



1. Title of the certificate ¹

Delivery rider: the title is meant to include both **message bike couriers** (traditional, lightweight, agile, no cargo handling, only a backbag) and **cargo couriers** (cargo handling, cargo bikes, logistics, etc.)

2. Translated title of the certificate ²

N/A

3. Profile of skills and competences

The holder of the certificate is able to:

- Sort parcels and manage logistics:
 - Execute sorting procedures according to the standard categorization of goods, ensuring correct handling and prioritization.
 - Describe and differentiate the basic features of various types of packaging materials and their appropriate uses.
 - Accurately measure and record the dimensions and weight of parcels.
- Recognize and apply markings and labels:
 - Identify standard markings and labels on parcels, understanding their significance for handling, temperature control, hazard indication, and priority status.
- Ensure safe handling of goods:
 - Implement safety requirements for handling fragile and hazardous items.
 - Select and apply appropriate handling procedures based on the specific requirements of different parcels, ensuring safe and efficient delivery.
- Manage delivery documentation and processes:
 - Follow procedures and manage the necessary documentation involved in the delivery process.
 - Explain the liabilities and risks associated with the takeover and transport of parcels and mail.
- Understand traffic regulations and safety requirements:
 - Demonstrate knowledge of general road traffic regulations, particularly those concerning cycling traffic.
 - Interpret road markings, traffic signs, and signalization, and respond appropriately to signals from authorized personnel.
- Operate and maintain bicycles:
 - Identify and operate various parts of bicycles, including carrier bicycles and electric power-assisted bicycles.
 - Perform basic maintenance and identify faults in different types of bicycles.
 - Ride safely in mixed traffic and under varying road conditions, ensuring the selection of the best type of bicycle for specific delivery tasks.
- Ensure bicycle safety and compliance:
 - Equip bicycles with the necessary safety equipment and ensure proper set-up for safe operation.
- Communicate effectively and provide customer service:

¹ In the original language. | ² If applicable. This translation has no legal status. | ³ If applicable.

- Utilize effective listening and communication skills, including the ability to express ideas clearly in different languages if applicable.
- Build positive relationships with customers and colleagues, demonstrating empathy and intercultural competence.
- Resolve conflicts in interactions with others, whether on the road or within a team context.
- Promote and implement sustainable practices:
 - Advocate for sustainable logistics practices that contribute positively to the sector and society, emphasizing the benefits of smart urban living and e-logistics in last-mile delivery.
- Exhibit professionalism and teamwork:
 - Understand and differentiate between the rights and duties of employed and self-employed workers, demonstrating loyalty and ethical conduct.
 - Develop strong collaboration and teamwork skills, fostering a sense of leadership, partnership, and trustworthiness within professional settings.
 - Mentor and teach others effectively, adapting approaches to meet the needs of diverse learners.

4. Range of occupations accessible to the holder of the certificate

1. Occupations directly involving Last-Mile Delivery:

- Bicycle Dispatch Rider
- Bicycle Letter Carrier
- Bicycle Messenger
- Bicycle Package Carrier
- Bike Courier
- Bike Messenger
- Cycle Courier
- Cycle Messenger
- Cargo Vehicle Rider
- Postman/Postwoman
- Mail Carrier

2. Occupations supporting Last-Mile Delivery operations (The modular design of the curriculum allows participants to choose learning units that extend beyond bicycle-based delivery, encompassing essential skills relevant to logistics, warehousing, and distribution):

- Postman/Postwoman
- Mail Carrier
- Sorting Clerk
- Logistics and Distribution Manager
- Warehouse Worker
- Warehouse Order Picker
- Transport Clerk

¹ If applicable.

5. Official basis of the certificate

Body awarding the certificate

ECQA GmbH
 Rechte Kreamszeile 62, A-3500 Krems, Austria
<https://www.jobcertification.eu/>

Level of the certificate ¹

Level 4 in the European Qualifications Framework

Grading scale / Pass requirements

Examinations
 Pass (66%)

Access to next level of education / training ¹

N/A

International agreements on recognition of qualifications¹

N/A

Legal basis

International Standard ISO/IEC 17024:2012-07 Conformity assessment – General requirements for bodies certifying persons.

6. Officially recognised ways of acquiring the certificate

The certification scheme is comprised of Modules, each aligned with specific Learning Objectives (LOs). To successfully earn a micro-certificate (passing of one Module), candidates must achieve a minimum score of 66% on the corresponding assessment. To earn the full certificate, all Modules and their associated LOs must be completed with passing scores. Candidates have the opportunity to retake failed LOs at a later date.

7. Additional information

Entry requirements ¹

Candidates must meet one of the following criteria:

- Completion of a relevant training program (minimum 40 hours) that covers the skills and competencies outlined in Section 3.
- Documented work experience of at least two years in a related field that equips candidates with the skills and competencies outlined in Section 3.

More information

<https://www.jobcertification.eu/index.php/certification/safelmd-examination-registration>

¹ If applicable.