



*Delivering world class supply chain
learning across five continents*

**STUDY GUIDE TO THE CHARTERED
INSTITUTE OF LOGISTICS &
TRANSPORT (UK)
LEVEL 3 CERTIFICATE
IN LOGISTICS & TRANSPORT**



Comment

Raising the skills profile:

We're not just short of people with skills, but are short of people with the right skills.

We need to develop supply chain thinking in all those who work in logistics be they a chief executive of a retailer or manufacturer, a warehouse or a transport manager. I define the term 'logistics' in three ways:

1. Logistics activities covered by the function
2. The sector (those companies that provide logistics services)
3. The management of the supply chain

It is the latter which is the most powerful. This is where our skill development should focus, because we will embrace the needs stemming from the first two definitions while tackling the wider challenge of raising the profile and skill set of logistics across the whole value chain.

The difference in skill requirements in today's world is that we need to have visibility and control of our supply chain in order to compete. Suppliers need to think upstream about supply and be driven by the end customer. Retailers need to satisfy their customers' requirements but need to think 'supply' to achieve this. The issue is also operational because the end to end supply chain concept has to work. This is all about getting supply chain thinking and skill sets into every area of management and supervision into every business function and every player in the value chain. If these skill shortages go unchecked we just won't be able to cut it. The biggest obstacle to progress is the availability of appropriate people skills.



Alan Waller
President of CILT

Complete article published
in Logistics Manager
November 2005

LOGISTICS LEARNING ALLIANCE GUIDE TO THE CERTIFICATE IN LOGISTICS AND TRANSPORT PROGRAMME

Introduction

This guide provides background information to the Logistics Learning Alliance's programme for the Chartered Institute of Logistics and Transport (UK) L3 Certificate in Logistics and Transport

Whatever your reason for joining the programme it will require a considerable commitment from you to complete the programme. This is why choosing your learning partner is so important.

By choosing the Logistics Learning Alliance programme you will be selecting a partner who has unrivalled experience and expertise in this field. We will provide you with one of our top coaches who will help and assist you all the way through. Their purpose is to ensure you are able to access the required learning and then coach you through the effective application in a real life business setting.

At the end of this programme we are confident that you will be well set to apply the concepts in your chosen employment making you one of the industry's key leaders.

We work with many of the leading companies so we know what leadership is about. We really look forward to working with you to help you realise the potential you clearly believe you have.

Logistics Learning Alliance Ltd

The coaches of Logistics Learning Alliance have been involved with training people working in the supply chain and its related activities for many years.

We are a CILT (UK) Approved Centre for the delivery of logistics qualifications, managing the learning programmes for students in almost 70 countries pursuing qualifications by distance learning

Our hallmark is the practical approach we use. All of our coaches have worked in industry undertaking the tasks for real.

The experience of working with a wide range of companies gives us a unique view of how supply chain management is developing and what the challenges of making it happen really are. We have brought this experience into the design and delivery of this certificate programme.

Overview

The **CILT (UK) Certificate** is a practical work-based qualification which will equip potential supervisors and first-line managers with a complete set of management skills. The Logistics Learning Alliance competency route provides an opportunity for experienced practitioners to gain an internationally recognised qualification attesting to their competence in logistics management.

The candidate is required to demonstrate the practical application of the knowledge gained to situations which simulate those encountered in the workplace.

The **CILT (UK) Certificate** linked to a minimum of three year's appropriate experience will lead to **Member** status (MILT) of the Chartered Institute of Logistics and Transport (UK).

Since the qualification has a practical orientation it is recommended that candidates undertaking the **CILT (UK) Certificate** are working in a job which relates to the level of activity covered by the competency model.

Typical Student Profile

The **CILT (UK) Certificate** has been modelled on a competency model which specifies precisely what a supervisor or first line manager should be able to do and how well it should be done.

It is recommended that individuals wishing to undertake the **CILT (UK) Certificate** should be involved with:-

- ❖ contributing to the establishment of activity plans to support logistics operations
- ❖ managing and controlling operational activities

Typically candidates will hold junior management positions, such as supervisor or first line manager with:-

- ❖ a tightly defined area of responsibility
- ❖ some limited opportunity for taking decisions and managing budgets
- ❖ responsibility for achieving specific results by using resources effectively, and
- ❖ responsibility for allocating work to team members, colleagues or contractors.

It should be noted that the use of job titles within the above context can be misleading, depending upon the size of the company. The real indicator as to the appropriate level should be the activities in which the individual is involved. If there is any doubt, advice should be sought from **Logistics Learning Alliance Ltd.**

The Supply Chain Case Study¹ and Learning System

Distance learning is attractive to supply chain practitioners as it fits easily into a pattern of life that often involves erratic working hours and transient working locations. Traditionally though it is a learning method with a downside. At times you can seem to be isolated with nowhere to turn to for support. This is not the case with our Supply Chain Case Study (SCILplc), a unique learning process developed by People Development Group plc.

The Supply Chain Case Study (SCILplc) learning system is a broad but intensive exploration of a simulated company, SCILplc which has recently been formed by the merger of two other organisations, Air-Flo and Bi-Flo. In addition to fairly typical strategic, tactical and operational issues confronting managers in all companies, it may be necessary for learners to become involved with matters relating to the integration of resources, personnel and policies of the two merged organisations.

For the purposes of the study programme learners are 'recruited' by SCIL PLC and appointed to a position relating to their choice of qualification programme. They will perform the tasks required of that role, that will demonstrate the necessary competence for the qualification. This is learning by challenge and by doing.

The new 'Manager' will receive a CD which will contain:

- A 'virtual' introductory tour of SCIL PLC
- Access to detailed statistical and product information about SCIL, Air-flo and Bi-flo
- Access to the corporate Centre of Excellence which will provide all relevant technical information enabling the learner to submit work of an acceptable standard
- Access to details of all relevant Legislation which may have an impact on the business

At the start of the programme, candidates are allocated a coach with specialist knowledge of the chosen subject area. The coach will agree a personal learning plan with the candidate, designed to enable the candidate to complete his/her studies well within the timescale of three years allowed by the Chartered Institute of Logistics and Transport. The coach will be on hand to offer advice and guidance throughout the learning programme.

¹ © People Development Group Ltd

The Assessment Process

The assessment process is designed for two purposes:

- ❖ To test the knowledge of the individual
- ❖ To test the ability of the individual to apply that knowledge

The case study is underpinned by a sequence of integrated or inter-related work-based tasks to ensure that to whatever level and position within the hierarchy of SCIL plc they are appointed, candidates will have the opportunity to demonstrate their ability to apply the knowledge gained.

The assessment process will take into account prior learning, achievement and experience which is appropriate to the requirements of the qualification.

Each candidate is assigned a personal coach, who will work with the candidate to provide the evidence to satisfy:

- ❖ All the Performance Criteria
- ❖ All aspects of the Qualification
- ❖ All the knowledge requirement of the Qualification

Evidence of performance will be assessed on an on-going basis by **Logistics Learning Alliance** and verified by the Institute.

In addition, to satisfy the requirements of the accrediting body (The Qualifications and Curriculum Authority for England and Wales (QCA)) an element of each qualification has to be assessed independently from the organisation providing the learning, in this case Logistics Learning Alliance. To satisfy this requirement, the CILT (UK) has decided that each Certificate candidate will submit work on a project, marked by the CILT (UK). This project will be based on the requirements of the Core Management unit. Logistics Learning Alliance will discuss the possible arrangements for this with you once the programme has started.

When the Institute is satisfied that all the requirements of the qualification have been met the award of the **CILT (UK) Certificate in Logistics and Transport** will be made.

The Institute has introduced time limits for the completion of the Certificate.

The qualification must be completed in three years. If a student does not complete within the stated timescale:

- ❖ requests for completion after that period must be by written application to the CILT
- ❖ no application will be accepted if 4 years or more have lapsed since the student's initial registration
- ❖ students will have to re-start the programme after the 4 year period and re-register with the Institute

- ❖ alternatively students can go through the normal APL procedure for units previously completed but should be aware that they may have to assemble a completely new portfolio

Please note that these time limits are the maximum allowed to complete the qualification. Students are strongly urged to attempt to complete their studies within a shorter timescale. Candidates studying by the SCIL system, and committing themselves to approximately three hours study time per week, can achieve the **CILT (UK) Certificate** in under 12 months.

It is expected that candidates will complete this programme within 36 months of enrolment. Where a candidate takes in excess of this period, the provision of administrative support, coaching and assessment will be at the discretion of Logistics Learning Alliance Ltd.

Where candidates exceed the laid down timeframes for completion of CILT (UK) qualification programmes (36 months), there may be a requirement to reassess elements of the work submitted to ensure currency with CILT competences. In this circumstance additional assessment fees will be payable.

Competency

One of the difficulties many candidates have at the start of their learning programmes is making the adjustment to a system whereby competence is assessed rather than knowledge being examined. For competence assessment, the coach is trying to find out, not just how much you know, but if you understand it sufficiently to apply it in real life. Unlike a teacher or college tutor he has no knowledge of your background, past attainments or experience. He can take nothing for granted, and in addition cannot be too specific in the advice he gives you at times, as this may give you the answer without you having to research it yourself and working it out from first principles. It is common for questions to be asked to clarify particular issues but once you have completed a few of the lessons you will see how the system works.

Your Coach will use a combination of directive and supportive behaviour to coach you through this process. This may be delivered face to face, via e-mail, or by a blend of both. You will also be required to submit regular reports to your Coach., who will brief the appropriate assessor as you progress through the tasks.

One of the frequently asked questions is “How well am I doing?” The simple answer is that if you are passing the units and the coach is not seeking additional clarification from you, this indicates that you are doing all that is required to demonstrate the necessary competence as laid down by the awarding body, in this case CILT(UK). The actual degree of competence is not actually an issue as you have reached the level of attainment required. However, the coach will always give you feedback on your approach and ways in which you could have improved your response.

If at any time you feel you need help or advice either on the course content or the questions being asked, please let us know. The team is here to help you and give you guidance. There may also be some difficulty in understanding the way we say things or in

us understanding fully the problem you feel you have. It is essential to keep in touch and work with us. If you are experiencing difficulties please let us know as early as possible.

In each unit, following the completion of a brief introductory task, your “line manager” will set you a series of tasks designed to enable you to demonstrate your underlying knowledge and understanding. Reporting back to your you will show and justify how, using this knowledge and understanding together with your own experience, you would respond to each task. The full course of study is then completed in this tried and tested ‘little and often’ way enabling the principles learned to be gradually integrated into your real life daily work plan. The method is enjoyable, practical and a genuine fast-track route to an internationally recognised qualification.

You will be taken through the steps of:

Analysing the current operational processes for a given scenario

Identifying to simulated company’s current and future requirements

Devising a series of options to meet those requirements

Showing how to implement your chosen solution.

On the completion of the tasks for the unit, you will have compiled a portfolio of evidence of competence to which your coach will refer for assessment by a qualified Assessor. This may lead to a request for further evidence of your competence. In this eventuality, the candidate may have to re-visit one or two of the tasks and expand on or clarify work previously submitted. This will only happen if the final assessor disagrees with the assessment of the learner’s coach.

On completion of the tasks, you will work on your project for independent assessment by the CILT (UK). This project can be based on the SCILplc scenario or can be based on tasks you are currently undertaking within your workplace. The latter is the preferred option.

Exemptions

Exemptions to the **CILT (UK) Certificate** are not granted. It may, however, be possible to use previous work as evidence for a portfolio.

For further information, please contact Logistics Learning Alliance

Enrolment & Fee Scale

No formal qualifications are required to enrol as a candidate for the CILT (UK) Certificate. However, candidates are reminded that they should be working in a job which relates to the level of the qualification.

In order to study for the CILT (UK) Certificate, candidates will enrol with Logistics Learning Alliance as an Approved Centre of the CILT (UK) and will also need to register as a student member of the CILT (UK).

The Logistics Learning Alliance fee for the programme varies according to the chosen learning method. The fee includes all learning materials and full coaching support from Logistics Learning Alliance. VAT should be added for students based within the European Union. Please contact Logistics Learning Alliance for fee details on +44 (0) 1530 276590 or by email david.jackson@logisticslearningalliance.com

In order to be awarded the qualification at the completion of your programme, you are required to join the Chartered Institute of Logistics and Transport and to register on the qualification programme. If you are already a member of CILT, you still need to register on the qualification programme. Please contact CILT on enquiry@ciltuk.org.uk

IMPORTANT:

All candidates must remain Chartered Institute of Logistics and Transport members and renew their annual membership subscriptions until they have completed their course and received their course certificates. The Chartered Institute of Logistics and Transport reserves the right to withhold the award of any qualification to candidates who have not registered within three months of their enrolment at an approved centre, who have not been members for the duration of their course of study, or who are not members at the time of course completion and course certification.

European Accreditation

Students completing certain options can be awarded European accreditation automatically on completion of their CILT Certificate in Logistics. The designatory letters are EJLog. In all cases, the accreditation is handled in the first instance by the Chartered Institute of Logistics and Transport and enquiries should be directed to Janet DeSilva.

Tel: +44 (0)1536 740131. Fax: +44 (0)1536 740101. Email: janet.desilva@ciltuk.org.uk

Support

Strong coaching support is built into all Logistics Learning Alliance learning programmes and candidates are encouraged to contact their coach whenever they need advice and guidance. Coaches are available by telephone or by email during normal business hours (0900 to 1700 UK time). To reiterate, experience has shown us that the most successful students are those who do not hesitate to contact their coach whenever they need support.

All of our coaches are well versed in the various functions of the supply chain, but most have their own specialist areas. For this reason, your coach may change as you move through the programme, ensuring that you are always given the best possible support and guidance.

Contact details for coaches are:

Telephone: +44 (0) 1530 276592

Email: lstudents@logisticslearningalliance.com

Qualification Structure

The **CILT (UK) Certificate** has been modelled on a competency model which specifies precisely what a supervisor and first line manager should be able to do and how well it should be done. To achieve the **CILT (UK) Certificate** candidates are required to demonstrate competence in core management skills, which will consist of:

Core Management

Managing Operations
Marketing
People
Finance
Legal Aspects

Plus technical skills in one of the following areas:

Production Planning

Production Planning
Production Planning and Control Techniques

Inventory

The Function of Inventory Management
Stock Control
Inventory Management Practice

Procurement

The Scope of Procurement
Sourcing
Purchasing
Progress Monitoring and Control
Global Sourcing

Warehousing

Managing Warehouse Receiving and Storing Operations
Managing Warehouse Order and Despatch Operations
The Provision and Care of Warehouse Resources

Road Freight Transport

Road Freight Regulation and Control
Road Freight Operations and Administration

Content

UNIT 1 CORE MANAGEMENT (COMPULSORY)

- **Managing Operations**

This element will equip you to:

- Contribute to the development of organisational policies and objectives by obtaining and presenting management information.
- Make recommendations for the improvement of operational effectiveness.
- Obtain, evaluate and present logistics information for incorporation in a business plan.
- Create and maintain effective internal and external relationships

- **Marketing**

This element will equip you to:

- Obtain, evaluate and present logistics information for assessment in the development of a marketing strategy.
- Obtain, evaluate and present logistics information for incorporation into a marketing plan
- Communicate effectively with external parties

2 People

This element will equip you to:

- Produce a people plan as a component of an overall business plan.
- Plan, organise and lead the work of teams and individuals
- Contribute to the development of teams and individuals.
- Analyse organisational information and contribute to the implementation of a change initiative

3 Finance

This element will equip you to:

- Obtain, evaluate and present financial information for incorporation into a business plan and a budget.
- Provide a report on the analysis of a business finance statement
- Provide a report recommending an asset purchase based on an appraisal of financial risks and a comparison of different options.
- Implement a process for the monitoring of actual costs against a budget.
- Undertake an assessment of operational and financial performance based on an analysis of financial performance indicators.

Legal Aspects

This element will equip you to:

- Contribute to the health and safety and security of the working environment.
- Provide information to internal colleagues regarding the impact of a specific piece of legislation on an operational issue.
- Contribute to the placing of a contract with an external supplier.

UNIT 2 - PRODUCTION PLANNING (OPTION)

Production Planning

This element will equip you to:

- Determine planning timescales and confirm manufacturing requirements.
- Provide data and information for the development of production plans
- Review production plans and identify operating regime and planned output levels.
- Identify and obtain relevant data and information for the development of capacity plans and resource schedules.
- Provide data and information for the development of capacity plans and resource schedules.
- Review capacity plans and identify any capacity constraints
- Develop solutions to capacity constraints.

Production Planning and Control Techniques

This element will equip you to:

- Review bills of material and process plans and identify materials requirements
- Analyse material requirements and produce materials requirement plan.
- Identify timing for future materials requirements and produce material delivery programme.
- Obtain supply market information and produce planned programme of purchases.
- Check scheduled deliveries, identify changes and produced revised delivery schedule.
- Input changes into production schedule

Unit 3 – INVENTORY OPTION

The Function of Inventory Management

This element will equip you to:

- Comply with organisational inventory management systems and procedures.
- Identify and contribute to the implementation of improvements in organisational inventory management systems and procedures,
- Carry out demand capture actions
- Calculate forecast demand.

Stock Control

This element will equip you to::

- Obtain and analyse information on product availability and lead times
- Undertake stock-out risk analysis and produce a schedule of stock trends
- Set stock levels and re-order points and determine items to be stocked
- Check and analyse usage history and amend stock model
- Monitor and analyse records of receipt and inspection of supplies

- Assess supplier performance and input to vendor rating system.
- Monitor and maintain stock movement
- Audit stock levels and stock inventories.

Inventory Management Performance

This element will equip you to:

- Update, analyse, verify and reconcile stock records
- Agree inventory performance indicators and performance indicators and performance levels with user customers.
- Produce and issue reports on inventory management performance

UNIT 4 - PROCUREMENT OPTION

Scope of Procurement

This element will equip you to:

- Create and enhance productive working relationships with colleagues
- Create and enhance effective business relationships with suppliers
- Provide information for the development of procurement plans and strategies
- Recommend improvements in procurement operations as the basis of development of procurement plans and strategies.
- Contribute to the development and implementation of procurement plans and strategies.

Sourcing

This element will equip you to:

- Obtain and analyse supply market information and provide supply market reports.
- Obtain supplier data and information, analyse it and provide reports on supplier capability.
- Contribute to the development of supplier appraisal systems
- Provide information for the development of sourcing strategies.
- Contribute to the development of sourcing strategies.

Purchasing

This element will equip you to:

- Contribute to the implementation of improvements on organisational procurement systems and procedures
- Develop procurement plans for supplies and services to be purchased
- Work with users and provide procurement input into development of specifications
- Evaluate supplier capability and pre-qualify potential suppliers
- Produce contractual documentation
- Place order or contract

Progress Monitoring and Control

This element will equip you to:

- Operate and maintain an expediting system
- Monitor and analyse records of receipt and inspection of supplies and performance records for services.
- Identify performance history from analysis reports and implement remedial actions.
- Establish feedback mechanism for information on supplier performance
- Operate and maintain a vendor rating system
- Co-ordinate improvements in supplier performance

Global Sourcing

This element will equip you to:

- Provide specialist advice and information to users on the commercial requirements of overseas procurement
- Identify and evaluate national and international suppliers
- Produce contractual documentation that takes into account of the special requirements of purchasing from overseas.
- Place an order or contract with an international supplier
- Develop and maintain performance monitoring systems for overseas contracts

UNIT 5 - WAREHOUSING OPTION

Managing Warehouse Receiving and Storage Operations

This element will equip you to:

- Draw up a plan for the daily receipt and storage of in-bound goods
- Allocate labour and other resources on a daily basis in relation to this plan
- Modify planned activity at short notice to cope with contingencies that may arise
- Produce a plan or strategy for the optimum positioning of in-bound goods
- Use information on inbound goods and storage as an aid to the work of other parts of your operation
- Analyse the training needs of your staff and recognise how to respond to these needs.
- Ensure that adequate controls are in place for the safe and efficient receipt and storage of in-bound goods
- Analyse information on the performance of in-bound goods, taking any necessary action

Managing Warehouse Order and Despatch Operations

This element will equip you to:

- Draw up a plan for the daily order picking and despatch operations
- Allocate labour and resource requirements in relationship to this plan
- Modify planned activity at short notice to cope with contingencies which may arise
- Produce a plan or strategy for the physical organisation of the despatch holding function
- Use information accruing from the order picking process to liaise with other parts of the business
- Analyse and respond to the training needs of your staff
- Ensure that adequate controls are in place for the safe and efficient picking and despatch of goods
- Analyse information on performance standards in the picking and despatch operation, effectively responding to any under-performance

Managing the Provision and Care of Warehouse Resources

This element will equip you to:

- Specify what equipment is needed for the efficient operation of your warehouse
- Analyse and use performance data to improve warehouse efficiency
- Assess the training needs of your staff and monitor training effectiveness
- Ensure that equipment is regularly checked and that timely equipment servicing is carried out
- Analyse information generated from the regular checking and servicing of equipment
- Take decisions regarding the removal of unsafe equipment
- Apply costing principles to the warehouse operation
- Appreciate the reasons for the implementation of financial objectives and how budgets are determined
- Make all staff fully aware of the responsibility to control costs

UNIT 6 – ROAD FREIGHT TRANSPORT (OPTION)

Road Freight Regulation and Control

This element will equip you to:

- Determine which type of 'O' licence is appropriate for your operation.
- Set up internal procedures and controls to ensure that your operation meets the 'O' licence requirements.
- Complete the documentation to change an 'O' licence
- Ensure that your vehicles meet all aspects of the construction and use regulations.
- Set up an appropriate vehicle maintenance system and monitor its effectiveness
- Assess whether vehicle maintenance is best dealt with in house or through a third party
- Ensure that your vehicles operate within the regulatory limits for vehicle weights and axle loadings
- Ensure that all drivers possess the correct licence for the work they are doing

- Set up a system to manage and control your drivers within the driver's hours regulations
- Ensure that your operation complies with the EU working time directive, as well as speed limits, parking and loading regulations
- Take appropriate action should drivers fail to comply with any aspect of the regulations governing their work

Road Freight Operations and Administration

This element will equip you to:

- Segment the work by type of load, type of work and goods carried.
- Effectively manage international road transport operations in relation to the needs of your business and your customers
- Select the appropriate types of vehicle for your operation
- Ensure that all relevant international documentation has been properly completed and permits obtained for each load leaving your depot
- Ensure that you have adequate insurance in place
- Ensure that all drivers are briefed on what action they must take following an accident
- Ensure that procedures are in place to control the supervision of vehicle excise duty and licenses in your operation.
- Analyse and assess the I.T. need of the business, particularly with respect to the operation of vehicles
- Cost all types of operation, taking into account variable and fixed cost items.
- Prepare and communicate rates for customers

In-Company Programmes

A Certificate programme can be delivered 'in house' for up to twelve delegates so that larger numbers can be trained more cost effectively.

For further details, please contact Logistics Learning Alliance

Tel No: +44 (0)1530 276590

Email: enquiry@logisticslearningalliance.com

Further Information

If after reading this guide you require further advice about the course contact

Logistics Learning Alliance

Tel No. +44 (0)1530 276590

Email: david.jackson@logisticslearningalliance.com