plates for the vehicle in accordance 	<ol style="list-style-type: none"> 1. take responsibility for preparing for the loading and unloading of the vehicle 2. as part of the working group to load/unload the vehicle 3. take responsibility for the safety and protection of the vehicle's cargo 4. independently check the vehicle for suitability for transportation of explosives / dangerous goods

<p>as well as appropriate precautions for risk control</p> <p>WHS/OHS procedures and guidelines for the lifting and movement of goods.</p>	<p>with the Declaration on the Transport of Dangerous Goods (UN ADR), the International Maritime Dangerous Goods Code (IMDG)</p> <ol style="list-style-type: none"> 8. safe loading and unloading of explosives and/or dangerous goods in accordance with prescribed workplace procedures and the applicable requirements of the Declaration on the Transport of Dangerous Goods (UNADR), the International Maritime Dangerous Goods Code (IMDG) 9. read, interpret and follow the relevant instructions, procedures of established practice, information and signs 10. Separate, distribute and secure cargo for safe transport in accordance with the Declaration on the Transport of Dangerous Goods (UNADR), the International Maritime Dangerous Goods Code (IMDG) 11. choose and use appropriate personal protective equipment (PPE) that meets industry and occupational health and safety (WHS)/occupational health and safety (OHS) standards 12. ensure systematic work with the required attention to detail without harming 	
--	--	--

	<p>oneself or others or damaging goods or equipment.</p>	
<p>Resources for Assessment and Recognition of Competence</p>		
<p>The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.</p> <p>The assessment or recognition of qualifications shall be in accordance with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programmes for registered Qualification Recognition Centres in force at the time of assessment.</p> <p>Assessment or recognition of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.</p> <p>In assessing/recognition of qualifications, use should be made of:</p> <ul style="list-style-type: none"> • a number of relevant exercises, case studies and/or simulations • Relevant and suitable materials, tools, equipment and PPE currently in use in the industry • Applicable documentation, including legislation, regulations, the Declaration on the Transport of Dangerous Goods (UNADR), the International Maritime Dangerous Goods Code (IMDG) codes of practice, workplace procedures and operating manuals. 		
<p>Cross-cutting (transversal) competences</p>		
<p>(Technological skills)</p> <ul style="list-style-type: none"> • (Attention to detail) Able to focus on the details of processes and thoroughness in the performance of work tasks. • (Handsmanship) - Able to move your arm, arm, and forearm or two hands quickly to grasp, manipulate, or assemble objects • (Reliability) Capable of showing reliability, responsibility and fulfilling obligations. • (Self-control) Able to maintain self-control, restrain emotions, restrain anger and avoid aggressive behavior even in very difficult situations • (Adaptability/Flexibility) Capable of openness to change (positive or negative) and to a wide variety of situational tasks in the workplace. • (Caring for others) Able to be sensitive to the needs and feelings of others, as well as understanding and willingness to help perform complex production tasks. Solve problems and make decisions based on the analysis of options in accordance with established criteria and goals. • (Reading) ✓ Interprets, evaluates and applies information on possible joint transport of dangerous goods <p>Writing</p>		

<ul style="list-style-type: none"> ✓ Develops plans using vocabulary, structure, and agreements consistent with the text ✓ Creates documents for internal and external use using vocabulary and structure appropriate to the audience and context ✓ Compiles approval requests using organizational formats <p>(Oral communication)</p> <ul style="list-style-type: none"> • Participates in oral exchange, using understandable language to seek and provide information or request approvals • Uses active listening and questioning techniques to confirm understanding <p>(Number of Skills)</p> <ul style="list-style-type: none"> • Recognizes cost parameters and interprets numerical information accordingly • Calculates changes in timing as a result of changes in plan <p>(Self-governance and self-governance)</p> <ul style="list-style-type: none"> ✓ Defines the responsibilities and boundaries of your role <p>(Team work)</p> <ul style="list-style-type: none"> • Selects and uses appropriate agreements and protocols when communicating with internal and external stakeholders to search for or share information • Uses interpersonal skills to negotiate acceptable outcomes.
<p>Criteria for assessing competence</p> <ul style="list-style-type: none"> • Explosives and/or dangerous goods shall be identified and their characteristics taken into account in accordance with appropriate emergency procedures in determining appropriate handling, loading and storage procedures. • workplace hazards are identified and necessary actions are taken to minimize, control or eliminate identified hazards • compatibility of explosives and/or dangerous goods is taken into account when assembling and separating cargo for loading • Verification of the vehicle for the transport of explosives/dangerous goods in accordance with the Declaration on the Transport of Dangerous Goods (UN ADR), the International Maritime Dangerous Goods Code (IMDG) • The vehicle and/or loading equipment shall be inspected to ensure that it is suitable for handling and/or transporting the goods. • the vehicle is loaded/unloaded in accordance with the working procedures and the Declaration on the Transport of Dangerous Goods (UN ADR), the International Maritime Dangerous Goods Code (IMDG), as required • the goods are divided according to class and additional risk, and the distribution of the goods is checked according to working procedures, relevant mass and loading rules, as well as the Declaration on the Transport of Dangerous Goods (UNADR), the International Maritime Dangerous Goods Code (IMDG) • Personal protective equipment (PPE) is used during loading and unloading operations as necessary, depending on the type of explosives and/or dangerous goods

- emergency procedures shall be observed in the event of an incident or accident during loading or unloading of explosives and/or dangerous goods
- the cargo of the vehicle is secured using the correct equipment for cargo retention and protection for various cargoes, vehicles and appropriate conditions of carriage
- cargo is protected in accordance with the requirements of legislation and safety at the workplace
- the distribution of the load is checked to ensure that it is uniform, lawful and within the safe operating power of the vehicle
- the vehicle is clearly marked and/or marked with signs indicating the carriage of explosives and/or dangerous goods in accordance with government regulations and workplace procedures
- The loaded vehicle shall be inspected and inspected to ensure that the weight and dimensions of the load correspond to the vehicle's safe carrying capacity and equipment capabilities.
- The loaded vehicle is checked to make sure it can be parked and secured safely.
- the declaration on the transport of dangerous goods and the required transport documentation for the goods are completed in accordance with workplace procedures and regulatory requirements.

4. The unit of professional profile (the main labor process): preparation of goods for shipment



Competence of 4.1: identify the goods and their storage time in accordance with the specifications		
Knowledge (computer science)	Skills (computer science)	Independence and responsibility
1. categories or groups of products, including: <ul style="list-style-type: none"> ✓ the Key Characteristics ✓ The potential danger ✓ special handling, stowage and storage requirements 2. Codes of Practice and Rules Relating to Workplace Activities 3. Documentation requirements, including reports and records relating to damaged or contaminated goods 4. Sources of goods, destinations and potential problems	1. access, read and interpret relevant information about products, policies and regulatory requirements 2. Apply relevant occupational health and safety (OHS)/occupational health and safety (OHS) requirements, legislation and procedures in the workplace 3. Communicate and work with relevant individuals 4. change the type of activity depending on operational contingencies, risk situations and environments	1. independently provides access to information on relevant rules and codes of practice 2. independently interpret the relevant rules and codes of practice 3. assumes responsibility for implementing and monitoring compliance with rules and codes of practice 4. takes responsibility for the quality of filling in the necessary documentation.

<p>5. Household Standards and Procedures</p> <p>6. operating operating operating systems, equipment, control systems and on-site operation</p> <p>7. re-order procedures and "just-in-time" planning principles</p> <p>8. Requirements for workplace documentation, inventory systems and records</p> <p>9. Location Planning and Obstacles</p> <p>10. Sources of information about products, including: ✓ Policies and Procedures ✓ knowledge of the product</p> <p>11. Types of equipment and storage facilities suitable for various types of goods, including: ✓ Dangerous goods (disambiguation) ✓ Fragile (computer science) ✓ Dangerous (computer science) ✓ Perishable (computer science) and sensitive objects.</p>	<p>5. adapt to differences in goods and services in accordance with operational procedures</p> <p>6. promptly report and correct identified problems, malfunctions or failures in accordance with regulatory requirements and procedures in the workplace</p> <p>7. Select and use appropriate systems</p> <p>8. use inventory information to determine, plan and organize the processes used to receive, store, move goods, ship, stock levels and reorders</p> <p>9. ensure systematic work with the required attention to detail without harming oneself or others or damaging goods or equipment.</p>	
---	---	--

Resources for Assessment and Recognition of Competence

The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.

Qualification assessment shall comply with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programs for registered Qualification Recognition Centers in force at the time of assessment.

The assessment of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.

When assessing/recognizing qualifications, access to the following resources should be ensured:

Cross-cutting (transversal) competences

(Reading)

- ✓ Interprets, evaluates and criticizes ideas and information from a number of complex texts

(Writing)

- ✓ Develops plans using vocabulary, structure, and agreements consistent with the text
- ✓ Creates documents for internal and external use using vocabulary and structure appropriate to the audience and context
- ✓ Compiles approval requests using organizational formats

(Oral communication)

- Participates in oral exchange, using understandable language to seek and provide information or request approvals
- Uses active listening and questioning techniques to confirm understanding

(Numerical of Skills)

- Recognizes cost parameters and interprets numerical information accordingly
- Calculates changes in timing as a result of changes in plan

(Self-governance and self-governance)

- ✓ Defines the responsibilities and boundaries of your role

(Team work)

- Selects and uses appropriate agreements and protocols when communicating with internal and external stakeholders to search for or share information
- Uses interpersonal skills to negotiate acceptable outcomes

(Planning and organization)

- Plans and organizes complex activities, monitors implementation and manages appropriate communication
- Solve problems and make decisions based on the analysis of options in accordance with the established criteria and goals

Criteria for assessing competence

- The national and international rules and codes of practice relating to stevedoring operations in the workplace shall be determined in accordance with the procedures in the workplace and in agreement with the relevant personnel.
- Information on certain regulatory and/or code requirements relating to workplace functions and limitations of liability is available in accordance with workplace procedures.

- information on certain regulatory and/or code requirements relating to workplace functions and limitations of liability is examined and interpreted in terms of its impact and implications for workplace activities
- Compliance requirements are clarified, and obligations under the rules falling within the scope of responsibility and responsibility to ensure the care of various employees/team members are confirmed in accordance with workplace procedures
- Employees/team members/team leaders/supervisors are informed of certain regulatory/code requirements of established practice as far as they relate to roles and responsibilities in the workplace
- Regulatory requirements related to workplace activities are implemented in accordance with relevant workplace rules/codes and procedures
- Appropriate information, training and/or instruction is provided to ensure that staff are aware of compliance requirements
- procedures for monitoring compliance with operations in terms of regulatory requirements, as well as workplace policies and procedures are followed
- problems that may lead to non-compliance are promptly and fully identified
- Remedial measures are taken in a timely manner to ensure continuity of compliance in the workplace
- Non-compliance with workplace regulations and policies is identified and action taken in accordance with workplace policies and procedures
- Compliance advice/reports are provided to relevant staff and authorities in accordance with workplace procedures and relevant regulatory requirements.
- Documentation, records, reports and other information required under regulatory requirements are completed, verified and processed in accordance with workplace rules and procedures.
- Documentation is kept safe in accordance with workplace procedures and policies.
- Information systems procedures in the workplace are followed.



Competence of 4.2: select goods to fulfill the customer's order		
Knowledge (computer science)	Skills (computer science)	Independence and responsibility
<ol style="list-style-type: none"> 1. Documentation and registration requirements for order collection and processing 2. equipment used during collection and processing operations, as well as precautions and procedures to be followed when using it 3. Household Standards and Procedures 4. Operating operating systems, equipment, on-site management and operation systems for order collection and processing 5. potential problems and possible solutions in the collection and processing of the order 6. relevant legislation, regulations, codes of practice and industry guidelines for the collection and processing of orders, including 	<ol style="list-style-type: none"> 1. fill out documentation at the workplace related to the completion and processing of orders 2. evaluate the size, shape and special requirements for the ordered goods 3. define and comply with instructions, procedures, marks and labels relating to the completion and processing of orders 4. identify hazards and implement control measures 5. identify appropriate coding and marking of stocks and goods, including dangerous goods 6. monitor work activities in accordance with the planned schedule 7. select and use appropriate hand-held equipment in accordance with workplace procedures 	<ol style="list-style-type: none"> 1. as part of the working group to determine the processes, policies and procedures for completing orders in the workplace 2. takes responsibility for selecting, completing and sending the order 3. independently document the selected order

<p>relevant warranty obligations, quarantine or other legal requirements</p> <p>7. Relevant Occupational Health and Safety (WHS)/Occupational Health and Safety (OHS) procedures and guidelines, and environmental protection</p> <p>8. requirements and obstacles to the storage area</p> <p>9. transport units including containers, flat shelving, cages, pallets, containers, shelving and boxes</p> <p>10. Workplace procedures and policies for collecting and processing orders.</p>	<p>8. select and use appropriate equipment and communication technologies when completing and processing orders</p> <p>9. choose and use appropriate personal protective equipment (PPE) that meets industry and occupational health and safety (WHS)/occupational health and safety (OHS) standards.</p>	
---	---	--

Resources for Assessment and Recognition of Competence

The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.

Qualification assessment shall comply with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programs for registered Qualification Recognition Centers in force at the time of assessment.

The assessment of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.

In assessing/recognition of qualifications, use should be made of:

- Relevant and suitable materials, tools, equipment and PPE currently in use in the industry
- Applicable documentation, including legislation, regulations, codes of practice, workplace procedures and operating manuals.

Cross-cutting (transversal) competences

(Technological and personal qualities)

- **(Attention to detail)** Able to focus on the details of processes and thoroughness in the performance of work tasks.
- **(Handsmanship)** - Able to move your arm, arm, and forearm or two hands quickly to grasp, manipulate, or assemble objects
- **(Reliability)** Capable of showing reliability, responsibility and fulfilling obligations.

<ul style="list-style-type: none"> • (Stress resistance) Able to adequately perceive criticism and calmly and effectively cope with situations in conditions of increased stress • (Self-control) Able to maintain self-control, restrain emotions, restrain anger and avoid aggressive behavior even in very difficult situations • (Adaptability/Flexibility) Capable of openness to change (positive or negative) and to a wide variety of situational tasks in the workplace. • (Caring for others) Able to be sensitive to the needs and feelings of others, as well as understanding and willingness to help perform complex production tasks. Solve problems and make decisions based on the analysis of options in accordance with established criteria and goals. • (Reading) <ul style="list-style-type: none"> ✓ Interprets, evaluates and criticizes ideas and information from a number of complex texts <p>(Writing)</p> <ul style="list-style-type: none"> ✓ Develops plans using vocabulary, structure, and agreements consistent with the text ✓ Creates documents for internal and external use using vocabulary and structure appropriate to the audience and context ✓ Compiles approval requests using organizational formats <p>(Oral communication)</p> <ul style="list-style-type: none"> • Participates in oral exchange, using understandable language to seek and provide information or request approvals • Uses active listening and questioning techniques to confirm understanding <p>(Numerical Skills)</p> <ul style="list-style-type: none"> • Recognizes cost parameters and interprets numerical information accordingly • Calculates changes in timing as a result of changes in plan <p>(Self-governance and self-governance)</p> <ul style="list-style-type: none"> ✓ Defines the responsibilities and boundaries of your role <p>(Team work)</p> <ul style="list-style-type: none"> • Selects and uses appropriate agreements and protocols when communicating with internal and external stakeholders to search for or share information • Uses interpersonal skills to negotiate acceptable outcomes <p>(Planning and organization)</p> <ul style="list-style-type: none"> • Plans and organizes complex activities, monitors implementation and manages appropriate communication • Solve problems and make decisions based on the analysis of options in accordance with the established criteria and goals
<p>Criteria for assessing competence</p> <ul style="list-style-type: none"> • Interpretation of workplace procedures for collecting orders and related documentation in the workplace • Stock allocation and location systems are identified and used • Distribution and location systems for dangerous goods are defined and used in accordance with the workplace

- Appropriate manual equipment is selected according to Occupational Health and Safety (WHS)/Occupational Health and Safety (OHS) regulations and workplace procedures
- Work requirements are planned and related equipment and documentation are procured
- Storage areas are defined and the selection path is set
- Hazards identified and controls implemented
- Select the appropriate vehicle for orders
- The order is completed and placed to minimize stock damage and maximum stability in accordance with workplace procedures
- Selection of orders and vehicles are located in specially designated places
- Products are assembled according to dispatch schedules at the workplace
- Orders are consolidated, fixed, placed and placed in storage areas in accordance with shipment schedules
- Confirmation of selection is carried out in accordance with the requirements of the workplace
- Inconsistencies in the warehouse are identified and reported in accordance with workplace procedures



Competence of 4.3: pick up containers and packaging for goods ordered by the customer		
Knowledge (computer science)	Skills (computer science)	Independence and responsibility
<ol style="list-style-type: none"> 1. Differences in Design and Efficiency of Packaging Equipment 2. Documentation requirements for packaging goods, such as work plan 3. standards and procedures for warehousing 4. Operational working systems and equipment for the packaging of goods, problems related to the packaging of goods and appropriate actions to address these problems 5. potential problems and possible solutions related to the packaging of goods 6. Relevant legislation, regulations, codes of practice, industry guidelines, workplace policies and procedures for packaging goods 7. Appropriate procedures and guidelines with occupational health and safety (WHS)/occupational health and safety (OHS) 	<ol style="list-style-type: none"> 1. apply precautions and necessary actions to minimize, control or eliminate hazards that may exist during work activities 2. attach and fill in the relevant documents to the goods 3. check and monitor the performance of the equipment 4. check the operation of packaging equipment in terms of maintenance schedule and standard operating procedures 5. effectively communicate and work with members of the working group when carrying out packaging work 6. fill out documentation related to work activities in the packaging of goods 7. follow the work activities in accordance with the planned schedule 8. read and interpret instructions, procedures and labels 	<ol style="list-style-type: none"> 1. independently choose materials and pack the goods 2. take responsibility for the labeling of packaged goods

<p>and environmental requirements</p> <p>8. planning of the work site and the presence of obstacles that pose a danger</p> <p>9. methods for assessing the size, shape and special requirements for goods.</p>	<p>9. select and use appropriate materials</p> <p>10. choose and use the necessary personal protective equipment (PPE) that meets the industry standards for occupational health and safety (WHS) / occupational health and safety (OHS)</p> <p>11. provide work without harming oneself or others, as well as without damaging goods or equipment.</p>	
--	---	--

Resources for Assessment and Recognition of Competence

The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.

Qualification assessment shall comply with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programs for registered Qualification Recognition Centers in force at the time of assessment.

The assessment of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.

In assessing/recognition of qualifications, use should be made of:

- Relevant and suitable materials, tools, equipment and PPE currently in use in the industry
- Applicable documentation, including legislation, regulations, codes of practice, workplace procedures and operating manuals.

Cross-cutting (transversal) competences

(Technological skills)

- **(Attention to detail)** Able to focus on the details of processes and thoroughness in the performance of work tasks.
- **(Handsmanship)** - Able to move your arm, arm, and forearm or two hands quickly to grasp, manipulate, or assemble objects
- **(Reliability)** Capable of showing reliability, responsibility and fulfilling obligations.
- **(Stress resistance)** Able to adequately perceive criticism and calmly and effectively cope with situations in conditions of increased stress
- **(Self-control)** Able to maintain self-control, restrain emotions, restrain anger and avoid aggressive behavior even in very difficult situations

- **(Adaptability/Flexibility)** Capable of openness to change (positive or negative) and to a wide variety of situational tasks in the workplace.
 - **(Caring for others)** Able to be sensitive to the needs and feelings of others, as well as understanding and willingness to help perform complex production tasks. Solve problems and make decisions based on the analysis of options in accordance with established criteria and goals.
 - **(Reading)**
 - ✓ Interprets, evaluates and criticizes ideas and information from a number of complex texts
- (Writing)**
- ✓ Develops plans using vocabulary, structure, and agreements consistent with the text
 - ✓ Creates documents for internal and external use using vocabulary and structure appropriate to the audience and context
 - ✓ Compiles approval requests using organizational formats
- (Oral communication)**
- Participates in oral exchange, using understandable language to seek and provide information or request approvals
 - Uses active listening and questioning techniques to confirm understanding
- (Numerical Skills)**
- Recognizes cost parameters and interprets numerical information accordingly
 - Calculates changes in timing as a result of changes in plan
- (Self-governance and self-governance)**
- ✓ Defines the responsibilities and boundaries of your role
- (Team work)**
- Selects and uses appropriate agreements and protocols when communicating with internal and external stakeholders to search for or share information
 - Uses interpersonal skills to negotiate acceptable outcomes
- (Planning and organization)**
- Plans and organizes complex activities, monitors implementation and manages appropriate communication
 - Solve problems and make decisions based on the analysis of options in accordance with the established criteria and goals

Criteria for assessing competence

- Packing specifications and order packing documentation are obtained and interpreted.
- Packaging equipment suitable for packaged goods is selected and inspected for safe use in operation.
- packaging materials are identified and meet specifications
- the work plan is complied with, the materials are used sparingly, and the appropriate packaging is used and fixed to minimize loss and damage during transportation or storage
- work is carried out in accordance with the requirements of occupational health and safety (WHS) / occupational health and safety (OHS)

- finished packaged goods are stacked to minimize damage in accordance with workplace procedures
- hazards and control measures are identified and applied prior to the commencement of work
- workplace marking standards are defined and complied with
- appropriate symbols for the processing of goods, markings and other identification symbols are used
- the relevant documentation is attached in accordance with the procedures of the workplace
- the workplace documentation is completed in accordance with the workplace procedures



Competence of 4.4: prepare goods and cargo for shipment		
Knowledge (computer science)	Skills (computer science)	Independence and responsibility
<ol style="list-style-type: none"> 1. Possible problems and related solutions 2. procedures for assessing storage and transportation requirements and options 3. procedures for calculating / estimating weight, volumes and sizes 4. procedures for coordinating the transfer and storage of goods, including multimodal transport 5. procedures for identifying and evaluating the information needed to facilitate the transport of goods 6. procedures for organizing the necessary permits and filling in transport documentation 7. Procedures for selecting transport/warehouse equipment and systems 8. Relevant legal requirements and codes of practice 9. Appropriate Occupational Health and Safety (OHS) 	<ol style="list-style-type: none"> 1. apply precautions and required actions to minimize, control or eliminate identified hazards 2. Apply relevant legislation and prescribed procedures in the workplace 3. Communicate effectively with clients and colleagues 4. Fill in the relevant documentation 5. identify, control and manage resources for the transport of goods or goods 6. change the types of professional activities depending on operational contingencies, risk situations and environments 7. monitor and prioritize work activities in accordance with the planned schedule 8. plan your own work, prioritize work activities, 	<ol style="list-style-type: none"> 1. with a large share of independence plans transport operations 2. assumes responsibility for the organization of freight transport 3. Takes responsibility for the completeness of organizational processes

<p>and Environmental Procedures and Regulations</p> <p>10. sources of information and documentation for the organization of transportation of goods and goods.</p>	<p>predict impacts and identify improvements</p> <p>9. plan transport operations for the transportation of goods or goods</p> <p>10. read, interpret and follow relevant instructions, prescribed procedures and signs</p> <p>11. report and/or correct identified problems, malfunctions or malfunctions promptly in accordance with regulatory requirements and prescribed workplace procedures</p> <p>12. secure the cargo in accordance with the rules</p> <p>13. select and use the required communication systems</p> <p>14. Use appropriate methods of interpersonal communication</p> <p>15. ensure systematic work with the required attention to detail without harming oneself or others or damaging goods or equipment.</p>	
--	---	--

Resources for Assessment and Recognition of Competence

The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.

Qualification assessment shall comply with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programs for registered Qualification Recognition Centers in force at the time of assessment.

The assessment of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.

When assessing/recognizing qualifications, access to the following resources should be ensured:

- access to a range of relevant exercises, case studies and/or simulations
- access to relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently in use in the industry
- access to applicable documentation, including legislation, regulations, codes of practice, workplace procedures and operating manuals.

Cross-cutting (transversal) competences

(See also: Reading)

- Interprets, evaluates and criticizes ideas and information from a number of complex texts

(Writing)

- Develops plans using vocabulary, structure, and agreements consistent with the text
- Creates documents for internal and external use using vocabulary and structure appropriate to the audience and context
- Compiles approval requests using organizational formats

(Oral communication)

- Participates in oral exchange, using understandable language to seek and provide information or request approvals
- Uses active listening and questioning techniques to confirm understanding

(Numerical Skills)

- Recognizes cost parameters and interprets numerical information accordingly
- Calculates changes in timing as a result of changes in plan

(Self-governance and self-governance)

- Defines the responsibilities and boundaries of your role

(Team work)

- Selects and uses appropriate agreements and protocols when communicating with internal and external stakeholders to search for or share information
- Uses interpersonal skills to negotiate acceptable outcomes

(Technological skills)

- **(Attention to detail)** Able to focus on the details of processes and thoroughness in the performance of work tasks.
- **(Handsmanship)** - Able to move your arm, arm, and forearm or two hands quickly to grasp, manipulate, or assemble objects
- **(Reliability)** Capable of showing reliability, responsibility and fulfilling obligations.
- **(Stress resistance)** Able to adequately perceive criticism and calmly and effectively cope with situations in conditions of increased stress
- **(Self-control)** Able to maintain self-control, restrain emotions, restrain anger and avoid aggressive behavior even in very difficult situations
- **(Adaptability/Flexibility)** Capable of openness to change (positive or negative) and to a wide variety of situational tasks in the workplace.
- **(Caring for others)** Able to be sensitive to the needs and feelings of others, as well as understanding and willingness to help perform complex production tasks

Criteria for assessing competence

- demonstrated knowledge of products, goods and procedures at the workplace applied to the process of analysis on the organization of transportation
- domestic and international rules, codes and procedures for the carriage of goods
- hazards identified, risks assessed and control measures implemented
- resources are identified to match the task
- Workflows are planned to meet agreed deadlines
- the types of transportation required for the cargo or goods, to meet the requirements of the client, the type of cargo and the delivery time
- selected effective methods of transfer of goods between modes of transport as necessary
- the staff is informed in a timely manner about the requirements for work and deadlines
- selected processing methods suitable for goods and transportation methods
- personnel, equipment, temporary storage facilities and contingencies are distributed and monitored as required
- cargo discrepancies are noted, and appropriate actions are taken according to the prescribed procedures at the workplace
- cargo is fixed to minimize damage to the contents
- Work processes are monitored to ensure that human resources and equipment are maintained at a productive level in accordance with occupational health and safety (OHS) requirements.
- monitoring processes are implemented to track the movement of goods
- reporting requirements communicated to relevant staff
- working documents and records are checked for correctness of filling and their storage in accordance with the prescribed procedures at the workplace

5. The unit of professional profile (the main labor process): Organization of shipment of goods to consumers



Competence of 5.1: Shipping and unloading goods / cargoes		
Knowledge (computer science)	Skills (computer science)	Independence and responsibility
<ol style="list-style-type: none"> 1. chain of responsibility procedures in the workplace 2. Procedures for maintaining order in the workplace 3. national rules for the identification of specific products 4. problems that may arise during the loading and unloading of goods and goods, and actions that should be taken to prevent or resolve these problems 5. relevant national and international rules and codes of practice for the handling and transportation of dangerous goods and dangerous substances 6. relevant republican standards and rules, including state or territorial rules for the distribution of load on the axles of a motor vehicle 	<ol style="list-style-type: none"> 1. Apply relevant legislation and prescribed procedures in the work environment 2. apply the necessary measures to minimize, control or eliminate identified hazards 3. Fill in the relevant documentation 4. Assess cargo size, shape and special requirements and take appropriate measures 5. define the coding of containers and goods, the marking of the Declaration on the Transport of Dangerous Goods (UNADR), the International Maritime Dangerous Goods Code (IMDG) and the emergency information panels, and take appropriate action as necessary 6. Implement contingency plans 	<ol style="list-style-type: none"> 1. Take responsibility for compliance with the loading and unloading plan of the goods/cargoes, taking into account the weight distribution of the load on the vehicle 2. As part of the working group to secure, inspect and protect the goods 3. take responsibility for the correct filling of documentation

<p>7. risks during loading and unloading of goods/cargoes and appropriate precautions to control the risk</p> <p>8. safe working methods for cargo fastening</p> <p>9. safety awareness requirements for the loading and unloading of vehicles and, in particular, the recognition, isolation and reporting of suspicious goods and goods</p> <p>10. planning of the work area and the presence of dangerous obstacles</p> <p>11. WHS/OHS procedures and recommendations for the lifting and movement of goods</p> <p>12. Workplace procedures and policies for loading and unloading goods/cargoes.</p>	<p>7. Understand and follow work instructions and prioritize work</p> <p>8. adapt to changes in activities depending on operational contingencies, risk situations and environments</p> <p>9. monitor work activities for their compliance with the planned schedule</p> <p>10. adapt operational requirements to the differences in cargo and equipment according to the workspace</p> <p>11. read and interpret relevant instructions, procedures, information, signs and labels</p> <p>12. report and/or resolve identified problems promptly in accordance with regulatory requirements and work environment procedures</p> <p>13. choose and use appropriate personal protective equipment (PPE) that meets industry and occupational health and safety standards (WHS)/Occupational Health and Safety (OHS)</p> <p>14. ensure systematic work with the required attention to detail without harming oneself or others or damaging goods or equipment.</p>	
--	---	--

Resources for Assessment and Recognition of Competence

The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.

Qualification assessment shall comply with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programs for registered Qualification Recognition Centers in force at the time of assessment.

The assessment of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.

In assessing/recognition of qualifications, use should be made of:

- a number of relevant exercises, case studies and/or simulations
- Relevant and suitable materials, tools, equipment and PPE currently in use in the industry
- Applicable documentation, including legislation, national rules for the identification of specific products, codes of practice, workplace procedures and operating manuals.

Cross-cutting (transversal) competences

(See also: Reading)

- Interprets, evaluates and applies information on cargo dimensions and weight characteristics

(Oral communication)

- Participates in oral exchange, using understandable language to seek and provide information or request approvals
- Uses active listening and questioning techniques to confirm understanding

(Numerical Skills)

- Recognizes cost parameters and interprets numerical information related to the control of stocks and shipped products
- Calculates changes in terms of sending goods to the consumer as a result of changes in the work plan

(Technological skills)

- **(Attention to detail)** Able to focus on the details of processes and thoroughness in the performance of work tasks.
- **(Handsmanship)** - Able to move your arm, arm, and forearm or two hands quickly to grasp, manipulate, or assemble objects
- **(Reliability)** Capable of showing reliability, responsibility and fulfilling obligations.
- **(Stress resistance)** Able to adequately perceive criticism and calmly and effectively cope with situations in conditions of increased stress
- **(Self-control)** Able to maintain self-control, restrain emotions, restrain anger and avoid aggressive behavior even in very difficult situations
- **(Adaptability/Flexibility)** Capable of openness to change (positive or negative) and to a wide variety of situational tasks in the workplace.
- **(Caring for others)** Able to be sensitive to the needs and feelings of others, as well as understanding and willingness to help perform complex production tasks. Solve problems and make decisions based on the analysis of options in accordance with established criteria and goals.

Criteria for assessing competence

- vehicle axle loading characteristics shall be determined and taken into account in determining the appropriate loading and unloading procedures at the workplace
- Workplace hazards are identified and necessary actions are taken to minimize, control or eliminate identified hazards.
- Dangerous or noxious goods shall be identified and handled in accordance with the Declaration on the Transport of Dangerous Goods (UN ADR) and other relevant regulations and authorization requirements, as appropriate.
- cargo is packed and unpacked for safe and efficient use of available spaces
- goods and/or goods are loaded and unloaded in accordance with relevant mass and loading regulations and workplace procedures
- Lifting appliances and devices are selected and used to facilitate loading procedures in accordance with workplace procedures and safety legislation.
- unloading is carried out in a safe and efficient way, taking into account suitable places, stowage, safe use of equipment and the balance of the remaining cargo
- goods requiring special handling and/or documentation are identified and the working environment procedures are followed
- the moved materials are stacked in accordance with the method of transportation, safe height, load weight, size and strength of the packaging of goods
- cargo distribution is checked to make sure it is uniform, legal and within safe working capacity
- Cargo is checked to ensure that dangerous goods and dangerous substances are properly separated in accordance with the Declaration on the Transport of Dangerous Goods (UN ADR)
- the cargo is secured using the correct equipment for cargo retention and protection for various cargoes, transportation and storage conditions
- cargo is protected in accordance with the requirements of legislation and safety at the workplace
- the cargo is inspected and checked for safety for transportation in accordance with the current rules and requirements of permits, as well as the current ADG Code, as necessary.
- all necessary documentation for goods is completed in accordance with the requirements of the working environment, including the Declaration on the Transport of Dangerous Goods, as necessary.



Competence of 5.2: assess the readiness of the vehicle to ship goods requiring special temperature conditions of storage and transportation		
Knowledge (computer science)	Skills (computer science)	Independence and responsibility
<ol style="list-style-type: none"> 1. Sanitary and hygienic standards and specifications of products and goods requiring special temperature storage conditions 2. Organization of production processes and working procedures, operation of equipment, management at the facility for controlling temperature-controlled stocks 3. Hazards in the management and handling of temperature-controlled stockpiles and appropriate actions to control associated risks 4. Operation and adaptation to differences in inventories and equipment in accordance with workplace procedures 5. Main Temperature Controlled Stock Problems and Corrections 6. Applicable legislation, codes of practice, food 	<ol style="list-style-type: none"> 8. Apply relevant laws, regulations and procedures in the workplace 9. Check that the cooling and storage temperature is within the tolerances of standard operating procedures 10. Communicate effectively with colleagues, managers and clients 11. Implement emergency plans in case of failure or deviation in the management of the refrigeration unit in coordination with the relevant personnel 12. Adapt the equipment to the conditions of storage and transportation of various stocks and goods in accordance with workplace procedures 13. Read and interpret relevant specifications, instructions, procedures and labels 	<ol style="list-style-type: none"> 1. Independently identify products that require temperature control 2. Take responsibility for temperature control in perishable goods and food storage facilities 3. Independently determine the possibility of safe transportation of goods by refrigerated vehicle 4. As part of the working group, identify and eliminate problems that have arisen during the processing of goods that require certain temperature conditions for storage and transportation.

<p>safety standards and regulations for temperature-controlled stockpiles</p> <p>7. Appropriate Occupational Health and Safety (OHS) procedures and guidelines and environmental protection.</p>	<p>14. Report and resolve identified problems, malfunctions or failures in accordance with workplace regulations and procedures</p> <p>15. Select and use appropriate equipment, processes and procedures</p> <p>16. Ensure systematic work with the required attention to detail without harming oneself or others or damaging goods or equipment</p>	
--	--	--

Resources for Assessment and Recognition of Competence

The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.

Qualification assessment shall comply with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programs for registered Qualification Recognition Centers in force at the time of assessment.

The assessment of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.

When assessing/recognizing qualifications, access to the following resources should be ensured:

- a number of relevant exercises, case studies and/or simulations
- Appropriate and suitable materials, tools, equipment and personal protective equipment (PPE) currently in use in the industry
- Applicable documentation, including legislation, regulations, codes of practice, workplace procedures and operating manuals.

Cross-cutting (transversal) competences

(Reading)

- Interprets, evaluates and applies information from specifications and storage rules of goods requiring certain storage and transportation temperatures

(Oral communication)

- Participates in the oral exchange of information, using understandable language, for the purpose of searching and providing information or requesting approval
- Uses active listening and questioning techniques to confirm understanding

(Numerical Skills)

- Perceives and interprets numerical information accordingly
- Calculates allowable temperature ranges for storage and transport of perishable goods requiring certain temperature conditions for storage and transport
- Calculates the shelf life of perishable goods, adapting the possibilities when changing the plan and route of transportation

(Self-governance and self-governance)

- Defines the responsibilities and boundaries of your role

(Team work)

- Selects and uses appropriate agreements and protocols when communicating with internal and external stakeholders to search for or share information
- Uses interpersonal skills to negotiate acceptable outcomes

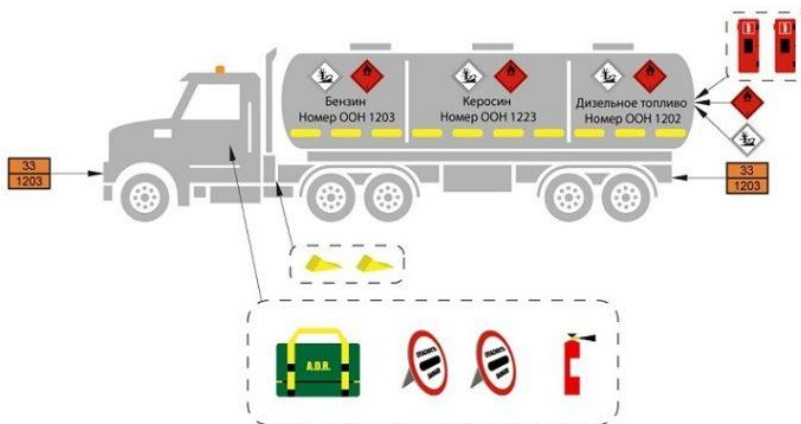
(Technological skills)

- **(Attention to detail)** Able to focus on the details of processes and thoroughness in the performance of work tasks.
- **(Handsmanship)** - Able to move your arm, arm, and forearm or two hands quickly to grasp, manipulate, or assemble objects
- **(Reliability)** Capable of showing reliability, responsibility and fulfilling obligations.
- **(Stress resistance)** Able to adequately perceive criticism and calmly and effectively cope with situations in conditions of increased stress
- **(Self-control)** Able to maintain self-control, restrain emotions, restrain anger and avoid aggressive behavior even in very difficult situations
- **(Adaptability/Flexibility)** Capable of openness to change (positive or negative) and to a wide variety of situational tasks in the workplace.
- **(Caring for others)** Able to be sensitive to the needs and feelings of others, as well as understanding and willingness to help perform complex production tasks. Solve problems and make decisions based on the analysis of options in accordance with established criteria and goals.

Criteria for assessing competence

- Goods requiring temperature control shall be identified and brought to the attention of the relevant personnel.
- The temperature for short-term and long-term storage is selected depending on the type of product.
- The upper and lower limits of temperature control are defined and applied for each type of product according to workplace procedures.
- Separation of storage and application of shared storage are defined for products and procedures are applied in the workplace.
- Methods for determining the temperature of storage and transportation of goods in accordance with the specifications have been determined and verified
- Production hazards have been identified and the necessary measures have been taken to minimize, control or eliminate the identified hazards.

- Storage areas are controlled to ensure temperature conditions within the range for different types of products.
- The temperature at reception and dispatch is controlled in accordance with the prescribed procedures at the workplace.
- The condition of the products is monitored to ensure that they meet the specification's storage and transportation temperature requirements.
- For transit cargoes, the timing and allowable temperature ranges of short-term storage are determined and monitored.
- Documentation is completed in accordance with the procedures adopted at the workplace.
- The consequences of the incorrect temperature of storage and transportation of perishable goods and food products have been determined.
- Products exposed to temperature risk are identified and appropriate measures are taken in accordance with workplace procedures.
- The reasons for the temperature outside the permissible range are identified and measures are taken to eliminate them in accordance with the procedures at the workplace.
- Relevant personnel are notified of the need to troubleshoot, inspect products and take action in accordance with workplace procedures.
- Documentation is checked and updated for compliance and reporting in the workplace.



Competence of 5.3: Assess the readiness of the vehicle and prepare accompanying documentation for the transport of dangerous goods

Knowledge (computer science)	Skills (computer science)	Independence and responsibility
17. the current Declaration on the Transport of Dangerous Goods (UN ADR), the International	5. apply ranking methods of protection against harmful production factors 6. Assess the usability of equipment and vehicles	1. assumes responsibility for checking the loading of dangerous goods 2. assumes responsibility for checking the

<p>Maritime Dangerous Goods Code (IMDG),</p> <p>18. standards and procedures for warehousing</p> <p>19. methods of ensuring the safety of the vehicle after loading of dangerous goods</p> <p>20. problems that may arise in preparation for the transport of dangerous goods and actions to be taken to prevent or address these problems</p> <p>21. Regulations and procedures for the preparation of dangerous goods for transport</p> <p>22. Appropriate requirements for permits and licenses</p> <p>23. relevant republican and / or territorial rules on the mass and loading of vehicles carrying dangerous goods, Rules for the transportation of dangerous goods by road and the list of dangerous goods allowed for transportation by road vehicles in the territory of the Republic of Central Asia</p> <p>24. risks in the transport of dangerous goods and appropriate precautions to control the risk</p> <p>25. WHS/OHS procedures and guidelines for the transport of dangerous goods.</p>	<p>for the transport of dangerous goods</p> <p>7. Fill in the relevant documentation</p> <p>8. comply with dangerous goods transportation systems and related regulatory requirements</p> <p>9. determine the necessary permits and/or licenses</p> <p>10. Assess weight, volume and special cargo requirements</p> <p>11. assess the weight and size of the goods and the special requirements for packagings for the storage and transport of dangerous goods</p> <p>12. define the encoding, marking and emergency dashboards for the selected mode of transport/storage</p> <p>13. identify hazards and apply precautions and necessary actions to minimize, control or eliminate identified hazards</p> <p>14. Understand and follow work instructions and prioritize work</p> <p>15. keep records and documentation at the workplace, including filling in the dangerous goods declaration</p> <p>16. read and understand relevant instructions, procedures, information, markings, inscriptions and signs in the workplace</p> <p>17. Report and/or resolve identified problems promptly in accordance with workplace</p>	<p>completeness and suitability of the vehicle for the carriage of the intended cargo</p> <p>3. independently checks the elements of informing the driver about the danger and neutralization of dangerous goods</p> <p>4. assumes responsibility for studying the completed form of the route of transportation of dangerous goods of classes 1, 6 and 7 (when organizing such transportation) and determining the physical possibility of transportation.</p> <p>5. independently checks the emergency card and conditions for transportation by means of neutralization of the transported dangerous goods, individual protection of crew members and personnel accompanying the goods, and the availability of a special permit for the carriage of dangerous goods of classes 1, 6 and 7 (when organizing such transportation)</p>
---	--	---

	<p>regulations and procedures</p> <p>18. choose and use appropriate personal protective equipment (PPE) that meets industry and occupational safety standards (WHS)/Occupational Health and Safety Standards (OHS)</p> <p>19. ensure systematic work with the required attention to detail without harming oneself or others or damaging goods or equipment.</p>	
--	--	--

Resources for Assessment and Recognition of Competence

The members of the Qualifications Assessment or Recognition Commission shall have the powers specified in the Qualifications Programs for Registered Qualifications Recognition Centres in force at the time of the assessment.

Qualification assessment shall comply with the Evaluation Principles and the Qualification Confirmation Rules, as well as all regulatory requirements included in the qualification programs for registered Qualification Recognition Centers in force at the time of assessment.

The assessment of qualifications should be carried out in workplace situations, where appropriate; If this is not appropriate, the assessment should be carried out in simulated workplace situations.

When assessing/recognizing qualifications, access to the following resources should be ensured:

- a number of relevant exercises, case studies and/or simulations
- Relevant and suitable materials, tools, equipment and PPE currently in use in the industry
- applicable documentation, including the republican Rules for the Transport of Dangerous Goods by Road and the list of dangerous goods allowed for transportation by road vehicles in the territory of the Republic, the Declaration on the Transport of Dangerous Goods (UNADR), or the International Maritime Dangerous Goods Code (IMDG), the republican guide to limit the amount of dangerous goods, codes of rules, procedures at the workplace and operating manuals.

Cross-cutting (transversal) competences

(See also: Reading)

- ✓ Interprets, evaluates and uses information relating to the storage and transport of dangerous goods

(The letter)

- ✓ Develops plans for the loading and unloading of dangerous goods using vocabulary, structure and agreements appropriate to the context
- ✓ Creates documents for internal and external use using vocabulary and structure appropriate to the audience and context
- ✓ Compiles approval requests using organizational formats

(Oral communication)

- Participates in the oral exchange of information, using understandable language to seek and provide information or request approvals
- Uses active listening and questioning techniques to confirm understanding

(Numerical Skills)

- Recognizes cost parameters and interprets numerical information accordingly
- Calculates time changes as a result of changes in the plan and route of the vehicle

(Self-governance and self-governance)

- ✓ Defines the responsibilities and boundaries of your role

(Team work)

- Selects and uses appropriate agreements and protocols when communicating with internal and external stakeholders to search for or share information
- Uses interpersonal skills to negotiate acceptable outcomes

(Technological and personal qualities)

- **(Attention to detail)** Able to focus on the details of processes and thoroughness in the performance of work tasks.
- **(Handsmanship)** - Able to move your arm, arm, and forearm or two hands quickly to grasp, manipulate, or assemble objects
- **(Reliability)** Capable of showing reliability, responsibility and fulfilling obligations.
- **(Stress resistance)** Able to adequately perceive criticism and calmly and effectively cope with situations in conditions of increased stress
- **(Self-control)** Able to maintain self-control, restrain emotions, restrain anger and avoid aggressive behavior even in very difficult situations
- **(Adaptability/Flexibility)** Capable of openness to change (positive or negative) and to a wide variety of situational tasks in the workplace.
- **(Caring for others)** Able to be sensitive to the needs and feelings of others, as well as understanding and willingness to help perform complex production tasks. Solve problems and make decisions based on the analysis of options in accordance with established criteria and goals.

Criteria for assessing competence

- the cargo is compared with the transport documentation and inconsistencies are noted.
- hazards at work are identified, and the necessary actions are taken to minimize, control or eliminate the identified hazards
- the goods are checked to make sure that the labels of dangerous goods are clearly visible and legible, and the packaged goods are correctly marked

- The cargo is inspected to make sure the containers are not damaged
- the load of the vehicle shall be checked for compatibility or, if incompatible, shall be checked for proper segregation in accordance with the regulatory requirements
- the goods are assessed to ensure that they are placed and secured in or on vehicles in accordance with the Declaration on the Transport of Dangerous Goods (UN ADR) or the International Maritime Dangerous Goods Code (IMDG)
- accompanying documentation and other relevant documents are in the cabin in accordance with regulatory requirements
- The vehicle shall be assessed for suitability and conformity for the carriage of designated dangerous goods, including classification, mass and configuration.
- License and insurance requirements are checked for compliance with the Declaration on the Transport of Dangerous Goods and/or other applicable regulatory requirements as necessary.
- Cargo retention system/systems are checked for serviceability and compliance to secure the intended cargo.
- The vehicle shall be checked for correct and clear markings and/or plates for the goods carried.
- emergency information for each type of dangerous goods carried
- Regulatory and operational procedures for the incident are noted, including notification to relevant personnel and authorities, as well as equipment used for containment, cleaning or remediation
- Personal protective equipment (PPE) and safety equipment are checked for operability and compliance with the intended load
- information on emergency actions is in the cabin in accordance with the requirements of the Declaration on the Transport of Dangerous Goods
- The selected route plan and potential difficulties are assessed, including regulatory restrictions, traffic flow and conditions, obstacles, road standards and construction works.
- Define regulatory and operational procedures for driving, parking, loading and unloading, including actions to uncouple and/or secure the vehicle.
- the goods are inspected and checked for safety for carriage in accordance with applicable regulations and/or permit requirements and the Declaration on the Transport of Dangerous Goods (UNADR) or the International Maritime Dangerous Goods Code (IMDG)
- all necessary documentation for dangerous goods is completed in accordance with regulatory requirements and workplace requirements

Annex No. 4

Multicountry Professional Profile of Central Asia

The Energy Auditor

Reference level of qualification in NRC of Kazakhstan	6
Reference level of qualification in NQF of Tajikistan	6
Reference level of qualification in NRC of Uzbekistan	6
Reference level of qualification in NRC of Kyrgyzstan	6
Reference level of qualification in NRC of Turkmenistan	6

1. Brief description of professions and work processes related to the professional profile.

Name of profession	Energy auditor in Kazakhstan. Energy auditor in Tajikistan. Energy auditor in Uzbekistan. Energy Survey Specialist in Kyrgyzstan. Specialists in the field of application of energy efficient technologies and implementation of energy management ?? Turkmenistan.
Profession code in the national classifier of the Central Asian country and ISCO	ISO 50001 is a comprehensive and structured approach to improving energy efficiency. Standard DIN16247 methodical requirements. CEA certification ASHRAE 211-2018 standard for auditing the energy efficiency of commercial buildings. 2133-3-005 Energy auditor in Kazakhstan. 2151-021 Energy manager in Uzbekistan. 2133-2-005 Energy auditor in Tajikistan.
Objective of the activity/working process	Improving the energy efficiency of buildings through a comprehensive energy audit, the development and implementation of measures to reduce energy costs, the introduction of innovative technologies, as well as training personnel in the efficient use of energy to achieve a sustainable reduction in energy costs.
The main objects and results of work (products, services, tools and devices, necessary resources).	1. The main objects of work of the energy auditor. Energy auditors audit various facilities and infrastructures, including:

Residential and commercial buildings: Assessment of energy consumption in homes, offices, shopping centers and other buildings.

The industrial enterprises: Assessment of energy efficiency of production processes and equipment, analysis of energy consumption and possible ways to reduce costs.

The energy systems: Assessment of boiler houses, power plants, heating lines, water supply systems and other facilities that use and produce energy.

Conducting an energy audit of the consumption of household or industrial equipment:

Evaluation of the efficiency and energy consumption of all types of equipment: from household appliances (dishwashers, refrigerators, air conditioners, washing machines) to industrial equipment (compressors, pumps, boilers, machines, etc.).

Analyzing the efficiency of equipment, identifying excessive energy consumption and offering solutions for upgrading or replacing equipment.

Identification of opportunities for the introduction of more energy efficient technologies or automated energy management systems.

Transportation of: Assessment of energy efficiency in transport, including fleets, railways, aviation and other modes of transport.

The urban infrastructure: Assessment of energy efficiency of street lighting, heating and water supply systems in cities and towns.

2. Results of the energy auditor's work.

The results of the energy auditor's work include:

The Energy Passport: A document that confirms the current state of the facility's energy efficiency and energy consumption.

Energy audit report: Detailed report with analysis of current energy consumption, identification of problem areas and recommendations for improvement.

Energy Efficiency Recommendations: Specific proposals for improving energy efficiency, including optimization of processes, modernization of equipment, introduction of new technologies.

Forecasts and calculations of economic benefits: Assessment of possible economic benefits from the implementation of the proposed measures, taking into account their cost and payback period.

Energy saving programs and plans: Development of long-term plans and programs to reduce energy consumption and improve energy efficiency.

3. Energy Auditor Products and Services

Energy auditors provide the following services:

The Energy Audit: They check energy processes and make a report on the current level of energy efficiency.

Advice and recommendations: Advise companies and private clients on optimizing energy consumption.

Development of energy efficiency measures: Create plans to improve energy efficiency, taking into account economic feasibility.

Certification of energy efficiency of buildings: In some countries, energy auditors are involved in the process of certifying buildings for compliance with energy efficiency standards.

Training and advanced training: Organize trainings and courses on energy audit and energy efficiency for specialists, public authorities and private companies.

4. Tools and devices required by the energy auditor.

To perform their work, energy auditors use a variety of tools and devices that help collect data on energy consumption and its sources:

Thermal imaging cameras: To detect heat leaks and analyze the thermal insulation of buildings and equipment.

Temperature and Humidity Sensors: To control the climate and environmental conditions indoors or in the enterprise.

Electrical and Thermal Meters: To measure the consumption of electricity, power, voltage, current, as well as to analyze the operation of heating, ventilation and air conditioning systems.

Energy Quality Analyzers: To measure power quality parameters such as harmonics, voltage and frequency fluctuations.

The gas analyzers: To measure emissions of harmful substances and control the efficiency of fuel combustion.

Software for modeling and calculating energy consumption: Special programs that help model different energy use scenarios and predict the results of energy efficiency measures. For example, the following: "SigmaGraph", "SigmaTER", "E-Pass", ENSI EAB (Energy Audit Buildings).

5. Necessary resources for the work of the energy auditor. To successfully conduct an energy audit and implement the proposed measures, energy auditors need:

Knowledge and competence in the field of energy: Deep understanding of technologies and processes related to energy consumption and saving.

Professional equipment and measuring instruments: For accurate measurements and assessment of the state of objects.

Access to regulatory documents and standards: Energy auditors should have access to up-to-date energy efficiency standards and legislation regulating this sector.

Cooperation with other specialists: If necessary, energy auditors can work in teams with architects, engineers, climate specialists and other experts to comprehensively assess and implement solutions.

Financial resources are as follows: Often, more funding is required for more in-depth diagnostics or implementation of recommendations, both from the customer and through public or private support programs.

Key characteristics of work processes: typical workplaces, forms of labor organization, special requirements for the performance of work, labor protection requirements, environmental impact.

1. Typical jobs

- Office (for data analysis, preparation of reports, making recommendations)
- Objects of the customer (industrial enterprises, buildings, institutions, engineering networks)
- Laboratories or control rooms (if necessary diagnostics)

- Travel and field surveys.

2. Forms of Labour Organization

- **Individual work** (data analysis, reporting, calculation work).
- **Teamwork** (carrying out a comprehensive energy audit with the participation of technical specialists, engineers and economists).
- **Project approach (organization of labor on the principle of performing an energy audit within a specific project)**
- **Remote work** (analysis of the received data, modeling, preparation of documentation)

3. Special requirements for the performance of work

- Strict adherence to the methodology of energy audit
- Accuracy of measurements and calculations
- Confidentiality and correctness of handling of commercially sensitive information
- An integrated approach: technical, economic, environmental analysis
- Clear observance of the deadlines for the execution of works
- Updating knowledge of regulatory requirements, standards and technologies

4. Occupational health and safety requirements

- Compliance with safety regulations when staying at facilities with existing equipment (for example, heat points, power grids, boiler houses)
- Use of Personal Protective Equipment (PPE): helmets, goggles, gloves, workwear
- Training on occupational safety and fire safety at facilities
- Assessment of potential risks at the surveyed facility
- Compliance with sanitary and hygienic standards when working with electronic equipment and on PC.

5. Environmental impact

- **The direct impact:** minimum (the energy auditor does not produce polluting emissions)
- **The indirect impact:** positive ?? through the development of measures to reduce energy consumption, reduce greenhouse gas emissions, rational use of resources
- Supporting sustainable development through recommendations on clean and energy-efficient technologies.

2. Role and place of qualifications related to the professional profile in the relevant sector of the economy of the Central Asian countries

Distribution of profile jobs in different types of enterprises (SMEs, large enterprises, national capital/international capital, geographical distribution)

By type of enterprise:

1. **Small and Medium Enterprises (SMEs).** Basically private energy service companies, contractors, consulting firms. Often involved in short-term projects on energy audit of buildings, utilities, industrial facilities.
2. **Large industrial enterprises (KPP).** Internal energy efficiency services (in metallurgy, petrochemistry, cement industry, etc.). Often, full-time or external energy auditors are hired to perform mandatory checks and upgrades.
3. **Government agencies and state-owned companies.** Ministries, departments, agencies, committees, offices for energy conservation and energy efficiency. Develop policies, monitor the implementation of laws and standards.
4. **Educational and research institutions, associations and unions.** Participate in the development of methodologies, professional standards, advanced training courses, trainings, seminars, conferences, pilot projects.

By form of capital:

1. **the national capital.** The bulk of energy auditors work in companies owned by private investors, the state or in quasi-state institutions.
2. **and international capital.** It includes international organizations (UNDP, GIZ, ADB, World Bank, etc.), as well as subsidiaries of foreign companies. We actively implement best practices and ISO 50001 standards.

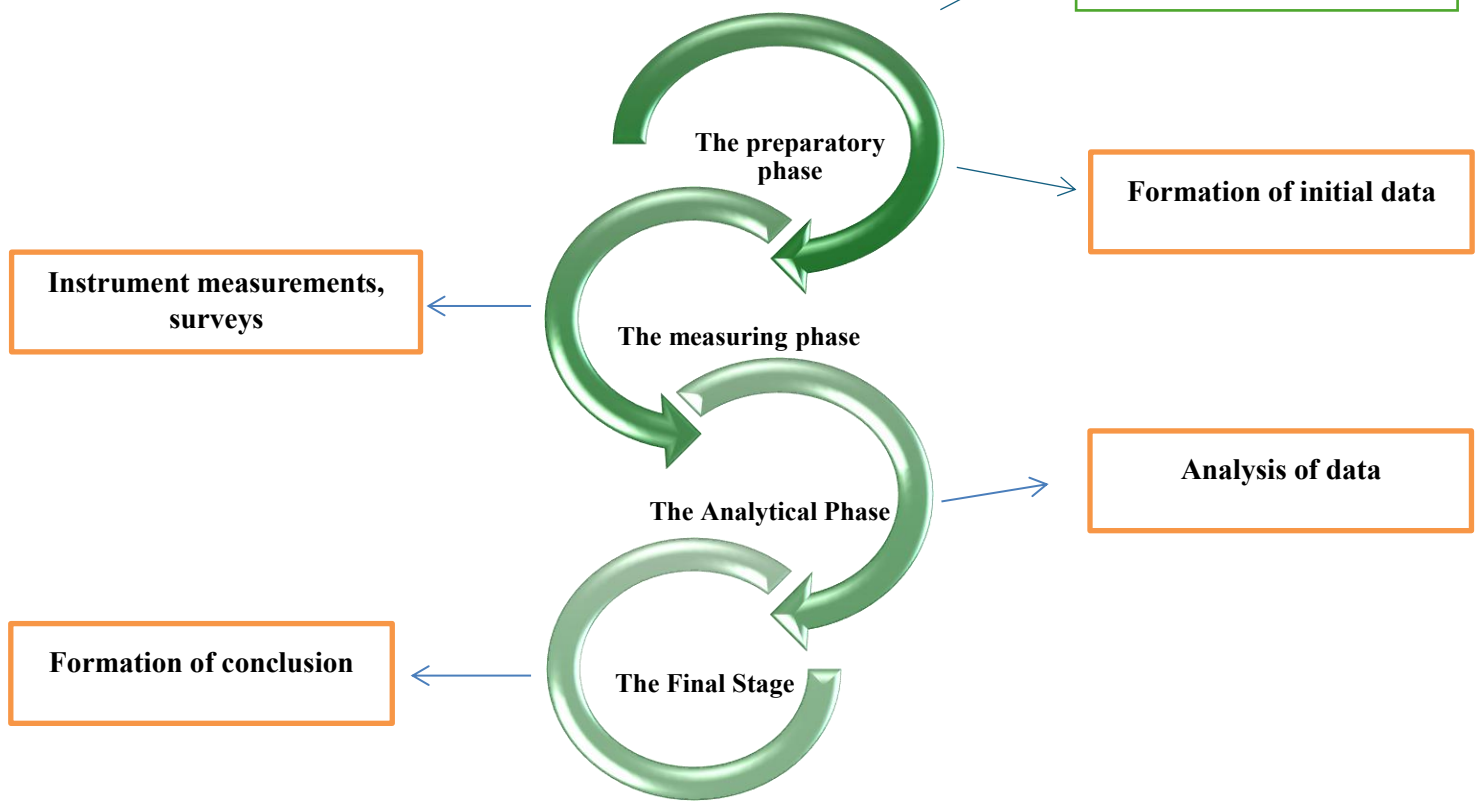
Geographical distribution of:

1. **of Kazakhstan.** The most developed energy audit market in the region. There is a legislative framework, by-laws, training programs, professional standard. There is certification of energy auditors and mandatory audit procedures.
2. **Republic of Uzbekistan.** Active development of energy saving in industry and housing and communal services. There is a legislative framework, training programs, qualification requirements. Increase in the number of projects with international funding.
3. **of Kyrgyzstan.** There is a legislative framework, training programs, approved the program "Implementation of energy saving and energy efficiency policy in the Kyrgyz Republic for 2023-2027", the Regulation on the procedure for energy certification of buildings, the Procedure for qualification certification of specialists in the field of energy efficiency of buildings, the state register of independent accredited experts. Increase in the number of international projects and donor programs.

	<p>4. of Tajikistan. There is a legislative base, adopted ST RT GOST R 51388-2010 "Energy saving, with the support of the GIZ project developed and approved the Training module for the development of competencies "Basics of energy saving and energy efficiency". Separate initiatives in housing and public institutions. The private energy audit market is limited.</p> <p>5. of Turkmenistan. Energy audit institutions. Provision of energy survey services. Most of the works are internal within the framework of state-owned companies.</p>
<p>Role/place of qualifications in the context of technological and organizational development of the industry (digitalization, automation, robotization of labor processes, greening the economy and labor processes, etc.)</p>	<p>The role and place of the energy auditor in the conditions of technological transformation of the industry (Central Asia).</p> <p>1. Digitalization and automation. The formation of the digital economy in the countries of Central Asia requires new digital competencies from energy auditors:</p> <ul style="list-style-type: none"> • Ownership of digital energy accounting and analysis tools (smart meters, SCADA-systems, IoT-platforms). • The use of specialized software for modeling energy losses, evaluating energy saving scenarios. • Big Data processing skills and interpretation of analytics, which is especially important in industrial and infrastructure facilities. <p>2. Robotics and Smart Buildings. The development of smart buildings and automated control systems (BMS) requires from the energy auditor not only basic knowledge in energy, but also:</p> <ul style="list-style-type: none"> • Understanding the architecture of integrated engineering systems; • Ability to conduct energy efficiency audits in high-tech facilities; • Knowledge of communication protocols and logic of automation systems. <p>3. Greening the economy. With the introduction of green standards (LEED, BREEAM, ISO 50001) and international climate commitments (NDCs, Paris Agreement), the role of the energy auditor goes beyond the assessment of energy consumption:</p> <ul style="list-style-type: none"> • Energy audit includes assessment of carbon footprint, environmental risks, water use, materials and disposal.

	<ul style="list-style-type: none"> • Knowledge is needed in the field of environmental audit, ESG-reporting, sustainable development of enterprises. <p>3. and organizational changes.</p> <p>The growth of public-private partnership (PPP) projects, the participation of international organizations and the introduction of mandatory standards create a new institutional role for the energy auditor:</p> <ul style="list-style-type: none"> • Consultant for the development and monitoring of energy efficiency programs; • Participant of examination of investment projects; • Compulsory energy audit for large enterprises (in Kazakhstan, Uzbekistan ?? at the legislative level).
<p>Workforce and Job Mobility Related to Qualifications: mobility within the Central Asian region, mobility outside the Central Asian region (only indication of trends, statistical data are not required)</p>	<p>Intraregional mobility (within Central Asia).</p> <p>The trend towards professional migration between Central Asian countries is increasing due to the implementation of regional projects in the field of energy, construction, modernization of housing and communal services and cross-border infrastructures.</p> <p>Kazakhstan and Uzbekistan act as key centers of attraction for qualified specialists, including energy auditors, from Kyrgyzstan, Tajikistan and Turkmenistan.</p> <p>Most often, mobility takes place in the following format:</p> <ul style="list-style-type: none"> • project employment (contracts for energy audit of large facilities or participation in international projects); • outsourcing or remote analytical support; • temporary relocation within the framework of work for international organizations (GIZ, UNDP, ADB, etc.). <p>Mobility outside the region (external migration).</p> <p>Departure of energy auditors outside Central Asia is carried out, as a rule, within the framework of:</p> <ul style="list-style-type: none"> • Participation in international technical assistance programmes; • obtaining additional education or certification (ISO 50001, EU energy audit standards, etc.); • remote work or consulting services for foreign customers.

3.Units of professional profile and competence



1. Performance of works within the framework of the Preparatory stage: development of questionnaires, collection of initial information, development and approval by the Customer of the Energy Saving Program and the schedule of the energy audit.

Competence of 1. Develop energy audit programs with an indication of the timing of the work and responsible persons.

Knowledge of:	Skills of:	Independence and responsibility:
Fundamentals of legislation in the field of energy saving and energy audit (including regional NAPs);	Draw up a logical and phased program of energy audit;	Independently initiates the development of an audit program;
Stages and methods of energy audit;	Distribute tasks among team members, taking into account their functions;	Responsible for the completeness and realism of the program;
Basics of project management (Project Management);	Evaluate and set realistic deadlines;	Ensures compliance with deadlines and quality of execution;

<p>Requirements for the design of programs and work schedules;</p>	<p>Write official working documents (programs, schedules, orders);</p>	<p>Independently makes decisions within the approved regulations;</p>
<p>The procedure for interaction with the customer and the internal team;</p>	<p>Use planning tools (MS Project, Excel, Gantt Charts);</p>	<p>Coordinates with other departments/specialists.</p>
<p>Methods for estimating labor costs and resource planning;</p>	<p>Participate in the coordination of the document with the customer.</p>	<p>The cross-cutting competences: Critical thinking ?? analysis of risks and deadlines;</p>
<p>Principles of selection of responsible persons for competences.</p>		<p>Communication ?? interaction with the customer, team;</p> <p>Digital literacy ?? ownership of programs for planning and document management;</p> <p>Teamwork ?? distribution of functions and coordination;</p> <p>Organizational skills ?? building a plan and controlling stages;</p> <p>Responsibility for the result ?? implementation of the energy audit plan.</p>

<p>Criteria for assessing competence:</p>	<p>Availability of the correct structure of the energy audit program</p> <p>Ability to agree a document with the customer</p> <p>Independence in the formation of the plan without external control</p> <p>Accuracy of registration and compliance with regulations</p> <p>Realism of deadlines and adequacy of responsibility distribution</p> <p>Ownership of design and digital tools</p>
--	--

Competence of 2. Form a list of necessary information and documents (source data).

<p>Knowledge of:</p> <p>Regulatory and legal framework: International standards, Laws, regulations, GOSTs, SNiPs and other regulatory documents regulating energy surveys and energy consumption</p> <p>Types of energy resources:</p> <p>Electric energy, thermal energy (steam, hot water), natural gas, coal, fuel oil, diesel fuel and others.</p> <p>Sources of data:</p> <p>Where and how you can get information about energy consumption (accounting, technical department, department of main energy, project documentation, measurement acts, readings of metering devices).</p> <p>Types of equipment and systems: The main energy systems and equipment of the facility (heating, ventilation and air conditioning (HVAC), electricity, lighting, water supply, sewerage, technological processes), their characteristics and principles of operation.</p> <p>Energy accounting methods:</p> <p>Principles of operation of metering devices, rules for their verification, features of readings.</p> <p>Basics of data analysis:</p> <p>What data are needed for the subsequent analysis of energy</p>	<p>Skills of:</p> <p>Quickly determine which departments or specialists have the necessary information.</p> <p>Clearly and competently make requests for information and documents, indicating the timing and formats.</p> <p>Quickly assess the completeness and reliability of the data provided, identify missing or conflicting information.</p> <p>Effectively interact with representatives of the audit object to obtain the necessary information.</p> <p>Organize the received data into a logical and convenient form for further work (for example, creating checklists, tables, databases).</p> <p>Apply software for querying, storing and primary data processing.</p> <p>Determine what data is not enough for a full analysis, and request additional information.</p> <p>Change the list of necessary information depending on the specifics of the object and the objectives of the audit.</p> <p>Explain to the representatives of the object why certain information is important for the quality of the audit.</p>	<p>Independence, responsibility, cross-cutting competences:</p> <p>Independence (disambiguation)</p> <p>The energy auditor is independent in:</p> <p>Elaboration of a preliminary list:</p> <p>Initiates the creation of a list of necessary data based on general information about the object.</p> <p>Active search for information:</p> <p>It does not wait for the data to "come by itself", but actively requests them, contacting the responsible persons.</p> <p>Decision-making process:</p> <p>Independently determines which data are critical, and which can be obtained later or are secondary.</p> <p>Adjustment of the data collection plan:</p> <p>Makes changes to the list of source data as new features of the object or the availability of information are identified.</p> <p>Building a Communication:</p> <p>Initiates and maintains interaction with representatives of the audit object for effective data collection.</p> <p>Responsibility (computer science)</p> <p>The energy auditor is responsible for:</p>
---	--	--

**consumption, the construction
 of balances and the
 identification of inefficient
 use.**

Completeness and reliability of the collected data:

The quality of the audit directly depends on how complete and accurate the original data was.

Compliance with deadlines:
 Timely collection of initial data is the key to compliance with the overall audit schedule.

Confidentiality of information:
 Ensuring the safety and non-disclosure of received commercial and technical information.

Minimization of risks:
 Reducing the probability of errors in calculations and recommendations due to incomplete or incorrect information.

Formation of the base for further analysis: It is the responsibility to ensure that the data collected are suitable for subsequent use in calculations and analysis.

Cross-cutting competences (disambiguation)

The Analytical Thinking:
 Ability to critically evaluate information, identify relationships and logical inconsistencies in data.

Skills of communication: Ability to establish contact, effectively negotiate, listen and persuade.

The System Thinking: The ability to see an object as a single system and understand how

		<p>different components affect energy consumption.</p> <p>Attention to detail: Thoroughness in checking documents and information, the ability to notice even minor inaccuracies.</p> <p>Organization of: Ability to plan, organize and manage large amounts of information.</p> <p>Flexibility of: Willingness to adapt to changing conditions and the availability of information.</p> <p>Solving the problems: Ability to find workarounds or alternative data sources in case of difficulties.</p>
--	--	--

<p>Criteria for assessing competence:</p>	<p>The competence of the energy auditor in the formation of the list of necessary information and documents can be assessed according to the following criteria:</p> <p>Completeness and relevance of the list: To what extent the developed list of initial data corresponds to the specifics of the object and the objectives of the audit.</p> <p>Speed and efficiency of data collection: How quickly and without unnecessary time and resources the necessary information was collected.</p> <p>Quality and reliability of the collected data: Absence of obvious errors, contradictions and gaps in the information received.</p> <p>Level of interaction with representatives of the object: Reviews from representatives of the object about the quality and clarity of the energy auditor's requests.</p> <p>Ability to identify and address data gaps: How effectively the auditor identifies the missing information and requests it.</p>
--	--

Organization and systematization of the obtained data: How convenient and logically structured is the information collected for further work.

Minimization of returns and requisitions:

The less you have to return for additional information due to initial omissions, the higher the competence.

Application of specialized tools: Use of software, checklists and other tools to optimize the process of data collection.

2. **Execution of works within the Measurement stage:** performance of necessary measurements, discussion of issues with the Customer, inspection of buildings, structures, communications with identification of energy saving potential.

Competence of 1. Perform instrument measurements of the parameters of the equipment in accordance with the approved program.

Knowledge of:	Skills of:	Independence and responsibility:
<p>Principles of operation of various types of power equipment (electric motors, pumps, compressors, boilers, heat exchangers, etc.).</p>	<p>Select suitable measuring instruments for a specific type of equipment and the parameter to be measured.</p>	<p>The independence of: Able to independently prepare for measurements, select instruments, conduct measurements and record data, following the approved program. Makes decisions on the nuances of connecting and configuring devices.</p>
<p>The main measured parameters of the equipment (power, current, voltage, temperature, pressure, flow, efficiency, vibration, etc.).</p>	<p>Prepare measuring instruments for operation (inclusion, adjustment, verification).</p>	<p>Responsibility for: Responsible for the accuracy and reliability of the data obtained. Responsible for the safety and proper operation of measuring instruments. Ensures compliance with safety requirements during work.</p>
<p>Types of measuring devices, their purpose, principle of operation, error and operating rules (multimeters, current meters, thermal imagers, flow meters, gas analyzers, sound meters, pyrometers, manometers, etc.).</p>	<p>Correctly connect measuring devices to the equipment.</p>	
<p>Methods of instrument measurements for various types of equipment and parameters.</p>	<p>Measure the parameters of the equipment in accordance with the approved program and methods.</p>	
<p>Requirements of standards and regulatory documents for</p>	<p>Fix and interpret the received data.</p>	
	<p>Ensure the accuracy and reliability of measurements.</p>	
	<p>Identify anomalies or deviations in the operation of equipment based on instrument readings.</p>	
	<p>Make measurement protocols, specify the conditions and errors.</p>	

measurements (GOSTs, SNiPs, methodological guidelines).

Safety technique when working with electrical installations and moving mechanisms.

Procedure for maintenance and execution of measurement protocols.

Basics of calibration and verification of measuring instruments.

<p>Criteria for assessing competence:</p>	<p>Accuracy and reliability: The obtained measurement data correspond to the actual parameters, confirmed by other sources (if possible) or repeated measurements.</p> <p>Compliance with the methodology: Carrying out measurements strictly according to the approved program and methods.</p> <p>Correctness of the choice and use of devices: Adequate choice of devices, no damage to devices, proper connection.</p> <p>Completeness of data: All necessary parameters are measured and recorded.</p> <p>Registration of: Measurement protocols are designed neatly, fully, in accordance with the requirements.</p> <p>Identification of deviations: Ability to notice and note abnormal readings.</p> <p>Compliance with TB: No safety violations.</p>
--	--

Competence of 2. To instrumentally examine buildings, structures, structures and its engineering systems using measuring instruments in accordance with the approved Program.

<p>Knowledge of:</p> <p>Basics of building thermal physics (heat transfer, thermal conductivity, convection, radiation, thermal bridges).</p> <p>Types of enclosing structures of buildings and their thermal characteristics.</p>	<p>Skills of:</p> <p>Draw up an instrumental survey plan based on the approved programme.</p> <p>To carry out thermal imaging of enclosing structures and identify defects (bridges of cold, places of heat leakage).</p>	<p>Independence and responsibility:</p> <p>The independence of: Able to independently organize and conduct a full instrumental examination of the object, choosing the optimal measurement points and methods</p>
---	--	---

<p>Principles of engineering systems of buildings (heating, ventilation, air conditioning, water supply, sanitation, electricity).</p> <p>The main measured parameters in the survey of buildings (surface temperature, air temperature, humidity, heat loss, air exchange rate, air quality, illumination, infiltration).</p> <p>Types of measuring instruments for surveying buildings (heat gauges, anemometers, luxmeters, hygrometers, gas analyzers, noise meters, aeroverifiers, electricity quality analyzers).</p> <p>Methods of instrumental inspection of buildings and engineering systems.</p> <p>Requirements of standards and regulatory documents for the inspection of buildings (for example, international standards, GOSTs for thermal imaging control, methods for determining breathability).</p> <p>Procedure for the preparation of reports on the results of the survey.</p>	<p>Determine the parameters of the microclimate in the premises (temperature, humidity, air speed).</p> <p>Measure the operating parameters of ventilation and air conditioning systems (air consumption, temperature).</p> <p>Assess the quality of electricity and the parameters of electricity consumption of the building.</p> <p>Use specialized software for data processing (for example, thermal imaging programs).</p> <p>Identify potential places of energy loss and inefficient operation of systems.</p> <p>Fix the results of the survey in accordance with the approved form.</p>	<p>within the approved program. Decide on the need for additional measurements to refine the data.</p> <p>Responsibility for: Responsible for the completeness and objectivity of the data obtained during the survey. Responsible for identifying all significant energy losses and defects that can be detected instrumentally. Ensures correct interpretation of the data obtained.</p>
---	---	---

<p>Criteria for assessing competence:</p>	<p>Systematicity of the survey: Complete coverage of the surveyed area, absence of missed critical areas.</p> <p>Quality of data: Accuracy, representativeness and completeness of the collected instrumental data.</p> <p>Correctness of interpretation: Adequate assessment of identified defects and anomalies based on instrumental data.</p> <p>Detection of energy loss: The ability to identify the main sources of energy loss and inefficiency.</p>
--	--

Registration of results: The survey report is structured, contains all the necessary data, graphs, images, conclusions.

Application of TB: No violations of safety rules when working at the facility.

Competence of 3. Remove data from the company's standard devices.

<p>Knowledge of:</p> <p>Types and principles of operation of standard energy metering devices (electric meters, heat meters, water / gas flow meters).</p> <p>Methods of reading reading from various types of devices (direct reading, reading from the display, the use of special devices for remote reading).</p> <p>Graphs and formats of data storage in the archives of standard devices.</p> <p>Procedure for work with automated systems of commercial accounting of energy resources (ASKUE).</p> <p>Principles of maintaining energy accounting journals.</p> <p>Legal aspects of commercial accounting of energy resources.</p>	<p>Skills of:</p> <p>Determine the location and type of standard metering devices in the enterprise.</p> <p>Correctly read readings from the displays of metering devices.</p> <p>Use specialized software or devices to read archives of data from metering devices.</p> <p>Transfer read data to spreadsheets or databases.</p> <p>Identify discrepancies between the instrument readings and the data provided by the enterprise.</p> <p>Verify the integrity and reliability of the read data.</p> <p>Fill out accounting forms and journals.</p> <p>Form requests to ASKUE to obtain data.</p>	<p>Independence and responsibility:</p> <p>The independence of: Able to independently find, identify and count data from all necessary standard metering devices. Interacts with the personnel of the enterprise to gain access to devices and metering systems.</p> <p>Responsibility for: Responsible for the completeness, accuracy and correctness of the data collected. Responsible for maintaining the confidentiality of information. Ensures that the data collected complies with the established accounting rules and periods.</p>
<p>Criteria for assessing competence:</p>	<p>Completeness of data: Removed all necessary data from all devices for the required period.</p> <p>Accuracy of reading: Absence of errors in the transfer of testimony.</p> <p>Correctness of processing: Proper systematization and formatting of data.</p> <p>Identification of discrepancies: Ability to notice and document any inconsistencies.</p> <p>Compliance with procedures: Follow the approved procedures for data withdrawal.</p>	

	<p>Documentation of: Correct registration and fixation of all received data and notes.</p>
<p>Cross-cutting competencies (applicable to all three skills): instrumental measurements, instrumental examination, data collection from standard instruments):</p>	<p>The Analytical Thinking: Ability not only to collect data, but also to analyze them, to identify causal relationships, anomalies and potential problems, as well as to draw reasonable conclusions about the state of equipment or systems.</p> <p>Manifestation of independence and responsibility: Independently formulates hypotheses on the basis of preliminary analysis, makes decisions on the need for additional measurements to confirm or refute, is responsible for the reliability of analytical conclusions.</p> <p>The System Thinking: Understanding how individual measurements or surveys fit into the overall picture of an object's energy consumption, how different engineering systems interact with each other.</p> <p>Manifestation of independence and responsibility: Makes decisions about the sequence and volume of measurements, taking into account the interrelationships of systems, is responsible for the complexity and completeness of the information received.</p> <p>Attention to detail and accuracy: It is extremely important for accurate reading of readings, proper connection of devices and fixation of data, as the slightest error can lead to incorrect conclusions.</p> <p>Manifestation of independence and responsibility: Independently double-checks its actions and the data received, is responsible for the absence of errors and omissions in the recorded information.</p> <p>Planning and organization: Ability to effectively plan your workflow, prioritize, allocate time to perform all necessary measurements and surveys.</p> <p>Manifestation of independence and responsibility: Independently draws up a detailed action plan, optimizes the routes and time of work, is responsible for the timely and full implementation of the audit program.</p> <p>Activity and initiative: The ability to take the initiative in finding non-standard approaches to solving problems, identifying hidden sources of energy loss or optimizing the measurement process.</p> <p>Manifestation of independence and responsibility: Independently proposes and implements improvements in the process of data collection, takes responsibility for the implementation of these initiatives.</p>

	<p>Problem-Oriented Thinking: Ability to identify problems (e.g. equipment inefficiency, heat leakage), formulate them and suggest possible solutions based on the data collected.</p> <p>Manifestation of independence and responsibility: Independently determines critical points for measurement, forms a list of detected problems, is responsible for the adequacy of the "diagnosis".</p> <p>Skills of communication: Effective interaction with the personnel of the enterprise to gain access to devices, clarify data, explain the goals and methods of measurements.</p> <p>Manifestation of independence and responsibility: It independently builds interaction, requests the necessary information, is responsible for establishing a constructive dialogue.</p> <p>Learning and adaptability: Willingness to master new devices, techniques, software, as well as adapt to changing conditions at the facility.</p> <p>Manifestation of independence and responsibility: He independently studies new tools and approaches, adapts his work to unpredictable situations, is responsible for maintaining his qualifications at a high level.</p>
--	--

3. Execution of works within the framework of the Analytical stage: Analysis and processing of the received information, Development of energy-saving measures with calculation of energy-saving potential. Coordination of energy-saving measures with the Customer.

1. Analyze the information and results of measurements (tests) obtained at the measuring stage.

Knowledge of:	Skills of:	Independence and responsibility:
<p>Methods of statistical data analysis: Average, median, standard deviation, correlation analysis, regression analysis, time series analysis.</p> <p>Principles of processing large amounts of data: Sorting, filtering, aggregating, identifying anomalies and omissions.</p> <p>Specialized software for analysis: Excel (advanced functions), specialized</p>	<p>Systematize and structure raw measurement data.</p> <p>Calculate energy flows, losses, equipment efficiency (KPD, specific consumption).</p> <p>Compare actual indicators with regulatory, design or passport data.</p> <p>Identify sources of inefficient use of energy resources (heat/cold leakage, pressure loss, suboptimal operating modes of equipment).</p>	<p>The independence of: Completely independently analyzes the entire array of data obtained at the measuring stage. Makes decisions about the choice of methods for analyzing and visualizing data. Proactively looking for relationships and non-obvious anomalies.</p> <p>Responsibility for: It bears full responsibility for the correctness of all calculations, the validity of conclusions and the reliability of analytical data. He is responsible</p>

programs for energy audit (for example, programs for processing thermal imaging data, ASKUE data, programs for modeling energy consumption).

Thermophysical and hydraulic patterns: Understanding how the resulting measurements (temperature, pressure, flow) relate to physical processes in systems.

Regulatory documents and standards: Acceptable norms and deviations of the parameters of equipment and engineering systems (for example, SNiPs, GOSTs, energy efficiency standards).

Typical characteristics of the equipment: Knowledge of passport data and typical operating modes of various types of equipment (KPD, energy consumption).

Principles of Energy Balance: Ability to correlate the consumption of energy resources with their losses and use.

Identify the causes of deviations and anomalies in the operation of systems or equipment based on data.

Construction of graphs, diagrams and tables to visualize the results of the analysis.

Formulate preliminary conclusions and hypotheses based on analysis.

Use mathematical models to predict or estimate potential savings.

for identifying all significant energy losses and energy saving potential that can be detected in the analysis of measurements.

Cross-cutting competencies (applicable to all three skills): instrumental measurements, instrumental examination, data collection from standard instruments):

Critical Thinking: Ability to doubt obvious conclusions, check data for internal consistency, identify possible measurement errors or data distortion.

The Logical Thinking: Construction of clear logical chains from initial data to conclusions, identification of causal relationships.

Computer literacy (advanced level): Effective use of specialized software, spreadsheets, databases for storing, processing and analyzing large amounts of information.

Problem-Oriented Thinking: Focus analysis on identifying and detailing specific energy consumption problems.

<p>Criteria for assessing competence:</p>	<p>Depth of analysis: Identified not only obvious, but also hidden problems, non-obvious relationships.</p> <p>Reliability of calculations: All calculations are performed without errors, using correct formulas and techniques.</p> <p>Substantiation of conclusions: Each conclusion is supported by specific data and calculations.</p> <p>The complexity of: The analysis covers all essential aspects without missing important details.</p> <p>Use of Software: Effective and correct application of analysis software.</p> <p>Visibility of presentation: The results of the analysis are presented in a clear and logical form (graphs, tables, diagrams).</p> <p>Identification of savings potential: Quantitative indicators of possible energy savings are clearly formulated.</p>	
<p>Competence of 2. Analyze the initial data obtained at the preparatory stage.</p>		
<p>Knowledge of:</p> <p>Composition and structure of design and operational documentation: Schematics of engineering networks, technical passports of equipment, commissioning acts, energy passports, data on annual energy consumption (contracts with suppliers, invoices).</p> <p>Normative legal acts: Laws, resolutions, orders, SNiPs, GOSTs regulating requirements for energy efficiency of buildings and equipment, as well as to the order of accounting of energy resources.</p> <p>Principles of accounting of energy resources at the enterprise: Methods of distribution of energy</p>	<p>Skills of:</p> <p>Identify the completeness and reliability of the source data provided.</p> <p>Structure and systematize information from various sources (documents, accounts, reports).</p> <p>Identify key energy consumers at the facility.</p> <p>Assess the compliance of the existing state of the facility and equipment with project documentation and regulatory requirements.</p> <p>Identify discrepancies and inconsistencies in the original data (for example, discrepancies between instrument readings and invoices).</p> <p>Identify potential areas for deeper instrumental examination.</p>	<p>Independence and responsibility:</p> <p>The independence of: Independently requests, collects and verifies the completeness of the initial data from the customer. Makes decisions on the need to request additional information or to carry out clarifications. Able to identify missing or conflicting data.</p> <p>Responsibility for: Responsible for the completeness and reliability of the original data used for further audit. Responsible for identifying all significant factors affecting the energy consumption of the facility on the basis of these data.</p>

<p>resources, the presence of standard metering devices, the rules for their verification and calibration.</p> <p>Principles of operation of the enterprise/object: Technological processes, modes of operation, number of personnel, equipment used and its main characteristics.</p> <p>Basic economic indicators: Tariffs for energy resources, volumes of consumption, cost structure.</p> <p>Energy consumption schedules: Analysis of seasonality, peak and minimum loads.</p>	<p>Form the "energy profile" of the object on the basis of the data obtained.</p> <p>Use data for preliminary assessment of energy saving potential.</p>	
<p>Cross-cutting competencies (applicable to all three skills): instrumental measurements, instrumental examination, data collection from standard instruments):</p>	<p>Organization of: Ability to work effectively with a large amount of documentation, systematize and store information.</p> <p>Attention to detail: Identification of the slightest inconsistencies or omissions in the documentation.</p> <p>Skills of communication: Effective interaction with the customer's representatives to obtain the necessary information and clarify the data.</p> <p>Activity and initiative: Manifestation of initiative in search of necessary, but missing information.</p>	
<p>Criteria for assessing competence:</p>	<p>Completeness of data collection: Collected all the necessary amount of initial information.</p> <p>Critical assessment of data: All dubious, contradictory or missing data have been identified.</p> <p>Structure of: The information is systematized and easily accessible for further use.</p> <p>Formation of the base for audit: Based on the initial data, a clear and justified plan of further actions (measurements, surveys) has been created.</p> <p>Identification of prerequisites for energy saving: Based on the analysis of the initial data, the main directions for potential savings have already been outlined.</p>	

Accuracy of documentation: All original documentation is taken into account and executed properly.

4. **The final stage:** Execution of a conclusion on the results of an energy audit with an assessment of the Customer's energy saving activities.

Competence of 1. To form conclusions on energy saving and energy efficiency improvement.		
<p style="text-align: center;">Knowledge of:</p> <p>Structure and content of the Energy Passport/Energy Audit Conclusion: Requirements for design, mandatory sections (general information, analysis of energy consumption, identified losses, recommendations, economic calculations, conclusions).</p> <p>Principles for the development of energy-saving measures: Typical activities for various systems (lighting, heating, ventilation, electricity, water supply, technological processes).</p> <p>Methods of feasibility study (TEO) of activities: Calculation of sales costs, payback period (simple, discounted), net present value (NPV), internal rate of return (IRR), profitability index (PI).</p> <p>Regulatory and legal framework for energy saving and energy efficiency: Legislative acts, standards, orders regulating this sphere (for example, Laws on energy saving, methods of calculation).</p>	<p style="text-align: center;">Skills of:</p> <p>Systematize and summarize all the information received (baseline data, measurement results, analyses).</p> <p>Identify the most significant sources of energy loss and energy saving potential on the basis of the analysis.</p> <p>Develop specific, technically sound and implementable recommendations on energy conservation.</p> <p>To make technical and economic calculations for each proposed event (costs, savings, payback period).</p> <p>Rank activities according to their priority and cost-effectiveness.</p> <p>Formulate clear, concise and reasoned conclusions and conclusions.</p> <p>To draw up a conclusion in accordance with the established standards and requirements (GOSTs, methods).</p> <p>Use specialized programs to generate reports and calculations.</p> <p>To present complex technical and economic data in an understandable form for the</p>	<p style="text-align: center;">Independence and responsibility:</p> <p>The independence of: Completely independently develops the structure and content of the conclusion. Independently chooses the best activities and conducts their feasibility study. Makes final decisions on formulations and recommendations. Responsibility for the completeness, accuracy, validity and feasibility of all proposed activities and calculations.</p> <p>Responsibility for: Takes full responsibility for the quality and reliability of the entire conclusion. Responsible for the validity of each proposed activity and its economic effect. He is responsible for the compliance of the conclusion with the current norms and standards. Understands and is responsible for the potential consequences (economic, environmental) from the implementation of the proposed measures.</p>

<p>Principles of project management: Project life cycle, risk assessment, resource management in the implementation of activities.</p> <p>Basics of information presentation: Methods of structuring text, using graphs, tables, diagrams for clarity.</p> <p>Terminology of energy saving and energy: A professional vocabulary.</p> <p>Basics of thermal power engineering, electrical engineering, hydraulics, construction thermal physics: For a competent description of problems and suggestions.</p>	<p>customer (including for non-technical specialists).</p> <p>Express your thoughts in writing clearly, competently and convincingly.</p>	
<p>Cross-cutting competencies (applicable to all three skills): instrumental measurements, instrumental examination, data collection from standard instruments):</p>	<p>Synthesis of information: Ability to combine disparate data and facts into a single, holistic picture.</p> <p>Adoption of decisions: Reasoned selection of the most effective measures on the basis of a comprehensive analysis.</p> <p>Skills of presentation: Ability to convey key findings and recommendations to the audience, whether it is the management of the enterprise or investors.</p> <p>The Persuasion (film) Ability to reasonably prove the expediency of the proposed solutions.</p> <p>Accuracy and pedantry: It is extremely important for the correct registration of documentation and calculations.</p> <p>The Strategic Thinking: The ability to see not only current problems, but also long-term prospects for improving the energy efficiency of the facility.</p> <p>Literacy in Economics: Understanding the financial aspects of the proposed solutions.</p>	
<p>Criteria for assessing competence:</p>	<p>Completion and compliance: The conclusion contains all mandatory sections and is issued in accordance with the established requirements (GOSTs, ST RK, methods).</p> <p>Rationale of the proposals: All proposed measures are technically justified, economically calculated and confirmed by audit data.</p>	

	<p>Reliability of calculations: No errors in technical and economic calculations, realistic payback periods and savings.</p> <p>Implementability of: The proposed measures are practically applicable and can be implemented at this facility, taking into account its specifics.</p> <p>Clarity and logic of presentation: The conclusion is written in clear language, structured, easy to read and perceived.</p> <p>The practical value: The conclusion provides the customer with a clear action plan to achieve energy saving goals.</p> <p>Potential for savings: The proposals result in substantial and measurable reductions in energy consumption and/or costs.</p> <p>Availability of conclusions and recommendations: Clear, reasoned and practical conclusions and recommendations.</p> <p>Observance of confidentiality: Ensuring the confidentiality of the customer's data.</p>
--	---

4. **Specifications for the assessment and recognition of competencies, qualifications related to the professional profile in the Central Asian countries: evaluation and recognition bodies, procedures, resources.**

General trends for Central Asian countries:

- **The legislative framework:** All Central Asian countries have adopted laws on energy saving and energy efficiency, which define the legal framework for conducting an energy audit and regulate the activities of energy audit organizations.
- **The International Standards:** Most countries use or adapt international standards such as ISO 50001 (Energy Management Systems) and ISO 17024 (Conformity Assessment ?? General Requirements for Personnel Certification Authorities), as well as ISO 14000 (Environmental Management).
- **Emphasis on education and skills development:** The importance of specialized education and regular professional development for energy auditors is recognized.
- **The state regulation:** The activities of energy auditors, as a rule, are subject to state regulation, including accreditation and maintenance of registers.

Below is the detail by country, taking into account the available public information:

1. Republic of Kazakhstan

Specifications of assessment and recognition of competencies, qualifications:

- **The professional standard:** The professional standard "Energy Audit" was approved in Kazakhstan, which determines the requirements for the level of education (higher engineering and technical), work

experience (general technical experience of at least 5 years, of which at least 1 year in an energy audit organization) and the necessary skills and knowledge.

- **Competences are as follows:** These include the ability to formulate energy conservation plans, collect and analyse energy consumption data, make instrumental measurements, develop energy audit programmes, identify savings potential and make recommendations.
- **Requirements for energy auditor-IP:** An individual entrepreneur-energy auditor can conduct an energy audit only of buildings, structures, structures and is obliged to own attorneys information and measuring complexes and technical means.

Valuation and recognition bodies:

- **The authorized body:** The Ministry of Industry and Construction of the Republic of Kazakhstan is an authorized body in the field of energy saving and energy efficiency. It forms state policy, maintains registers of accredited engineering personnel and organizations. Direction of activity Ministry of Energy of the Republic of Kazakhstan: development of renewable energy sources.
- **The accredited organizations:** Energy audit activities are carried out by legal entities accredited by the authorized body.
- **Self-regulatory organizations (SROs), Associations:** In Kazakhstan, there are SROs, Associations in the field of energy audit, which can participate in the process of assessing qualifications and monitoring the activities of their members.

The procedures are as follows:

- **Accreditation of:** Energy audit organizations undergo the accreditation procedure to obtain the right to carry out activities.
- **Certification of personnel:** Certification of candidates for energy auditors is carried out by the bodies to confirm the compliance of personnel in the field of energy audit (hereinafter ?? OPSP), according to the results of a two-stage verification system (general and practical exam). To date, QSP in Kazakhstan is Quality Generation Group LLP.
- **Upgrading of qualifications:** Regular refresher courses are required to maintain qualifications and accreditation.

Resources are as follows:

- **The legislation is as follows:** Law of the Republic of Kazakhstan "On Energy Saving and Energy Efficiency Improvement", Rules for Energy Auditing, Professional Standard "Energy Audit (Energy Audit)".
- **Resources for information:** State registers of accredited energy audit organizations and specialists.
- **The Educational Centers:** Higher education institutions and specialized training centers offering programs on energy saving and energy efficiency.

2. Republic of Uzbekistan

Specifications of assessment and recognition of competencies, qualifications:

- **The legislation is as follows:** The new Law of the Republic of Uzbekistan "On Energy Saving, its Rational Use and Improvement of Energy Efficiency" (adopted in 2024) establishes requirements for energy audit and energy managers.
- **Competences are as follows:** The main tasks of the energy audit include assessing the potential for saving fuel and energy resources, their rational use and improving energy efficiency.
- **Teaching is as follows:** Energy auditors and energy managers are obliged to improve their skills in accredited training centers, including higher educational organizations.

Valuation and recognition bodies:

- **Specially authorized state body:** Develops requirements for energy service contracts, maintains a list of educational centers for energy auditors and energy managers.

- **Accredited training centers:** They carry out advanced training and, probably, issue supporting documents.
- **Conformity assessment bodies:** There are probably bodies accredited for conformity assessment, including possibly in the field of energy auditing.

The procedures are as follows:

- **Upgrading of qualifications:** Compulsory advanced training in accredited centers.
- **Accreditation of:** Training centers and possibly energy audit organizations themselves are accredited.

Resources are as follows:

- **The legislation is as follows:** Law of the Republic of Uzbekistan "On Energy Saving, its Rational Use and Energy Efficiency Improvement".
- **List of educational centers:** Published by the authorized body.

3. Republic of Kyrgyzstan

Specifications of assessment and recognition of competencies, qualifications:

- **Energy certification of buildings:** Kyrgyzstan is actively developing a system of energy certification of buildings, which requires specialists in energy audit of buildings.
- **Competences are as follows:** This includes assessing the state of the building in terms of energy consumption, identifying losses, reducing costs, improving the energy efficiency of equipment, thermal imaging survey, electricity quality measurements, etc.
- **Certified specialists are:** There is a register of certified professionals.

Valuation and recognition bodies:

- **State Register of Energy Certificates of Buildings, Energy Efficiency Reports:** "Energoreister KG" is being conducted.
- **The accredited specialists:** The body responsible for the accreditation of energy certification specialists.

The procedures are as follows:

- **Certification of:** Procedures for certification of specialists for work in the field of energy certification of buildings.
- **Registration of:** Registration of experts and their activities.

Resources are as follows:

- **The information portals:** Energoreestr.kg, containing registers of specialists, reports and energy certificates.
- **The regulatory documents:** Laws, regulations, building codes concerning energy efficiency of buildings.

4. Republic of Tajikistan

Specifications of assessment and recognition of competencies, qualifications:

- **Energy Saving Law:** The Law of the Republic of Tajikistan "On Energy Saving and Energy Efficiency" was adopted, which establishes the basic principles and requirements.
- **Energy Efficiency Requirements of Buildings:** The law provides for the revision of energy efficiency requirements of buildings every five years.
- **Competences are as follows:** In general, they are aimed at ensuring compliance of fuel and energy consumption with economic and technical standards.

Valuation and recognition bodies:

- **The Government of the Republic of Tajikistan:** Establishes the procedure for reviewing the energy efficiency requirements of buildings.

- **Ministry of Energy and Water Resources:** It probably plays a key role in regulation.

The procedures are as follows:

- Detailed information on procedures for accreditation or certification of energy auditors in open sources is less accessible for Tajikistan compared to Kazakhstan and Uzbekistan. It is assumed that there is a system of state control and regulation.

Resources are as follows:

- **The legislation is as follows:** Law of the Republic of Tajikistan "On Energy Saving and Energy Efficiency".

5. Republic of Turkmenistan

Specifications of assessment and recognition of competencies, qualifications:

- **Law on Energy Saving and Energy Efficiency:** Defines the legal basis.
- **Mandatory energy audit:** Compulsory energy survey is subject to legal entities that implement energy-saving measures financed from the state budget. It is held at least once every five years.
- **Competences are as follows:** They are aimed at identifying the potential of energy saving in various areas of thermal power consumption, types of thermal power, secondary energy resources, energy-consuming equipment.
- **Requirements for legal entities:** The provision of energy survey services has the right to be carried out only by a legal entity that meets the requirements for competence determined by the authorized body.

Valuation and recognition bodies:

- **The authorized body:** Determines the requirements for the competence of legal entities conducting energy surveys, and establishes the procedure for conducting mandatory energy surveys.
- **Cabinet of Ministers:** Approves the State Program for Energy Saving and Energy Efficiency.

The procedures are as follows:

- **Definition of Competence:** Procedures for determining the competence of legal entities for conducting an energy audit.
- **Regular surveys:** Mandatory energy surveys are conducted on a regular basis.

Resources are as follows:

- **The legislation is as follows:** Law of Turkmenistan "On Energy Saving and Energy Efficiency".
- **State program of energy saving:** Developed by the authorized body.

Mutual recognition of qualifications in Central Asia:

At the moment, there is no single system of mutual recognition of qualifications of energy auditors within Central Asia. However, taking into account the processes of integration (for example, within the framework of the EAEU, where Kazakhstan is a member) and regional cooperation, such mechanisms may appear in the future. Agreements on mutual recognition of documents on academic degrees and titles in the EAEU already exist, which can serve as a precedent for professional qualifications.

Common problems and challenges for all Central Asian countries:

- **Lack of qualified personnel:** There is a need to increase the number of highly qualified energy auditors.
- **Material and technical base:** Not always sufficient equipment of energy audit organizations with modern measuring equipment.
- **Quality of energy audits:** The need to improve the quality of energy audits and the effectiveness of the implementation of their recommendations.

- **Funding for:** Limited financial resources for energy audits, especially for small and medium-sized enterprises.
- **Awareness of:** Insufficient awareness of potential customers about the benefits of energy audit.

To further develop the energy audit sector in Central Asia, it is necessary to harmonize legislation, develop education and training systems, stimulate the introduction of best practices and international standards, and also work out mechanisms for mutual recognition of competencies.

5. References to national qualifications and standards of Central Asian countries.

Republic of Kazakhstan

- **Law of the Republic of Kazakhstan "On Energy Saving and Energy Efficiency Improvement":**
- https://online.zakon.kz/Document/?doc_id=31112351
- This law defines the main legal, economic and organizational framework for activities in the field of energy saving and energy efficiency improvement, including energy audit.
- **422 13.11.2023 Order of the Minister of Energy of the Republic of Kazakhstan of November 13, 2023 No. 422 "About approval of the professional standard "Energy audit (Energy audit)"**
- <https://adilet.zan.kz/rus/docs/G23IS000154>
- This document contains detailed requirements for qualifications, work experience, knowledge and skills of the energy auditor.
- **About approval of risk assessment criteria for selection of subjects (objects) of control, checklists in the field of energy saving and increase of energy efficiency:**
- <https://adilet.zan.kz/rus/docs/V1500012793>
- **Register of accredited organizations for energy saving and energy efficiency:**
- https://data.egov.kz/datasets/view?index=energiya_unemdeu_zhane_energiy_in_archive
- https://www.gov.kz/memleket/entities/mps/documents/1?directions=_255&lang=en&type=_204 register of engineering ?? technical workers.
- <https://qg-group.kz/audit>

Republic of Uzbekistan

- **Law of the Republic of Uzbekistan "On saving energy, its rational use and increasing energy efficiency" (ZRU No 940 dated 07.08.2024):**
- <https://www.lex.uz/acts/7052217> (or current version on the Lex.uz portal)
- This law, which entered into force recently, establishes requirements for energy auditors and energy managers, including mandatory professional development.
- **List of educational centers for energy auditors and energy managers:**
- According to the Law, this list is maintained by a specially authorized state body and published in the prescribed manner. It is necessary to search for information on the websites of the Ministry of Energy or relevant government bodies.
- **Catalog of companies and organizations engaged in energy audit:**
- <https://www.yellowpages.uz/rubrika/energoaudit>
- Although it is not an official qualifications register, it can provide insight into existing companies and their services.

Republic of Kyrgyzstan

- **Law of the Kyrgyz Republic "On Energy Saving and Energy Efficiency Improvement":**
 - https://minenergo.gov.kg/normativeLegalAct?direction=10&document_type=1
- **the Government HYPERSHORT "https://cbd.minjust.gov.kg/157419" of the Kyrgyz Republic of January 17, 2020 No 13**
 - <https://cbd.minjust.gov.kg/7-20297/edition/995124/ru>
 - This document describes the requirements for education, work experience and advanced training courses to obtain an energy auditor's certificate.
- **State Register of Energy Certificates of Buildings, Certified Specialists and Energy Efficiency Reports:**
 - <https://energoreestr.kg/>
 - This resource is the main source of information about certified energy certification specialists in Kyrgyzstan.

Republic of Tajikistan

- **Law of the Republic of Tajikistan "On Energy Saving and Energy Efficiency":**
 - https://mewr.tj/wp-content/uploads/files/Konun_sarfajui_energet.pdf
 - <https://medt.tj/documents/main/normativno-pravovie-akti/zakonodatelnie-akti/en/02558-en.pdf> (older version of the law "On energy saving")
 - These laws define the general framework for energy conservation and energy efficiency. Details on the qualifications of energy auditors can be in by-laws.
- **Registers or lists of energy auditors:**
 - It is difficult to find a direct state register of energy auditors in open access. Perhaps information can be obtained through the Ministry of Energy and Water Resources of the Republic of Tajikistan or through organizations engaged in "green energy" (for example, <https://www.greenenergy.tj/>).

Republic of Turkmenistan

- **Law of Turkmenistan "On Energy Saving and Energy Efficiency":**
 - <https://minjust.gov.tm/ru/hukuk/merkezi/hukuk/611>
 - <https://faolex.fao.org/docs/pdf/tuk227386.pdf>
 - These documents establish the basis for mandatory energy surveys and the requirements for legal entities conducting these surveys. Details on the qualifications of specialists working in such legal entities may be in the by-laws of the authorized body.
- **Registers or lists of energy auditors:**
 - In the public domain, information on the registers of energy auditors in Turkmenistan is less available. Requests can be sent to the Ministry of Energy of Turkmenistan.

An important note: Legislation in the field of energy efficiency and energy audit in the countries of Central Asia is developing dynamically. It is recommended to always refer to the latest official versions of regulatory legal acts on state portals or in the relevant ministries.

5. References to other international qualifications and standards.

1. International ISO Standards

This is one of the most widely recognized standards in the world that affect the practice of energy auditing.

- **ISO 50001 and ISO 50001: Energy management systems. Energy management systems ?? Requirements with guidance for use**

- This standard is not a qualification for the energy auditor himself, but it sets out the requirements for an energy management system in an organization. Energy auditors should be familiar with this standard, as their work is often related to the implementation or audit of systems according to ISO 50001.
- **Where to find:** The standard can be purchased on the official ISO website (www.iso.org) or from authorized distributors of the standards.
- **ISO 50002 and ISO 50002: The Energy Audit. Energy audits ?? Requirements with guidance for use**
- This standard provides guidance on conducting energy audits for organizations. It describes the energy audit process, including planning, conducting, reporting and follow-up. Energy auditors should be familiar with the methodology described in this standard.
- **Where to find:** Similar to ISO 50001, it is available through the official ISO website.
- **See also ISO 17024: Conformity assessment ?? General requirements for bodies operating certification of persons**
- This standard specifies requirements for bodies that certify personnel (e.g. energy auditors). It ensures that the certification process is impartial, competent and consistent. Energy auditors themselves can obtain certification from bodies accredited to ISO 17024.
- **Where to find:** Available through the official ISO website.

2. Qualifications from the Association of Energy Engineers (AEE)

AEE is one of the world's most well-known organizations offering certifications in the field of energy and energy efficiency. Their certifications are widely recognized.

- **Certified Energy Manager (CEM®)**
- One of the most prestigious and widely recognized qualifications for professionals in the field of energy management and energy audit. CEM® confirms competences in various aspects of energy management, including audit, implementation of energy efficiency solutions and energy consumption analysis.
- **Requirements for:** Usually include higher education (engineering, technical or related), experience in the field of energy / energy management (3-10 years depending on education), passing an approved training course and successfully passing the exam.
- **Where to find information and apply:** <https://www.aeecenter.org/certified-energy-manager/>
- **Certified Energy Auditor (CEATM)**
- This certification from AEE is specifically aimed at professionals engaged in energy audits of buildings and industrial facilities.
- **Requirements for:** Similar to CEM®, but the emphasis is on experience in conducting audits.
- **Where to find information:** <https://www.aeecenter.org/certified-energy-auditor/>
- **Certified Measurement & Verification Professional (CMVP®)**
- Although it is not directly an energy auditor's qualification, it is closely related. CMVP® focuses on the measurement and verification skills (M&V) of energy savings, which is a critical component of any energy audit and energy efficiency project.
- **Where to find information:** <https://www.aeecenter.org/certified-measurement-verification-professional/>

3. European Energy Manager (EUREM)

- **EUREM (European Energy Manager)** is a standardized European training and development program aimed at developing the skills of technical experts in the field of energy efficiency. It covers a wide range of issues related to energy in companies.
- **Features of:** The program is focused on the practical application of knowledge, includes project work in the participant's own company.

- **Where to find information:** <https://energymanager.eu/>
 - On the site you can find information about training providers in different countries (including some CIS countries).

4. Building Performance Institute (BPI) (USA)

BPI is the leading certification body for building energy efficiency in the United States. Although their standards and qualifications are mainly focused on the North American market, they set high standards for the energy audit of residential and commercial buildings.

- **BPI Building Analyst Professional (BA-P)**
 - This certification focuses on a comprehensive analysis of the energy consumption of buildings, identifying problems and developing recommendations for improving energy efficiency and comfort.
 - **Where to find information:** <https://www.bpi.org/certified-professionals/building-analyst-professional-ba-p/>

5. Other organizations and national standards

Many countries have their own national qualifications and standards for energy auditors, which can be adapted from international standards or developed with local specificities in mind. For example, the following:

- **Germany (Energieberater):** Germany has its own requirements for "energy consultants", often associated with federal programs to subsidize energy efficiency measures.
- **UK (Energy Assessor):** In the UK, there are various accreditations for energy appraisers, for example, for energy passports of buildings.

When choosing an international qualification, it is important to take into account the geographical scope of activities, the recognition of certification in a particular region and the specifics of the projects in which the energy auditor plans to participate.

The author is:

Tarasenko Sofya (Republic of Kazakhstan).

Annex No. 5

Multicountry Professional Profile of Central Asia

E-commerce specialist (marketplace)

(Name of professional profile)

Reference level of qualification in the National Qualifications Framework of Kazakhstan	2-6 levels of Sales center communication operator -2nd level of ORK Online Seller - Level 3 ORK Online Sales Manager - Level 4 ORK E-Commerce Manager -Level 5 CRM-marketer - 5th level of ORK IT-analyst of e-commerce- 5th level of ORC E-commerce specialist - the 6th level of ORC.
Reference level of qualification in the National Qualifications Framework of Kyrgyzstan	5th level (disambiguation)
Reference level of qualification in the National Qualifications Framework of Tajikistan	2431-7-002 Online Sales Manager - Level 6 4222 Employees of contact information centers (call centers) - 3, 4 levels 5243 Merchants offering goods to customers at the place of residence and on the Internet - Level 2, 3
Reference level of qualification in the National Qualifications Framework of Turkmenistan	
Reference level of qualification in the National Qualifications Framework of Uzbekistan	

4. Brief description of professions and work processes related to the professional profile:

Name of profession	E-Commerce Specialist Specialist of marketplaces
Profession code in the national classifier of the Central Asian country and ISCO	Kazakhstan - NKZ 2431-1-009 Telemarketer 2431-2-002 Product Manager 2431-2-003 Online Sales Manager 4223-0-004 4223-0

	<p>Sales Center Communications Operator 4224-5-003 Call Center Operator</p> <p>Kyrgyzstan - no profession in the classifier 15627 4 Call center operator 4222</p> <p>Republic of Tajikistan in KZ RT: 2431 Advertising, marketing and public relations specialists 2431-1 Marketing and Market Research Analysts 2431-2 Advertising and product promotion specialists Profession 2431-7-002 Online Sales Management Manager (in the Catalog of Positions and Professions of KZ RT) 4222 Employees of contact information centers (call centers) 5243 Merchants offering goods to customers at their place of residence and online</p>
<p>Objective of the activity/working process</p>	<p>Ensuring the effective remote sale of goods and services through digital channels, including assortment management, sales organization, payment operations and analysis of key indicators, in order to increase customer satisfaction and sustainable growth of e-commerce.</p>
<p>The main objects and results of work (products, services, tools and devices, necessary resources).</p>	<p>Objects of work:</p> <ul style="list-style-type: none"> - Online cards of goods and services - Orders and their statuses - Payment transactions - Communications with customers and suppliers - Sales and Returns Data - Promotion tools <p>Results of work:</p> <ul style="list-style-type: none"> - Updated product cards by templates - Completed orders - Processed returns and confirmed payments - Responses to client requests - Sales summary reports - Conducted advertising actions <p>1. Development and implementation of the basic strategy of the marketplace</p> <p>Participates in the implementation of the strategic objectives of the marketplace in accordance with the instructions and established plans. Performs tasks to</p>

configure and update interfaces, supports functional modules of the platform, uses standard tools to meet targets and content requirements.

2. Marketplace Growth Support

Realizes tasks to attract customers and sellers, using communication templates and advertising tools. Updates data on goods and services, ensures the correctness of information and helps to expand the range on the platform within the framework of a given strategy.

3. Performance monitoring and support

Monitors the main indicators of the platform (sales, returns, attendance, etc.) using digital panels and reporting systems. Prepares template reports, identifies typical deviations and transmits data to responsible specialists for decision-making.

4. Maintaining an enabling environment for sellers

Provides interaction with sellers according to standard procedures: helps in registration, advises on regulations, supports positive communication. Monitors compliance with data security rules and the quality of customer service.

5. Operational support of the marketplace

Performs day-to-day maintenance tasks for the platform: helps to place orders, tracks statuses, processes requests from customers and sellers, arranges simple logistics tasks. Works with templates, digital tools and accounting systems.

- Tools for managing payments and financial transactions (payment systems, accounting systems).
- Platforms for creating and managing online stores;
- Tools for marketing and advertising,
- platforms for contextual advertising (Facebook, Instagram, TikTok);

	<ul style="list-style-type: none"> • Tools for interacting with customers and sellers • Tools for managing goods and logistics (System Remote work equipment <ul style="list-style-type: none"> · It is necessary to Laptops and PCs; · It is necessary to video conferencing; · It is necessary to the mobile devices; <p>The Internet connection.</p>
<p>Key characteristics of work processes: typical workplaces, forms of labor organization, special requirements for the performance of work, labor protection requirements, environmental impact.</p>	<p>Work indoors: The workplace of the marketplace manager is mainly located in the room (office or home office). The office can be equipped with comfortable furniture, computers and communication facilities. Employees can be accommodated in open space, which requires the organization of comfortable conditions to increase concentration.</p> <p>Requirements for distance, lighting, ventilation and air temperature:</p> <p>The distance :</p> <p>The monitor: The distance between the eyes and the screen should be 50 ?? 70 cm. This minimizes eye strain and increases comfort with prolonged viewing.</p> <p>The Workplace: Office space should provide sufficient distance between employees' workplaces to provide personal space and avoid inconvenience. The approximate distance between workplaces is about 1.5 meters for comfortable work in open space.</p> <p>Lighting and Lighting:</p> <p>Natural Lighting: Ideally, if the workplace is located in a room with good natural light. It helps to improve productivity and reduce eye fatigue. Windows should be located so that the sun's rays do not fall directly on the monitor screen, as this can cause glare.</p> <p>Ventilation and Ventilation:</p> <p>The workplace must be equipped with a ventilation system that ensures a regular flow of fresh air and prevents the accumulation of carbon dioxide. Ventilated rooms help to avoid headaches and fatigue. In offices, it is recommended to use air conditioners with filters that support a comfortable microclimate.</p> <p>Temperature of air:</p>

The optimum temperature for operation is ?? 20 ??

22°C. The workplace must be provided with a stable temperature to avoid overheating or hypothermia, which can reduce concentration and productivity.

It is important to maintain **optimal humidity (40-60%)** to avoid dryness in the air, which can cause discomfort or breathing problems.

The individual work:

The main tasks are: The marketplace manager often works autonomously, managing daily tasks related to product optimization, monitoring analytics and implementing sales strategies. It independently makes decisions on changing prices, updating product information, optimizing keywords to improve visibility, processing reviews and customer queries.

The collective work:

The main tasks are: Marketplace managers can work closely with other professionals, such as content managers, marketers, logistics specialists, as well as customer service and product development teams.

Organization of working hours (work in shifts):

A flexible schedule.

It's a remote job.

Work in shifts.

Social and Communication Requirements:

- It is necessary **to Interpersonal Skills:**
Interaction with clients, colleagues, partners requires the ability to negotiate, develop joint solutions and effectively solve problems.
- It is necessary **to Flexibility and adaptability:**
Psychological flexibility and the ability to adapt to rapid changes are important qualities, since marketplaces often change their algorithms, rules or technical conditions.

5. Cognitive requirements:

- It is necessary **to High mental activity:**
Managers must be prepared to perform multiple tasks simultaneously, solve problems and make decisions under uncertainty, which requires constant concentration and critical thinking.

	<p>· It is necessary toAnalytical skills: Effective work requires the ability to process large amounts of information and identify patterns for making decisions to optimize sales and improve the visibility of goods on the marketplace.</p> <p>Occupational safety for e-commerce professionals can include various aspects related to both the physical and psychological well-being of workers. The main characteristics of occupational safety and risks can be divided into several categories:</p> <p>Physical health:</p> <ul style="list-style-type: none"> ● Problems with the eyes: A long time spent behind a computer screen can lead to computer vision syndrome (eye fatigue, dryness, headaches). Regular breaks and adherence to the correct ergonomic norms are required. ● Diseases of the spine: Sedentary work can cause problems with the spine, especially if the workplace is not organized correctly. To do this, it is important to maintain proper posture and use ergonomic furniture. ● Carpal tunnel syndrome: Frequent use of the keyboard and mouse can lead to pain and inflammation in the wrists. The use of ergonomic devices and stretch breaks help reduce this risk. <p>2. Mental health:</p> <ul style="list-style-type: none"> ● The stress: Intensive work with large amounts of data, strict deadlines, multitasking and the need to make quick decisions can lead to stress and burnout. ● The need for high concentration: Working with multiple platforms and tools, the manager must maintain a high level of concentration, which can be tedious. ● Social interaction: Constant communication with customers, colleagues and suppliers requires developed communication skills and the ability to work in a team. <p>3. Emotional health:</p> <p>· It is necessary toEmotional stress: Working with complaints, negative reviews, resolving</p>
--	--

	<p>conflict situations can cause emotional stress. The need to maintain professionalism in all situations requires psychological stability.</p> <ul style="list-style-type: none"> · It is necessary toThe need for constant motivation: Due to the lack of a clear schedule and fixed standards for completing tasks, the marketplace manager may face a loss of motivation. It is important to be able to maintain a high level of productivity on your own.
--	--

5. Role and place of qualifications related to the professional profile in the relevant sector of the economy of the Central Asian countries

<p>Distribution of profile jobs in different types of enterprises (SMEs, large enterprises, national capital/international capital, geographical distribution)</p>	<ol style="list-style-type: none"> 1. Large enterprises (large companies). 2. Small and Medium Enterprises (SMEs). 3. Local and international online platforms: Amazon, Ozon, Wildberis; Shop, Airba Fresh, Watermelon. 4. Companies in the field of logistics and delivery. 5. Startups and technology companies. 6. Brands and companies in the field of fashion and beauty. 7. Cultural and creative industries. 8. State and municipal organizations. 9. Agencies and consulting companies
<p>Role/place of qualifications in the context of technological and organizational development of the industry (digitalization, automation, robotization of labor processes, greening the economy and labor processes, etc.)</p>	<p>Digital tools will reduce the time costs of routine tasks and increase the efficiency of the marketplace. Many processes, such as inventory management, order processing, price calculation, return processing, and customer communication, can be automated using AI and robotic solutions.</p> <p>Marketplace managers should be able to work with these technologies, coordinating their work and ensuring their optimal use:</p> <ul style="list-style-type: none"> - Application of tools for analysis of user behavior; - Management of user data; - Management of automated systems; - Optimization of work processes using artificial intelligence; - Using chatbots and voice assistants, etc.

Workforce and Job Mobility
 Related to Qualifications: mobility
 within the Central Asian region,
 mobility outside the Central Asian
 region (only indication of trends,
 statistical data are not required)

1. Globalization of the e-commerce market

Impact on the mobility of professionals:

- International relations:** The expansion of the activities of major international platforms in Central Asia opens up new opportunities for specialists to work not only in the countries of the region, but also beyond its borders.
- Connecting to the Global Ecosystem:** Specialists working in Central Asia can be attracted to manage marketplaces or projects on international platforms in Europe, Asia and the United States.

2. Digital Transformation and Technology

Impact on the mobility of professionals:

- Ability to work with big data and AI:** Systems based on artificial intelligence and big data analysis require marketplace managers to have knowledge of **electronic platforms** and **machine learning**. Qualifications related to these areas are in demand both in Central Asia and beyond.
- Mobility in Innovation:** Successful specialists who have mastered tools such as Google Analytics and other platforms for data analysis and automation can be attracted to countries with more developed markets to implement these technologies.

3. International logistics and integration of marketplaces

Impact on the mobility of professionals:

- Prospects in international logistics:** Specialists who manage the integration of logistics chains and the technological part of the process (for example, setting up warehouse management systems or delivery algorithms) are in demand both in Central Asia and in countries where the

	<p>logistics infrastructure for large international marketplaces is developing.</p> <ul style="list-style-type: none"> ● International Mobility: Logistics and operations managers from Central Asia may be invited to implement best practices in countries such as Turkey, UAE, India and Eastern European countries where international platforms are building their logistics hubs. <p>4. Development of professional networks and intercultural mobility</p> <p>Impact on the mobility of professionals:</p> <ul style="list-style-type: none"> ● Working in a multicultural environment: Successful marketplace managers must be able to work in multicultural teams and effectively interact with colleagues, customers and partners on different continents. Specialists from Central Asia, who can speak several languages and understand the peculiarities of local markets, are more mobile in the international environment. ● Impact of online education: Online courses and international certification programs allow specialists to gain new knowledge and qualifications, which greatly facilitates their mobility and the opportunity to work in different countries. <ol style="list-style-type: none"> 1. Inflow of foreign investment in the e-commerce and marketplaces sector 2. Development of local start-ups and raising capital 3. Globalization and expansion of the labour market 4. Growth of logistics infrastructure and international partnerships 5. Technological integration and development of new online platforms
--	--

6. Units of Professional Profile and Competence

The unit of professional profile (the main labor process): **Work with product range**

<p>Competence of: Manage the range of products</p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> - the main elements of the selling text; - SEO basics and key optimization tools; basic functions of graphic programs; - the basic principles of assortment management. 	<p>Skills of:</p> <ul style="list-style-type: none"> - Create product cards with quality descriptions and photos - Choose products that meet the demand and requirements of the platform. - Update information on prices, balances and availability of goods. 	<p>Self-sufficiency and responsibility, cross-cutting competences: The independence of: Under management manages the assortment Responsibility for: Responsible for the correct drawing up of the card, for timely filling, changing the card of goods The cross-cutting competences: Willingness to listen, clarify, work in</p>
<p>Competence of: Analyze and evaluate the range of products</p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> - Basics of Warehouse Accounting and Commodity. - presentation of the product and its description. Principles of marketing and sales. - determining the benefits for buyers and a unique description. 	<p>Skills of:</p> <ul style="list-style-type: none"> - Monitor and inform about stocks of goods; - Be able to analyze the effectiveness of descriptions and photos in product cards. - Evaluate which products are most in demand among the target audience according to a certain template; - Analyze competitors' cards to improve their offers. - Analyze the range and identify which products require data updates. Assess the quality of product cards and their compliance with the requirements of the platform. - Assess the need to adjust the card, in 	<p>coordination with other employees</p>

		accordance with the platform requirement	
Criteria for assessing competence	<p>Organizes and maintains the product range taking into account customer requests, commercial tasks and digital platforms; Demonstrates the creation of a product card, according to the template; Demonstrates the adjustment of the goods card, in accordance with the template Detects products with outdated information and ensures that the data in the card is corrected in the prescribed manner Identifies errors and shortcomings in product cards and offers adjustments in accordance with the requirements of the platform</p>		
The unit of professional profile (the main labor process): Organization of sales			
Competence of: Interact with customers	<p>Knowledge of: Definitions and key characteristics of the product, including their advantages and disadvantages; Key segments of the target audience and their characteristics; -Basic tools for review analysis (Brand Analytics, YouScan); Basic principles of communication with customers and information processing; - Features of CRM-systems for managing reviews</p>	<p>Skills of: Advise customers on the characteristics of the product and the solution of their problems in accordance with the instructions; - Promptly process online orders and monitor their implementation. - Respond to customer feedback, solve problems and improve brand reputation. -Interact with suppliers to ensure the availability of goods. - Organize the process of return and exchange of goods with convenience for the client. Evaluate typical customer requests and identify frequent problems. -Analyze customer reviews, identify product or service weaknesses.</p>	<p>Self-reliance and responsibility, transversal competences: The independence of: independently choose the best options for solutions based on ready-made templates Responsibility for: Follow the established scripts, regulations and corporate standards; Identify recurring problems in the process service and inform the immediate supervisor in a timely manner The cross-cutting competences: Compliance with standards of conduct when working with customers.</p>

	-		
<p>Promote goods and stimulate sales</p>	<ul style="list-style-type: none"> - Algorithms of search engines and their impact on the ranking of sites; - Andtools of promotion in the digital environment (social networks, instant messengers, online platforms); - Collection and analysis of keywords for SEO-optimization. Contextual advertising and the principles of its configuration 	<ul style="list-style-type: none"> - Apply SEO-optimization to improve the visibility of the online store; - Make advertising materials according to templates; work with customer reviews and recommendations to increase recognition and loyalty - Apply SEO-optimization to improve the visibility of the online store; - Make advertising materials according to templates; work with customer reviews and recommendations to increase recognition and loyalty 	

<p>Criteria assessing competence</p>	<p>for</p> <p>Clearly describes the characteristics of products according to established templates</p> <p>Demonstrates order processing techniques in accordance with established regulations/standards</p> <p>Demonstrates the technique of interaction with suppliers in accordance with established regulations / standards</p> <p>Demonstrates skills in applying SEO optimization tools to improve the visibility of an online store;</p>
<p>The unit of professional profile (the main labor process): Analysis of sales and orders, reporting</p>	
<p>Competence of: Analyze site data and digital communication channels</p>	<p>Knowledge of: Definitions of analysis methods: Comparative, Trending, ABC, XYZ. Key indicators for sales analysis.</p> <p>Skills of: - Fill out and execute reports in ready-made Excel and Google Sheets templates. Use Google Analytics and CRM systems to collect data.</p> <p>Self-reliance and responsibility, transversal competences: The independence of: Organizes its own analytical activities based on templates/regulations; Responsibility for: is responsible for the correctness and reliability of the entered data; The cross-cutting competences: interacts with other employees when clarifying information.</p>
<p>Competence of: Generate analytical reports on sales and orders</p>	<p>-Excel, Google Sheets, CRM and web analytics capabilities. -The main functions of Google Analytics and Yandex.Metrics; rules for drawing up working and analytical reports.</p> <p>- Prepare reports with the main indicators (sales, returns, customer behavior). - Understand the behavioral metrics of buyers (depth of viewing, time on the site,</p>

		popular product categories).	
Competence of: Compile reports on key performance indicators	Key performance indicators (KPI) in online trading: conversion, revenue, frequency of purchases. Requirements for the preparation of internal and management reports	Compare actual indicators with target values; - to identify deviations, trends, repetitive patterns; Formulate brief and clear conclusions based on the results of the analysis.	
Criteria for assessing competence	Collects and interprets data from the site using analytical tool templates. Compiles analytical reports in a structured and understandable form in accordance with the established regulations. Complies with the deadlines for the submission of reports and the requirements for their registration. Identifies patterns, trends and problem areas based on analysis. Demonstrates the execution of reports, with established templates.		
The unit of professional profile (the main labor process): Processing of payments			
Competence of: Accept and process incoming online payments.	Knowledge of: -Main types of payments (card, e-wallets, bank transfers, cash on delivery, etc.) - payment systems on the Internet (for example, PayPal, Stripe, Yandex.Money, WebMoney, etc.).	Skills of: Apply tools for making payments through online platforms (for example, card processing systems or electronic wallets). Process transactions with risk minimization in mind (e.g. monitoring of suspicious transactions).	Self-reliance and responsibility, transversal competences: The independence of: - independently conducts an initial verification of payment transactions (received / not received). - Initiates a refund if an error is detected. -issues payment documents without constant control. Responsibility for: Realizes the importance of accuracy when

			<p>working with money.</p> <ul style="list-style-type: none"> -is responsible for the correctness of data entry (amount, details, order number). -aware of the consequences of mistakes for the client and the reputation of the company.
<p>Competence of: Provide refunds and compensations</p>	<p>Knowledge of: Processing of online payments from initiation to confirmation.</p> <ul style="list-style-type: none"> - Data security when processing payments. -Payment system using various payment systems - Refund of payments (chargeback) and methods of its processing. - Internal regulations and company policy on refunds and compensations -The importance of timely verification of payment data 	<p>Skills of:</p> <ul style="list-style-type: none"> - Carry out authorization and confirmation of payments using customer information and card data. - Analyze customer requests for compliance with the return policy by template; -Apply processes to return funds to the client in case of cancellation of the order or error in payment. 	<p>The communication is:</p> <p>Corresponds with accounting, support service, customers</p> <p>Teamwork:</p> <p>Supports interaction within the payment process</p>
<p>Competence of: Keep records and reports on payment transactions.</p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> -Basics of accounting document management -Fundamentals of legislation in the field of tax and financial accounting 	<p>Skills of:</p> <ul style="list-style-type: none"> - Use accounting software (1C, QuickBooks, MoySklad, Excel, etc.) for accounting. - To perform unloading and analysis of data on periods, types of operations, counterparties. - generate reports 	

Criteria assessing competence	for	Demonstrates the ability to work with payment systems; Complies with the payment processing regulations, compliance with standards; Responds to non-standard situations (competent work with refunds, cancellations, payment delays).
-------------------------------	-----	---

7. Specifications for the assessment and recognition of competencies / qualifications related to the professional profile in the Central Asian countries: evaluation and recognition bodies, procedures, resources.

Evaluation and recognition bodies, procedures, resources.

5. References to national qualifications and standards of Central Asian countries.

Name of standard	Link on the Internet	
Retail trade by ordering goods by mail or via the Internet	https://atameken.kz/ru/pages/1540-professional-nye-standarty	
Provision of services in the field of electronic commerce	https://atameken.kz/ru/pages/1540-professional-nye-standarty	

6. References to other international qualifications and standards.

Name of standard	Link on the Internet

Annex No. 6

Multicountry Professional Profile of Central Asia
The Tourist Guide
(Name of professional profile)

Reference level of qualification in the National Qualifications Framework of Kazakhstan	4
Reference level of qualification in the National Qualifications Framework of Kyrgyzstan	
Reference level of qualification in the National Qualifications Framework of Tajikistan	
Reference level of qualification in the National Qualifications Framework of Turkmenistan	
Reference level of qualification in the National Qualifications Framework of Uzbekistan	

1. Brief description of professions and work processes related to the professional profile:

Name of profession	The Tourist Guide
Profession code in the national classifier of the Central Asian country and ISCO	
Objective of the activity/working process	Accompany tourists along the route and acquaint them with the objects of display, provide high-quality service that ensures informativeness, comfort and safety of their trips
The main objects and results of work (products, services, tools and devices, necessary resources).	Excursion routes, tourist groups, service programs, information materials, logistics resources, display facilities, transport, security equipment.
Key characteristics of work processes: typical workplaces, forms of labor organization, special requirements for the performance of work, labor protection	Typical jobs: tourism companies, tourist information centers, visit centers, SNPP, museums, reserves. Forms of labor organization: individual work, team work, seasonal employment. Special requirements: knowledge of history and culture, professional knowledge of accompanying a tour group,

requirements, environmental impact.	conducting excursions, psychological knowledge of working with different tourist groups, sociability, stress resistance. Occupational safety: compliance with safety standards. Environmental impact ?? promotion of sustainable practices, eco-tourism.
-------------------------------------	--

2. Role and place of qualifications related to the professional profile in the relevant sector of the economy of the Central Asian countries

Distribution of profile jobs in different types of enterprises (SMEs, large enterprises, national capital/international capital, geographical distribution)	Small and medium-sized tour companies, large tour operators, both with national and international capital. Geography: large cities, tourist areas, destinations and tourist clusters.
Role/place of qualifications in the context of technological and organizational development of the industry (digitalization, automation, robotization of labor processes, greening the economy and labor processes, etc.)	Digitalization of booking and routing processes, the use of online guides, audio guides and applications. Sustainable tourism: reducing the ecological footprint, digital applications, the use of social networks to disseminate information about eco-actions, conducting eco-initiatives in the process of accompanying the group on the route, etc. In the future, the use of VR and AR glasses, as well as AI in the development of routes and the provision of individual digital services for tourists.
Workforce and Job Mobility Related to Qualifications: mobility within the Central Asian region, mobility outside the Central Asian region (only indication of trends, statistical data are not required)	High mobility both within the Central Asian region and beyond. The demand for specialists in the field of tourism at the international level. General requirements and standards of professional activity of tour guides in Central Asia

3. Units of Professional Profile and Competence

The unit of professional profile (the main labor process): Organizational support of excursion services			
Competence of: 1. Development of excursion service programs	Knowledge of: 1. Types, structure of excursion programs 2. History, culture and geography of the region	Skills of: <ul style="list-style-type: none"> Analyze the target audience for the tour Explore tourist resources 	Self-reliance and responsibility, transversal competences: <ul style="list-style-type: none"> Be able to independently plan

	<ol style="list-style-type: none"> 3. Requirements for the content and design of excursion service programs 4. Technologies of formation of excursion service programs 5. Ethics and psychology of business communication 6. Legislation in the field of tourism, national and industry standards of excursion activities 7. Rules of conduct and basics of safety on excursions 8. Automation of excursion activities 9. Basics of Pricing and Cost Planning 	<ul style="list-style-type: none"> • Create a structure of the excursion program • Develop content for the tour • Preparing the logistics • Test the excursion program • Document the activities of the guide 	<p>the structure and route of the tour</p> <ul style="list-style-type: none"> • Make informed decisions when selecting display objects • Be responsible for the accuracy of information and compliance of the program with the expectations of tourists • Adapt the program to different target groups and conditions • Promote risk management and develop a safe route
Criteria for assessing competence	<p>The excursion program is made taking into account the needs of the tourist services market.</p> <p>The developed excursion program meets the requirements of safety, security and quality of tourist services.</p>		
Competence of: 2. Sale of excursions	<p>Knowledge of:</p> <ol style="list-style-type: none"> 1. Technology of sales of tourist services 2. Types and features of excursion products 3. Basics of marketing and promotion 4. Techniques of communication and persuasion of the client 5. Rules of execution of contracts and documents 	<p>Skills of:</p> <ul style="list-style-type: none"> • Develop a strategy to promote the tour • Prepare information materials • Communicate with customers • Organize sales promotion • Process applications and conclude contracts • Work with customer feedback 	<p>Self-reliance and responsibility, transversal competences:</p> <ul style="list-style-type: none"> • Be able to independently offer and present excursion products • Responsible for the correctness of the information provided about the tour • Make decisions in the process of communicating with customers • Take the initiative in finding customers and

	<p>6. Pricing and value structure</p> <p>7. Customer Service and Service Behavior</p> <p>8. Use of online platforms and bookings</p>		<p>using effective sales channels</p> <ul style="list-style-type: none"> • Comply with the rules and regulations for the execution of contracts
Criteria for assessing competence	<p>The developed marketing strategy of tourist guides is focused on the key needs of tourists and standards of tourist service.</p> <p>Information about tourist services is clear, transparent and understandable, the language used is clear and understandable to a wide audience.</p> <p>Contracts for the provision of tourist services comply with local and international legal norms and requirements.</p>		
Competence of: 3. Management and accompaniment of tourists on the route	<p>Knowledge of:</p> <ol style="list-style-type: none"> 1. Basics of the organization of the tourist route 2. Functions and responsibilities of the accompanying 3. Logistics and group movement control 4. Methods of ensuring the safety of tourists 5. First Aid and Action in Emergency Situations 6. Communication and Group Management Skills 7. Legislation and responsibility 8. Work with transport, hotel and excursion partners 	<p>Skills of:</p> <ul style="list-style-type: none"> • Plan the route of the excursion • Control the logistics • Accompanying the group • Ensuring safety on the route • Provide information about the objects visited • Resolving Emerging Problems and Conflicts • Collect feedback • Effective interaction with different age groups and tourists • Manage the attention of tourists 	<p>Self-reliance and responsibility, transversal competences:</p> <ul style="list-style-type: none"> • Independent decision-making in unforeseen situations • Responsible for the safety and comfort of tourists on the route • Ability to organize the movement of the group • Initiate solutions to organizational and household issues • Comply with the rules, norms and standards of service during escort
Criteria for assessing competence	<p>Tourists were provided with comprehensive information about the tour and the objects visited before it began.</p> <p>The information provided to tourists during the tour is reliable, substantiated, with proper indication of the sources of information on the requests of tourists.</p> <p>Communication with tourists during the tour is polite, attentive, conflict-free.</p> <p>Reviews of tourists are collected after the tour and analyzed properly.</p>		
The unit of professional profile (the main labor process): Excursion services			

<p>Competence of: 4. Acquaint tourists with the objects of the show</p>	<p>Knowledge of:</p> <ol style="list-style-type: none"> 1. Information about the objects of display (history, facts, features) 2. Methodology of presentation of excursion material 3. Expressive Speech Techniques and Storytelling 4. Psychology of Information Perception 5. Rules of conduct on display objects 6. Adaptation of information to different audiences 7. Use of visual and multimedia tools 8. Ethical norms and communication culture 	<p>Skills of:</p> <ul style="list-style-type: none"> • Prepare information about each display object • Develop a route of display • Organize interactive interaction with tourists • Organize inspection of display objects • Responding to Tourist Questions • Create an emotional response from tourists • Evaluate and collect tourist feedback 	<p>Self-reliance and responsibility, transversal competences:</p> <ul style="list-style-type: none"> • Independently plan and prepare excursion materials • Responsible for the reliability and accuracy of the information provided about the objects • Ability to adapt information to different audiences of tourists • Take the initiative in finding new approaches to the supply of material and interaction with tourists • Responsible for compliance with ethical standards and cultural features when presenting objects
<p>Criteria for assessing competence</p>	<p>Complete and reliable information about the objects of visit has been prepared. Explanations and comments on the visited objects are given in an accessible form, the language of communication with tourists is clear. Questions are accepted and answers to them are polite and accurate. The emotional climate of communication with tourists is positive, excluding conflicts, ethical problems and disputes. Reviews are collected in such a way as to ensure objectivity and convenience of providing reviews of tourists.</p>		

<p>Competence of: 5. Analysis of the tour and making adjustments to future routes or processes</p>	<p>Knowledge of:</p> <ol style="list-style-type: none"> 1. Methods of collecting and analyzing tourist reviews 2. Criteria for assessing the quality of the tour 3. Basics of excursion analytics 4. Identification of strengths and weaknesses of the route 5. Principles of route optimization and program 6. Documentation of results and proposals 7. Feedback skills 8. Fundamentals of planning improvements and implementing changes 	<p>Skills of:</p> <ul style="list-style-type: none"> • Study reviews about the route, presentation of material, comfort and organization of the excursion • Analyze the received data on the organization and conduct of the excursion • Evaluate the effectiveness and attractiveness of the tour route • Develop proposals to improve the route of the tour • Make changes to the planning processes of future excursions • Document the results of the organization and conduct of the tour 	<p>Self-reliance and responsibility, transversal competences:</p> <ul style="list-style-type: none"> • Show the ability to independently analyze the tour, identify strengths and weaknesses • To be responsible for collecting and using feedback from tourists to improve the excursion program • Initiate changes in routes and processes based on the analysis of the tour • Develop recommendations to improve the quality of the tour in the future • Be responsible for implementing improvements and optimizing processes to increase the satisfaction of tourists, taking into account their individual and age preferences
<p>Criteria for assessing competence</p>	<p>Reviews of tourists are analyzed by identifying the most important strengths and weaknesses of the services provided, identifying potential risks and opportunities for improvement. The results of the analysis are made in an understandable and accessible form.</p>		

4. Specifications for the assessment and recognition of competencies / qualifications related to the professional profile in the Central Asian countries: evaluation and recognition bodies, procedures, resources.

Republic of Uzbekistan

I. THE ASSESSMENT AND RECOGNITION OF QUALIFICATION BODIES IN UZBEKISTAN ARE PROFILE EDUCATIONAL INSTITUTIONS:

Universities and colleges:

Bukhara State University

Namangan State University

Termez State University

Fergana State University

Urgench State University

International University of Tourism "Silk Road"

Uzbek State University of World Languages

International Islamic Academy of Uzbekistan

Tashkent State University of Oriental Studies

Andijan State University

Tashkent State Agrarian University Andijan

Chirchik State Pedagogical Institute of Tashkent Region

Andijan Institute of Economics and Construction

Denau Institute of Entrepreneurship and Pedagogy

TECHNOLOGIES OF:

Andijan College of Tourism and Service

Bostanlyk College of Tourism and Service

Tashkent College of Tourism and Business

Zaamin Technical School of Tourism and Service

Samarkand College of Tourism and Cultural Heritage

Bukhara College of Tourism and Cultural Heritage

Shakhrisabz College of Tourism and Cultural Heritage
Tashkent College of Tourism and Hotel Management
Khiva College of Tourism and Cultural Heritage
Margilan College of Tourism and Cultural Heritage

NON-GOVERNMENTAL EDUCATIONAL ORGANIZATIONS:

More than 10

II. PROCEDURES AND PROCEDURES FOR ASSESSING AND RECOGNIZING COMPETENCE/QUALIFICATION DEVELOP STRUCTURE:

Ministry of Higher Education, Science and Innovation of the Republic of Uzbekistan

Agency for Assessment of Knowledge and Qualifications under the Ministry of Higher
Education, Science and Innovation of the Republic of Uzbekistan

Ministry of Employment and Poverty Reduction

Institute for the Development of the System of National Qualifications

Committee on Tourism under the Ministry of Ecology, Environmental Protection and
Climate Change of the Republic of Uzbekistan

Research Institute of Tourism Development

III of. RESOURCES AND RESOURCES

Appraisal of funds

The Professional Standards

The NSCWA 's

Tools for evaluation

Logistical support for evaluation activities

Staffing of evaluation activities

Safety requirements for evaluation activities

Category: Digital tools

In Uzbekistan, according to regulatory documents, mandatory certification of guides
(translators) should be carried out. At the moment, preparatory work is being carried out
for the certification.

Qualification Assessment Centres (QACs) are also planned to be opened.

Republic of Kazakhstan

In Kazakhstan, guides, tourism instructors and guides must be registered in the "State Register of Persons Carrying Out Tourist Activities".

To work as guides, it is necessary to confirm qualifications, including experience, education and certificates, especially in active types of tourism (for example, mountaineering, trekking, hiking), there is a system of categories for guides:

- Guide without category (hiking) ?? minimum experience (the icon of the Mountaineer of Kazakhstan, participation in a sports hike of 1 p.s.) , work on simple routes.
- Guide I category (tracking) ?? experience in managing hikes of the 1st category of difficulty or a sports category in mountaineering.
- Category II guide (tourism instructor) ?? admission to the management of complex category routes, including mountain climbing.

The certification of guides and the assignment of qualifications is carried out in accredited certification centers.

After passing the course of training guides, participants take the exam in the accredited center of LLP "Certification center of the hospitality industry"

5. References to national qualifications and standards of Central Asian countries.

Name of standard	Link on the Internet
Republic of Uzbekistan	
O ?? zMSt 138:2024 Tourist services Requirements for guides (guide-interpreters), guides Guide (translator) Guide of Accompanying The Guide (film)	https://tourquality.uz/upload/iblock/2ee/bub5bjdp032cx2g52i4w97tb057zurd9.pdf https://profstandart.mehnat.uz/ru/profStandart/1908 https://profstandart.mehnat.uz/ru/profStandart/1910 https://profstandart.mehnat.uz/ru/profStandart/1909
Republic of Kazakhstan	
Organization and conduct of active types of tourism (guide-guide, instructor of tourism)	https://atameken.kz/ru/services/16-professionalnyye-standarty-i-tsentry-sertifikatsii-nsk
Excursion services (Organizer of excursions Guide and Methodist)	https://atameken.kz/ru/services/16-professionalnyye-standarty-i-tsentry-sertifikatsii-nsk

Guide (excursion guide) Accompanying travel)	
---	--

6. References to other international qualifications and standards.

Name of standard	Link on the Internet
WFTGA Professional Guides Standards European Federation of Guides (FEG) / EU Guide Requirements The professional standard: 04.005 The Guide (guide) European standard EN 15565:2008 (Tourism services ?? Requirements for the provision of professional tourist guide training and qualification) Australian Tourism Accreditation Program (Australian Tourism Accreditation Program) https://tourismcouncilwa.com.au/upskill-get-your-business-recognised	https://wftga.org/tourist-guiding/standards/ https://www.feg-touristguides.com/standards/ https://classinform.ru/profstandarty/04.005-ekskursovod-gid.html https://standards.cencenelec.eu/dyn/www/f?p=CEN:105::RESET