

## **Guidelines to establish a National Certification Centre for an assessment system based on the ELA Standards.**

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## Mission Statement

We develop, promote, support the implementation and quality assure a certification system for individual logisticians based on Standards of Competence set up by the European Logistics Association, making it known, recognized and used Europe and World wide.

## Introduction

The objectives of the European Certification Board for Logistics are to:

- improve the professional knowledge of logisticians, to introduce and maintain a recognised European structure of qualifications, and thus to promote the science, practice and development of logistics
- be aware of the development of new competencies in logistics
- introduce and maintain European standards for the practice of logistics
- establish European certification and qualifications procedures to assure the competency of those practising in logistics
- encourage the establishment of training organisations which support the qualifications deriving from this European system
- hold meetings with other European and international organisations engaged in logistics training and qualifications
- promote all activities associated with the objectives above
- carry out all of the above in accordance with the values and objectives of ELA

To fulfil this mission the European Certification Board for Logistics wants to encourage the establishment of National Certification Centres throughout Europe and beyond.

## Who can become a National Certification Centre (NCC)

In general, any organisation can become a Participant of the system, as long as they can guarantee a quality of performance and consistency within the set of rules defined as rights and obligations as set out in a signed contract.

Logistics associations, institutes, educational bodies are particularly predisposed for this role on the condition that they can proof that they are able to cover the whole territory and that they show a firm connection to the industry.

In particular the following principles have to be respected:

- assessment and certification is separate from education and training
- there are no preconditions as to the educational background of candidates applying for certification

There are no limitations in terms of the geographical location of applying organisations but the organisation itself will have an assigned territory within in which they can offer certification.

ECBL may appoint only one Awarding Body in each territory (called The National Certification Centre), which will be responsible for the programme. In general, a territory will be a country. Departures from these rules - only in exceptional circumstances - may result from justified reasons and have to be approved by the ECBL Board and then by the ECBL General Assembly.

It is recommended that a candidate NCC is a member of the European Logistics Association, so any organisation applying for ECBL participation will be encouraged to join The European Logistics Association as a full or an associate member. The reason for this recommendation is that – in fact – the competence standards implemented and used by ECBL for certification are owned by ELA.

If in a country there are already ELA member associations, these organisations get the first option of becoming the National Certification Centre for their territory if they are comply with the conditions mentioned above. The final decision will be taken by the ECBL Board.

If there is no national ELA member association the application shall be investigated by the ECBL Board and the participation may be granted fully or temporarily by the General Assembly of the European Certification Board for Logistics.

## **How to become a National Certification Centre**

### **Application procedure:**

- An applicant organisation will hold initial talks with ELA staff to find out information about the certification system and to understand what is involved.
- An applicant organisation fills in the Application Form, available at the Head Office and sends it by e-mail and by regular mail (a signed copy) to the ECBL office.
- The application is reviewed by the ECBL Board on its first meeting after submission of the application, provided it is delivered at least 2 weeks prior the meeting. The Board prepares information for the General Assembly, which has a decisive vote.
- An applying organisation might be invited to send its representative to maximum 2 meetings of the ECBL Scientific Committee. Participating in the

Scientific Committee meetings will give that representative good opportunities to learn more about the system.

- The Board makes recommendations on the candidates to the General Assembly during its Annual General Meeting.
- Participation in the ECBL System becomes effective after both parties sign the contract and the initial fee is paid.

## **The National Certification Centre**

### **The Board**

Each National Certification Centre will create an executive Board of Directors to supervise and monitor the local ECBL system. Such a Board shall comprise representatives of industry and of the logistics profession, as well as those from the academic world. The Board will appoint a Chief Assessor, who will be responsible for the Assessment process and procedures in the territory. He will appoint and supervise the local assessors.

### **The Administration**

The Centre must have an effective system for monitoring records on the status of each candidate. There should be an individual candidate file containing all the information about the evaluation of candidates. These records must be compatible with ECBL requirements.

### **The Assessor**

- Training and assessment must be fully separated to avoid conflict of interest. So trainers/teachers should not be assessors of a module on the same level as they teach.
- Each NCC operating in the ECBL system is required to appoint a qualified Chief Assessor.
- All Chief Assessors must act conform to its directives on ECBL procedures and ELA Standards.
- The Chief Assessor is the first step in an appeal process.

## **Role and Responsibilities**

### **In the framework of its obligations ECBL shall:**

- Provide the NCC with all relevant materials. These are:
  - ECBL Statutes,
  - ECBL Hand Book,
  - Second Layer of ELA Competence Standards,

- Quality Assurance Manual,
- Updated versions of relevant materials or documents.
- Provide the NCC with test materials from the ECBL Question Bank according to the rules as described in the binding version of the ECBL Hand Book, and provide it with all existing supporting materials.
- Place all coordinates of the NCC on the ELA webpage and all relevant promotional materials with a web link back to the NCC.
- Provide a marketing and communication plan to improve the ELA Certification branding.
- Deliver annually a Certificate for the NCC, giving it “the sole right to the ECBL Vocational Award Scheme” for the country/territory as specified in the document, on condition that the NCC has fulfilled its general and annual obligations.
- Deliver to the NCC, upon an order, requested number of candidate certificates – marked with unique serial numbers and filled in with candidates’ names (according to the binding version of the ECBL Hand Book); no blank certificates shall be issued.

**In its rights ECBL is authorised to:**

- Monitor the NCC’s performance according to the framework set and take necessary steps in the case of non compliance.
- Audit the NCC and the established national/territorial system.
- Refuse award of an Annual Certificate for the next year when there is clear evidence that the NCC is not respecting its obligations or/and is acting against the set rules.
- In the framework of its obligations the NCC shall:
- Establish the national system and inform ECBL about its structure, names of the persons in charge, names of assessors and name of the NCC’s representative for the ECBL Scientific Committee.
- Develop Quality Assurance System on the national level fully consistent with the ECBL Quality Assurance Manual.
- Pay the entrance fee according to the mutual agreement with the ECBL Board (the fee is non returnable).
- Confirm annually in writing the commitment to comply with the stipulations of the binding version of the ECBL Hand Book.
- Pay annual fees by due dates.
- Conduct exam sessions according to the rules defined by Quality Assurance Manual and exam instructions provided each time.
- Deliver to the ECBL office, after each exam session, requested documents (filled in feedback forms and Exam Results Reports).

- Deliver every year, by due date requested information as specified in the binding version of the ECBL Hand Book.
- Keep all the non public ECBL documents confidential.
- Respect restrictions on the territorial scope of its activities,
- Market ELA standards and certification on its due territory to ensure systematic recruitment of candidates.

**Upon signing this agreement the NCC has the right and obligation to:**

- Nominate its representative for the Scientific Committee. His/her active participation is expected during Scientific Committee meetings and in ECBL project team(s).

**Having signed this Agreement and having paid the due initial fee the NCC is entitled to:**

- Receive all relevant materials as described above.
- Start assessing candidates.
- Use the ELA Certification logo for marketing and promotion of the national system.

**Having been awarded an annual certificate, the NCC has the right – for a given year - to:**

- Organise exam sessions in accordance with dates given by or agreed with ECBL.
- Assess candidates who are residents in the country/territory stated in the annual certificate.
- Assess candidates from the countries/territories where no NCC has been established – only if the assessment takes place on the NCC's due territory (stated in the Annual Certificate).
- Order (purchase) certificates according to the existing procedures (as described in the binding version of the ECBL Hand Book).
- Award certificates to the assessed candidates according to procedures.
- Approve courses (using the phrase and logo and following guidelines published in the binding version of the ECBL Hand Book) on the territory stated in the Annual Certificate.

## Marketing and Communication

ECBL provides tools and services to the National Certification Centres for marketing the ELA Certification System, providing ideas and collecting needs from the National Bodies in order to:

- Maximise ELA certification
- Increase the ELA Certificate Marketing value

## About the Assessment System

The system consists of a central exam using Multiple Choice Questions, Short Answer Questions and Essay titles distributed 3 times per annum on Supervisory/Operational Management Level and Senior Management Level.

All questions are provided in English and are available for translation two weeks before the exam. Each exam period lasts for seven days during which time the NCC can schedule the exam to meet their local needs. The specific dates are sent out one year ahead. The marking scheme is sent the week following the exam period.

## The Candidates

- There are no preconditions as to the educational background of candidates.
- Candidates certified by a particular NCC should be residents of the respective territory, covered by this NCC.

Candidates from territories where there is no NCC can be accepted by an NCC of their choice.

Each level has its own standards. The target audience for these levels consists of:

- Strategic level: Senior managers, senior consultants or directors with considerable experience in logistics management (Strategic managers) as well as Senior executives who have assumed logistics responsibilities from another business discipline;
- Senior level: Managers or consultants planning, coordinating and controlling different parts of the logistics network as well as Graduate entrance to the profession who are on the fast track to senior management;
- Supervisory/Operational level: Supervisors in an operational role as well as First line managers.

## The Levels

Level	Target Audience	Competence	Key Outcomes
<b>Master</b>	<ul style="list-style-type: none"> <li>○ Senior managers, senior consultants or directors with considerable experience in logistics management (Strategic managers)</li> <li>○ Senior executives who have assumed logistics responsibilities from another business discipline</li> </ul>	<p>Requires the application of fundamental principles and complex techniques across a wide range of unpredictable contexts.</p> <p>Usually involves responsibility for substantial human, physical and financial resources.</p>	<p>The candidate must</p> <ul style="list-style-type: none"> <li>○ understand logistics strategies and processes, the interrelationships between and within logistics networks, and the role of logistics within the total business context</li> <li>○ have special skills and knowledge in logistics strategies</li> <li>○ to be able to define and optimise the <b>logistics strategies</b> within his/her area of responsibility.</li> </ul>
<b>Senior</b>	<ul style="list-style-type: none"> <li>○ Managers or consultants planning, coordinating and controlling different parts of the logistics network (Operational managers)</li> <li>○ Graduate entrance to the profession who are on the fast track to senior management</li> </ul>	<p>Involves specialist skills and knowledge in a broad range of work activities, usually performed in a wide variety of tasks, mainly complex and non-routine.</p> <p>Has a substantial degree of <b>personal autonomy and responsibility</b>. Usually is responsible for the work of others.</p>	<p>The candidate must</p> <ul style="list-style-type: none"> <li>○ understand logistics strategies and processes, the interrelationships between and within logistics networks</li> <li>○ have special skills and knowledge in management of processes and projects</li> <li>○ to be able to define and optimise the <b>logistics processes</b> within his/her area of responsibility.</li> </ul>
<b>Junior</b>	<ul style="list-style-type: none"> <li>○ Supervisors in an operational role</li> <li>○ First line managers</li> </ul>	<p>The candidate requires knowledge and skills in a broad range of work activities, usually performed in a wide variety of tasks, some of which are complex and non-routine.</p> <p>Could be responsible for the control or guidance of others.</p>	<p>The candidate must</p> <ul style="list-style-type: none"> <li>○ understand logistics strategies and processes, the interrelationships between and within logistics networks (generic knowledge)</li> <li>○ have special functional skills and knowledge</li> <li>○ to be able to optimise <b>activities</b> within his/her area of responsibility.</li> </ul>



## The Target audience

Level	Target Audience	Competence	Key Outcomes
<b>Master</b>	<ul style="list-style-type: none"> <li>○ Senior managers, senior consultants or directors with considerable experience in logistics management (Strategic managers)</li> <li>○ Senior executives who have assumed logistics responsibilities from another business discipline</li> </ul>	<p>Highly specialised knowledge, some of which is at the forefront of knowledge in a field of work or study, as the basis for original thinking and/or research</p> <p>Critical awareness of knowledge issues in a field and at the interface between different fields</p> <p>Specialised problem-solving skills required in research and/or innovation in order to develop new knowledge and procedures and to integrate knowledge from different fields</p>	<p>The candidate must</p> <ul style="list-style-type: none"> <li>○ Manage and transform work or study contexts that are complex, unpredictable and require new strategic approaches</li> <li>○ Take responsibility for contributing to professional knowledge and practice and/or for reviewing the strategic performance of teams</li> </ul>
<b>Senior</b>	<ul style="list-style-type: none"> <li>○ Managers or consultants planning, coordinating and controlling different parts of the logistics network (Operational managers)</li> <li>○ Graduate entrance to the profession who are on the fast track to senior management</li> </ul>	<p>advanced knowledge of a field of work or study, involving a critical understanding of theories and principles</p> <p>advanced skills, demonstrating mastery and innovation, required to solve complex and unpredictable problems in a specialised field of work or study</p>	<p>The candidate must</p> <ul style="list-style-type: none"> <li>○ Manage complex technical or professional activities or projects, taking responsibility for decision-making in unpredictable work or study contexts</li> <li>○ Take responsibility for managing professional development of individuals and groups</li> </ul>
<b>Junior</b>	<ul style="list-style-type: none"> <li>○ Supervisors in an operational role</li> <li>○ First line managers</li> </ul>	<p>The candidate requires factual and theoretical knowledge in broad contexts within a field of work or study</p> <p>a range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study</p>	<p>The candidate must</p> <ul style="list-style-type: none"> <li>○ Exercise self-management within the guidelines of work or study contexts that are usually predictable, but are subject to change</li> <li>○ Supervise the routine work of others, taking some responsibility for the evaluation and improvement of work or study activities</li> </ul>

The reference to these guidelines are to be found in the 'Handbook' and are subject to constant review. Only the latest version of the Handbook is binding.

All products based on the ELA Standards are listed in a separate document.

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