



A COMPREHENSIVE GUIDE TO THE

CILT UK PROFESSIONAL DIPLOMA IN LOGISTICS AND TRANSPORT

A UK Chartered Institute of Logistics & Transport Qualification

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PREFACE

The UK Chartered Institute of Logistics & Transport (CILTUK) "Professional Diploma in Logistics & Transport" is designed for middle to senior managers that contribute to logistics strategy and undertake the functional management activities of planning, organising, directing and controlling within their work environs.

The Professional Diploma in Logistics & Transport is an internationally recognised qualification awarded by the Chartered Institute of Logistics and Transport UK (CILT-UK). The qualification is registered in the UK, with the usual recognition by the EU. Massey University initially delivered this applied Diploma from 1995 until 2005 when the University offered the licence to LTG. Under this arrangement graduates of the LTG Professional Diploma programme have the option to apply to undertake the Massey Masters in Logistics & Supply Chain Management. LTG and Massey University are working together to provide an integrated qualification pathway.

Walter Glass, the Course Director for the original Massey programme since 1995, is an owner in LTG and has continued to direct the Diploma for LTG.

COURSE DIRECTOR

Walter Glass MBS, BBS, FCILT

Walter has been involved with logistics and supply chain tertiary education for over 20 years. He is a Fellow of the internationally recognised professional body, the Chartered Institute of Logistics & Transport (CILT) and contributes to the CILT International Committee on Education.

Walter has been Course Director of the CILT UK programmes in NZ since 1995, initially for Massey University and since 2005 for the *Logistics Training Group* (LTG) when it took over the Diploma and Certificate programmes. LTG offers the programmes in New Zealand, and in Australia with the University of New England – Partnerships (UNEP). It has been this close relationship between Massey and LTG that has resulted in the unique recognition of LTG's CILT-UK Professional Diploma in Logistics & Transport Graduates being eligible to apply for direct enrolment in Massey's 1 year Masters of Logistics & Supply Chain Management programme.

In 2009 Walter took on the role of Deputy Director - Logistics & Supply Chain Management Programme at Massey University. He has supervised Massey University post-graduate research projects for over 15 years within the Logistics & Supply Chain, Marketing, Agribusiness MBA and Aviation disciplines.

Walter also heads up the consultancy team, Corporate Logistics Ltd, which is engaged in international supply chain research and associated business strategy development (often around hubs), business process improvement, logistics enabling systems evaluation, associated technology innovation and integration, contract procurement, and independent project facilitation. Often these roles are based on "trouble shooting" issues that have arisen for the client. The company has completed projects in NZ, Australia, Asia, US and the Caribbean.

COURSE MANAGER

The Course Manager is available for help with general questions and course material.

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INTRODUCTION

This guide provides background information to the LTG programme for the Chartered Institute of Logistics and Transport (UK) Professional Diploma in Logistics and Transport as delivered by Logistics Training Group (LTG) in conjunction with its UK partner Logistics Learning Alliance Plc (LLA). Due to a unique historical relationship between Massey University in New Zealand and LTG, LTG Professional Diploma graduates are able to apply to undertake the Masters in Logistics & Supply Chain Management

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

By choosing the LTG-LLA programme you will be selecting a partner who has unrivalled experience and expertise in this field. We will provide you with access to 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.

LTG ASSOCIATE PARTNERS LLA (UK) & UNEP (AUS)

LTG has been involved in logistics and supply chain training for over a decade. Its Principal, Walter Glass, has been Course Director for this programme since 1995 when it was first offered by Massey University.

LTG's UK partner The Logistics Learning Alliance (LLA) has been involved with training people in logistics/supply chain and related activities for over 15 years. The company has been a key contributor to the thinking that has gone into the design of several registered UK/EU qualifications. As well as contributing to the CILTUK, it has also played a key role at European level being retained as the authors of the European standards in this topic area.

The LLA hallmark is the practical approach it uses in its programmes. All lecturers/coaches have actually worked in industry, undertaking the tasks for real and bringing an applied approach to learning. This breaks from the traditional tertiary practice of focus on theory and hypothesis, and bridges the gap between the doer and the researcher.

Both LTG and LLA are extremely proud of the results their students have achieved internationally. In 2005 the New Zealand Top Graduate Student, Scott Goddard, went on to take the Global Top Student Award for the CILT Diploma at a ceremony in London. In 2007 Jason Norriss, the New Zealand Top Graduate Student in his year, also took the Global Top Student Award. Micheal Hensley the NZ top Graduate and CILT Young Achiever of the year 2009 was also the CILT International Young Achiever of the year in 2010.

The Education and Training Company of the University of New England, UNE Partnerships (UNEP) and LTG have developed a Strategic Partnership to offer the CILT UK Professional Diploma in Logistics & Transport and related courses in Australia, www.unep.edu.au. UNE Partnerships is a registered training organisation with over fifteen years experience in providing customised training to corporate groups and delivering quality distance learning to individuals.

OVERVIEW

SCOPE

The UK Chartered Institute of Logistics and Transport's (CILT-UK) **Professional Diploma in Logistics and Transport** provides recognition of the professional knowledge and skills of middle managers working in a logistics and supply chain environment, irrespective of their industry, including military or civilian roles.

The CILT Professional Diploma is an applied qualification based on a competency model that specifies precisely what a manager should be able to do and how well it should be done. It is a recommended qualification for managers involved with:-

- contributing to the establishment of logistics strategy
- establishing activity plans to support logistics strategy
- reviewing operational activities
- allocating work to others
- achieving specific results by using resources effectively
- carrying out policy in your defined area of authority
- controlling limited financial budgets and
- contributing to broader activities such as change programmes and recruitment.

Typically candidates will hold middle to upper management positions, such as, Supply Chain Manager, Logistics Manager, Procurement Manager, Distribution Manager, Production Planning/Materials Manager, Warehouse Manager, Transport Manager, Inventory Manager, Export /Import Manager, Forwarding Manager. This is also a suitable level for graduates entering the function areas.

It should be noted that the use of job titles within the above context could 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 the Course Director at LTG.

POST DIPLOMA QUALIFICATIONS

Historically, UK Diploma in Logistics graduates have been accepted in a number of Masters Degree programmes at a variety of Universities in Australia and New Zealand, including Massey, Lincoln and UNE.

THE DISTANCE LEARNING SYSTEM USED ON THIS PROFESSIONAL DIPLOMA

While the Diploma could be approached in an isolated modular fashion, focusing on the Core Management, Supply Chain Management and Technical areas in turn, this clearly would not reflect the real world where a manager is constantly confronted by complex issues that consist of a combination of these areas.

We have therefore deliberately “blurred the edges” of the modules to reflect the working environment setting the required core management competences within the context of the chosen technical areas. This approach enables learners to draw on those parts of the CD based simulated case study, demonstrating how they would confront similar challenges in real life.

The single case study covers all 4 modules and is a broad but intensive exploration of a fictitious company, “SCIL PLC” a limited liability company that 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.

While the legislation is based on the UK, most commonwealth law follows similar trends and students at this level are normally well aware of their own national laws and can apply either option to their assignments.

STUDY PROGRAMME STRUCTURE

For the purposes of the study programme, learners are ‘recruited’ by SCIL PLC and appointed to a position relating to their choice of technical option e.g. learners selecting Warehousing and Movement of Goods may be “appointed” to the Distribution Manager position.

The new ‘Distribution Manager’ will receive a CD that will contain:

- **A ‘virtual’ introductory tour of SCIL PLC**

- **Access to detailed statistical and product information about SCIL, Air-flo and Bi-flo through the meetings and Management Information System**
- **Access to the corporate “Centre of Excellence” which will provide all relevant technical information enabling the learner to submit work of an acceptable standard**

Once new recruits have familiarised themselves with SCIL PLC, the coach who will assist them through the programme (for the purposes of the simulation their line manager), will conduct a brief interview designed to ensure that the coaching process dovetails with their needs and style of learning. Following the completion of a brief introductory task designed to ensure that all learners are at a minimum standard in

- problem solving,
- report writing,
- presentation skills and
- e-Learning (all necessary to ensure a successful programme of study),

The line manager (i.e. coach) will then set the new “Manager” a series of tasks (the Diploma assignments) designed to enable learners to demonstrate their grasp of the required competencies.

Learners will submit each completed task in the form of weekly reports to their manager (coach).

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 the learner’s real life daily work plan. The method is enjoyable, practical and a genuine fast-track route to an internationally recognised qualification.

On the completion of the tasks, learners will have a complete portfolio of evidence of their competence including reports compiled from their respective module assignments and one Business Plan. The latter is submitted for external assessment by CILTUK to complete the Diploma. Infrequently a request may occur for further evidence of the learner’s competence. In this event, the learner 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/manager.

The Supply Chain Management and Core Management Modules are completed first, after which the student is required to provide a Business Plan for the organisation’s future. Once approved the Student moves onto the Technical projects.

THE ASSESSMENT PROCESS

The assessment process is designed to test two things:

- ❖ The knowledge of the individual
- ❖ The practical application of that knowledge

Students will provide the evidence to satisfy:

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

For each Module a number of tasks is completed and each is submitted electronically to LTG and the UK for assessment. When the tasks for the four modules (two Compulsory and two Elective Modules) are completed the entire work will be verified by the CILT UK Institute.

In addition, to satisfy the requirements for independent assessment established by the Qualifications Curriculum Authority for the UK, **all candidates must produce a “business plan” project for the Core Management Module to be assessed by the CILTUK.** The candidate will be given a final task by their coach, which will centre around the production of a business plan based on a live “real world” project within the student’s company and within the scope of headings provided by LTG-LLA.

Candidates will be required to demonstrate their ability to:

- Identify a problem or business opportunity
- Gather relevant information about the current situation and possible changes
- Evaluate the information and draw conclusions
- Decide on possible outcomes

- Make reasoned and costed recommendations.

The Business Case will be between 2,500 and 3,500 words, but must not exceed 3,500 words (excluding appendices and supporting documentation).

When the requirements of the qualification have been met, then the award of the CILT UK Professional Diploma in Logistics and Transport will be made.

COMPETENCY – WHAT DEFINES IT?

Competency – what defines it?

One of the difficulties almost all students have in these programmes at the beginning is making the adjustment to a system whereby competence is assessed rather than knowledge being examined. 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/she has no knowledge of your background, past attainments or experience so you need to show what you know. The coach can take nothing for granted, and in addition cannot be too specific in the advice he/she gives you at times as this would give you the answer without you having to work it out yourself from reading the material, and first principles.

It is common for questions to be asked to clarify particular issues but once you have passed a few of the lessons you will see how the system works.

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 clarification from you, then you are doing all that is required by the Institute - the actual degree of competence is not actually an issue as you have reached the level of attainment required.

Generally though, it would require that you get the vast majority of the answer correct in order to be deemed “competent”. This is well in excess of the standard 50% or a C pass found in the traditional measurements. This qualification is about linking the practitioner and academic. As a comparison, it is fair to say that the academic demand of the Professional Diploma is at post-graduate diploma level in terms of difficulty, and student application and output requirements.

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. Our team is there to help you and give you guidance. There may also be at times some difficulty in understanding the way we express things, or in us understanding fully the problem you feel you have. It is essential to keep in touch and work with us.

We will contact you if we do not receive any submissions from you for a while, but if you are experiencing difficulties please let us know as early as possible.

ENROLMENT, COURSE FEES, MARKING FEES, SUBSCRIPTION

COURSE ENROLMENT REGISTRATION AND MARKING FEES

The Diploma is an internationally recognised, applied qualification in Logistics/Supply Chain Management. No formal qualifications are required to enrol but the student must be competent in the presentation of work in Microsoft Word and construction and manipulation of Excel spread sheets. It is also expected that the student has had practical experience in logistics activities.

The course is distance based, self-learning with block courses or contact days for each compulsory module and supported by high quality multimedia learning materials. The student is NOT required to purchase additional texts etc, as is often the case.

There are 3 Options for the LTG fees (GST Exclusive)

- Individual module payment: \$1500 per module
- 2 payments: \$2800 for Compulsory Modules. \$2600 for Elective Modules
- 1 payment: for Course \$5000

The fees are payable to LTG and cover all reference materials required to complete the course together with the cost of lectures on the block courses, including lunch and refreshments.

The assessment payment is made directly to **Logistics Learning Alliance Plc (LLA)** and must be paid before assignments are submitted for assessment. The fee for the entire Certificate is £1130 when paid in full on enrolment. Otherwise it is £436 for the first module and £240 for the following 2 modules and £284 for the module 4. Details for payment will be sent with the study pack.

LTG's Palmerston North, and Christchurch for New Zealand, however this will depend on student numbers in each centre, and remote classes are possible where justified. LTG reserves the right to limit the offering of modules in certain centres, especially if there are too few students to ensure class viability.

Candidates must complete this programme within 3 years of enrolment but should complete in 2 years. Where a candidate takes in excess of 2 years, the provision of administrative support, coaching and assessment will be at the discretion of LTG-LLA. In this circumstance additional administration/assessment costs may be incurred.

CHARTERED INSTITUTE OF LOGISTICS & TRANSPORT (CILT)

It is a CILT-UK requirement that when commencing the programme and during their course of study, all students need to separately register with the Institute or its local body i.e. The Chartered Institute of Logistics & Transport in New Zealand (CILT NZ).

Details for the forms for CILT-NZ membership and part time registration forms for the CILT-UK are supplied with this document.

- Students are to become a "student member" of CILT-NZ. LTG cover the first year, the student is to retain membership while studying, unless already covered under separate or corporate membership. The CILT-UK part-time registration form and CILT NZ forms will be sent to each student and must be filled in and sent to LTG by email or post.
- In all cases the membership details must be supplied to LTG for submission to the UK.
- In order to graduate, students must remain current members of CILT NZ and the UK Registration form must be completed and sent to LTG.

IMPORTANT:

All students 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 students 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.

REFUNDS

Students may receive refunds for course fees, less administration costs (\$350.00), up to two weeks after final registration date, provided all materials are returned in “as despatched” condition. After two weeks students may withdraw but **no** fees will be refunded. Therefore it is important to be committed to the study programme and to choose your payment option carefully.

INSTRUCTIONS FOR ENROLMENT FORM

The Professional Diploma Enrolment Form is at the back of this guide. Please **complete the form** as per the steps below and the detailed instructions on the form.

To complete Enrolment for the Diploma please use the following steps:-

1. Complete the Enrolment Forms with your details. If you are starting the course this will be either the Core Management or Supply Chain Management Modules, depending on the stage of the teaching cycle. Students are expected to do these 2 compulsory modules consecutively. Electives are chosen later.
2. Print and sign the form then submit, either electronically to info@ltg.co.nz or by post to LTG; PO Box 1401; Palmerston North; 4440. Once your enrolment has been approved you will be sent an invoice for your selected payment option and the forms for CILT UK and NZ.
3. NOTE: If your company is funding your study and you are paying via a Purchase Order, please ensure you get your authorising party to sign off on your form and provide the purchase order form with your enrolment (we cannot progress without this being undertaken).
4. Upon receipt of payment/order number, LTG will courier your course material and notify you of final block course dates etc. Schedule time for the block courses as they are extremely valuable.
5. Tasks will be sent **after you acknowledge** receipt of course material.
6. The UK Assessment / Registration fees to LLA are paid on presentation of your first task for the course if making one payment, otherwise they are paid at the start of each module. The options for the payment methods to LLA will be sent with your study pack.
7. Once you have your material you can commence study. Please endeavour to keep to the learning plan dates and let LTG know if you require extra time on any of your tasks.

SUPPORT

Strong coaching support is built into all programmes and students are encouraged to contact their coach whenever they need advice and guidance. Coaches are available by telephone 06 3514406 during normal business hours, or by email to students@LTG.co.nz or to students@logisticslearningalliance.com

To reiterate, experience has shown that the most successful students are those who do not hesitate to contact their coach when support is needed. All of the coaches are well versed in the component functions of the supply chain, most have 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.

MODULE CONTENTS FOR THE PROFESSIONAL DIPLOMA IN LOGISTICS & TRANSPORT

To achieve the Professional Diploma, the learner is required to demonstrate competence in the following areas:

- (1) 1 x Core Management Module (Compulsory)
- (2) 1 x Supply Chain Management Module (Compulsory)
- (3) 2 x Technical Options/Electives, to include any two (2) from the following:-
 - Inventory Planning
 - Warehouse Planning
 - Production Planning,
 - Sourcing/Procurement
 - International Business,
 - Movement of Goods (Transport)
 - Retail Supply Chain Logistics
 - Supply Chain Network Planning
 - Supply Chain Flow Planning

CONTENTS OF EACH MODULE

[Module Topic Details of each course are as follows:-](#)

CORE MANAGEMENT (COMPULSORY MODULE)

INTERNAL ORGANISATION DYNAMICS

- Internal dynamics of an organisation
- How an organisation works
- Subsidiary activities
- Typical management patterns
- Elements of planning and control systems
- Identifying the importance of change in an organisation
- Factors that can motivate change
- Implementing change
- The meaning, quality and purpose of information
- Information systems
- Outlining information collection processes
- Evaluating derived information

EXTERNAL DYNAMICS

- Market orientation
- The marketing mix
- The relationship between demand, supply and price
- The contribution to competitiveness of logistics thinking

- Defining and evaluating the trade-off
- Identifying the main sources of UK & European Union law
- Liabilities of employers for actions of employees and agents
- Liabilities of operators in tort
- Identifying the elements of a legal contract
- The main elements of agency law
- Relationships between contractors and sub-contractors
- Requirements for a contract of carriage
- Outlining the ways in which business entities may cease to trade
- Analysing the impact on operations of legislation
- Defining sustainability from a logistics context
- Analysing impact of operations on external features

PEOPLE MANAGEMENT

- Contributing to recruiting procedures
- Staff selection methods
- The importance of staff development
- The development process
- Team creation and building techniques
- Identifying the roles of trade associations
- The main aspects of UK law governing membership of a Trade Union
- The legal control over industrial action
- The principal employee rights as guaranteed by current employment legislation
- Explaining the accepted codes of practice for dealing with employment matters
- The requirements for termination of employment by dismissal
- The operation of Industrial Tribunals
- The operation of the legislation on redundancy
- Outlining the requirements on the transfer of undertakings
- The rights and duties of employers and employees in respect of discrimination at work
- The rights and duties of employers and employees in respect of the principal health and safety at work legislation
- Health and safety legislation currently in operation in the UK
- Agencies charged with administration and enforcement of health & safety legislation

THE BUSINESS PLAN

- The structure and process of a business plan
- Identifying the main sources of business funding
- The management of working capital
- The methods of asset acquisition
- The main accounting records
- Defining the use of the principal accounting ratios
- The need and methods of credit control
- The methods of revenue expenditure

- The components of the commercial transaction process
- Statutory deductions for employees
- Terminology used in budget techniques
- The principal and major types of budgets
- The process of budget formation
- The concepts of performance appraisal
- Performance monitoring process
- Distinguishing between performance measures
- Financial analytical tools
- Evaluating financial asset purchase comparisons
- Optimum asset replacement timings

SUPPLY CHAIN MANAGEMENT (COMPULSORY MODULE)

WHAT IS THE SUPPLY CHAIN?

- Supply chain participants
- Supply chain flows
- Supply chain definition
- Scope of supply chain activity
- Effective and efficient activity

WHY IS THE SUPPLY CHAIN IMPORTANT?

- Using the supply chain as a competitive tool
- Using the supply chain to support marketing
- The competitive framework
- The financial impact of the supply chain

HOW THE SUPPLY CHAIN WORKS – SUPPLY CHAIN PROCESS

- Sub processes
- Decoupling points
- Lead time
- Cost to serve

HOW THE SUPPLY CHAIN WORKS – MATERIAL FLOW

- Forecast gap
- Forecast error
- Product structure
- Uncertainty – inventory
- Cost and added value
- Demand amplification

FLOW BARRIERS

- Understand the supply chain process
- Improve communication
- Breakdown functional barriers

- Build trust
- Reduce the impact of inaccurate forecasts
- Balance supply and demand

HOW TO IMPROVE SUPPLY CHAINS

- Supply chain performance metrics
- Supply chain toolkit
- The improvement journey

SUPPLY CHAIN PERFORMANCE DRIVERS - ACHIEVING STRATEGIC FIT AND SCOPE

- Competitive strategy
- Strategic links
- Achieving strategic fit

SUPPLY CHAIN DRIVERS AND OBSTACLES

- Supply chain decision making framework

SUPPLY CHAIN DRIVER: TRANSPORT

- Factors affecting transport decisions
- Performance characteristics of transport modes
- Design options for transport networks
- Trade-offs in transport design
- Tailored transport
- Routing and scheduling

SUPPLY CHAIN DRIVER: FACILITIES

- Factors affecting facility decisions
- Framework for network design decisions
- Models for facility location
- Warehouse design

SUPPLY CHAIN DRIVER: INVENTORY

- Framework of inventory decisions
- Managing demand
- Managing uncertainty – safety inventory
- Managing cycle inventory
- Managing seasonal inventories

SUPPLY CHAIN DRIVER: INFORMATION

- Importance of information in the supply chain
- Information technology – the enabler
- Analytical applications
- Impact of e-business on supply chain performance

SUPPLY CHAIN COORDINATION

- Effect of lack of coordination
- Obstacles to coordination

- Managerial levers for coordination

INVENTORY PLANNING (ELECTIVE OPTION)

WHAT IS INVENTORY MANAGEMENT

- Inventory within the supply chain
- Different types of inventory and the cost of holding stock
- The implications of the "shrinking service window"

BASIC INVENTORY PRINCIPLES

- Principles of the fixed period and fixed quantity models
- Impact of service levels and lead times on reorder levels
- Different types of order quantity models
- Limitations Of order quantity models and their relevance to modern systems

MODERN INVENTORY SYSTEMS

- The development Of modern inventory techniques
- Benefits of "dynamic" stockholding models incorporating demand forecasts, tracking signals and seasonality factors
- Different types of systems currently used by companies
- The problems in developing and maintaining current systems

MANAGING INVENTORY THROUGH A NETWORK

- How to organise inventory within a supply chain
- Advantages and disadvantages of distribution requirements planning
- How current initiatives enable minimisation of stock within a network

PRODUCTION PLANNING (ELECTIVE OPTION)

CONCEPTS OF PRODUCTION PLANNING

- Basic concepts
- Sales planning and forecasting

FUNDAMENTALS OF PRODUCTION PLANNING

- Master scheduling
- Material planning and capacity management

CURRENT MANUFACTURING AND MATERIALS PLANNING SYSTEMS

- Manufacturing planning and control systems
- The impact of globalisation on production planning
- The new manufacturing environment

MONITORING AND IMPROVING PERFORMANCE

- The need for performance measures
- Customer service performance measures

WAREHOUSE PLANNING (ELECTIVE OPTION)

THE ROLE OF THE WAREHOUSE IN LOGISTICS STRATEGY

- Warehouse logistics strategy

- Warehouse strategy options
- Warehouse impact on customer service

WAREHOUSE OPERATIONAL PROCEDURES AND PROCESSES

- The role of warehouse management
- Warehouse resource requirements
- Product characteristics and requirements
- Basic concepts of inventory control
- Legislation applicable to a warehouse

TECHNOLOGY IN THE WAREHOUSE

- Warehouse interfacing with the rest of the supply chain
- Warehouse interfacing with the customer
- The technology available to support the warehouse physical operation
- The technology available to support the management of the warehouse
- Data transfer systems integration with warehouse equipment

WAREHOUSE COST MANAGEMENT AND PERFORMANCE CONTROLS

- Setting standards and performance indicators
- Managing a warehouse using standards and benchmarks
- Managing the cost of warehouse operations
- Recognising and managing trends

INTERNATIONAL BUSINESS (ELECTIVE OPTION)

THE INTERNATIONAL BUSINESS ENVIRONMENT

- The concept and organisation of international trade
- External or “uncontrollable” influences that impact on an organisation’s international business strategy
- Internal or “controllable” influences that impact on an organisation’s international business performance and supply chain strategy
- Recognising and managing the potential operational and financial risks inherent in an international supply chain.

DEVELOPING A GLOBAL LOGISTICS STRATEGY

- Understanding and integrating the aims and objectives of the various participants in an international supply chain
- Global logistics network design and facility location
- Designing the information system required to support and manage global activity
- Developing a plan for overcoming supply chain problems and network interruption
- Crisis management in an international business environment

GLOBAL LOGISTICS OPERATIONS AND FACILITIES

- Developing a monitoring and control strategy for an international supply chain
- The scope and characteristics of the different international transport modes and facilities
- Principal regulations and contracts associated with international commerce and trade
- The role and impact of customs and excise on global supply chains and logistics processes

INTERNATIONAL COMMERCE

- Office organisation and administrative structure
- Contractual considerations & contract law
- The importance of documentation in international commerce and trade
- Electronic commerce
- Cargo insurance
- Selling price, payment methods and finance
- The role of credit insurance

SOURCING / PROCUREMENT (ELECTIVE OPTION)

THE ROLE OF SOURCING AND PROCUREMENT

- Sourcing and procurement In the supply chain
- Corporate sourcing strategy
- Corporate sourcing and logistics strategy
- Sourcing and supply activities

SOURCING AND PROCUREMENT PROCEDURES AND PROCESSES

- Sourcing structures
- The sourcing process
- Developing prices and pricing strategies
- Supplier accounts
- Legal issues of contracts and disputes

MANAGING RISK AND SPEND IN RELATION TO CUSTOMER AND SUPPLIER REQUIREMENTS

- Managing risk
- Supplier relationships
- Opportunities to manage suppliers
- Planning and directing negotiations
- Controlling negotiated outcomes

PERFORMANCE MEASUREMENT IN SOURCING AND SUPPLY

- Measuring suppliers
- Measuring sourcing processes
- Benchmarking performance

MOVEMENT OF GOODS (TRANSPORT) (ELECTIVE OPTION)

GOODS TO BE MOVED

- Goods characteristics
- Safety and security of goods
- Unitisation methods
- Factors influencing goods flows

ORIGINS, DESTINATIONS AND ROUTES

- Sources and destinations of goods
- Impact of collection and delivery site
- Third party involvement
- Basic concepts of route planning and scheduling

MODES OF TRANSPORT

- Suitability of modes
- Features of the modes of transport
- The modal nodes
- Intra and inter modal techniques and practices

MOVEMENTS

- Types of movements and their resource requirements
- Safety and security
- Planning movements
- Information exchange

LOGISTICS AND THE SUPPLY CHAIN

- Logistics principles
- Components of the supply chain

RETAIL SUPPLY CHAIN (ELECTIVE OPTION)

INTRODUCTION TO THE RETAIL MARKET

- Customer buying patterns – nationally and globally
- The nature of the retail market and its current segmentation
- The determinants of change and retail power in the supply chain
- The impact of change on retail logistics

RETAIL STRATEGY AND NETWORKS

- The underlying principles of retail strategies for the perspective of the retailer and the buyer
- Partnerships within retail logistics strategy
- Basic principles and organisation of retail networks
- The information systems suitable for retail network management

INVENTORY & WAREHOUSE ISSUES

- The fundamental issues underpinning various inventory management systems
- Warehousing systems
- The benefits and limitations of data detection, collection and transfer systems

GLOBALISATION & THE RETAIL SUPPLY CHAIN

- Available sourcing solutions
- The nature and impact of globalisation on retail supply chains

E RETAILING

- E-retailing strategies
- Market trends and obstructions to the development of e-retailing channels

- Specific distribution requirements of e-retailing
- How to manage partnerships in e-retailing

SUPPLY CHAIN NETWORK PLANNING (ELECTIVE OPTION)

IDENTIFY NETWORK REQUIREMENTS

- Various types of network requirements and how they relate to supply chain strategy
- Issues involved in forecasting network throughputs, currently and in the future
- The process to interpret supply chain audit findings
- Factors in recognising improvement signals that have network implications

PLAN THE NETWORK STRUCTURE

- Factors that determine a supply chain network structure
- Features of facility location planning
- Various features for locating major supply chain facilities
- Elements of planning to develop an existing network structure into a new one

RESOURCE THE NETWORK

- Factors to consider in specifying resource requirements
- Different sources of resource supply available
- Factors to consider when selecting sources of resource supply

CREATE THE NETWORK CONTROLS

- Identify and specify the requirements for information to support the network
- Specify the measurements to monitor the network performance
- Establish service level agreements between supply chain players to support the network

COST PROPOSALS

- Factors to be considered when identifying network costs and service benefits
- Preparing and testing the robustness of financial appraisals
- Key steps in preparing and presenting proposals

SUPPLY CHAIN FLOW PLANNING (ELECTIVE OPTION)

DEMAND PLANNING

- Calculating a consensus forecast with cross functional components
- Understanding various forecasting techniques
- Understanding the impact of a variety of demand features on a forecast
- Understanding how different policies and activities can shift demand

SUPPLY MANAGEMENT

- The segmentation factors determining supply chain combinations
- The supply chain strategic requirements and their evaluation
- Configuring supply chains to obtain strategic fit
- How different definitions of time impact on supply chain activity

- Using cross functional components to determine supply requirements

INVENTORY PLANNING

- Understanding the impact of a variety of demand features on a forecast
- Factors affecting the positioning of inventory within the supply chain
- Development of rules to manage inventory at each stock point
- Parameters involved in safety stock calculation
- Various systems for managing inventory levels

SUPPLY CHAIN PLANNING

- Understanding the impact of a variety of demand features on a forecast
- Factors involved in sales and operations planning to balance supply and demand
- The determination of aggregated demand to assess supply requirements by location
- 'What if' analysis to develop plan sensibilities

COLLABORATION

- Understanding the impact of a variety of demand features on a forecast
- Selection of appropriate partners for supply chain collaboration
- Quantification of benefits accruing from collaborative relationships
- Use of cross functional processes to progress collaborative relationships.

FURTHER INFORMATION

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

The Course Manager

Phone DDI : +64 6 351-4406
Email: info@ltg.co.nz
Web : www.ltg.co.nz

ENROLMENT FORM – PROFESSIONAL DIPLOMA

(office) Student Number _____



**ENROLMENT FORM
PROFESSIONAL DIPLOMA IN LOGISTICS & TRANSPORT
(CHARTERED INSTITUTE OF LOGISTICS & TRANSPORT UK)**

Surname	_____	First Name	_____	DOB	_____
Mailing Address (for courier pack)	_____ _____ _____				
	City				Postcode
Work Telephone	() _____	Mobile No	() _____		
Home Telephone	() _____	Fax No	() _____		
Email	_____			Skype Name	_____
Company Name	_____			Company Position	_____
Company Address	_____ _____ _____				
	City				Postcode

<u>Compulsory Modules</u>	<u>Elective Module (select two)</u>
() Supply Chain Management () Core Management	() Inventory Planning () Production Planning () Warehouse Planning () International Business () Sourcing & Procurement () Movement of Goods (Transport) () Retail Supply Chain () Supply Chain Network Planning () Supply Chain Flow Planning

LTG COURSE FEES 3 OPTIONS FOR PAYMENT

Paid to: The Logistics Training Group
An invoice will be supplied for the selected option

<u>Option 1</u>	<u>Individual Module Payment</u>
Individual Module	\$1500 +gst
(Payment is due at the start of the module)	Selected Option <input type="checkbox"/>
<u>Option 2</u>	<u>Compulsory Module Payment and/or Elective Module Payment</u>
2 Compulsory Modules	\$2800 +gst
2 Elective Modules	\$2600 +gst
(Payments is due at start of the Course and/or at the start of Elective Modules)	Selected Option <input type="checkbox"/>
<u>Option 3</u>	<u>1 Payment For Diploma</u>
Course Total	\$4900 +gst
(Payment is due at the start of the course)	Selected Option <input type="checkbox"/>

Payment Method: CHEQUE [] DIRECT CREDIT [] ORDER NO. SUPPLIED []

CILT (NZ):- You are required to become a student member of the CILT (NZ) during the course. LTG course fees include the first year of the membership (provided the required form is received by LTG within two weeks of enrolment). Renewal is approximately \$50 per year.

PLEASE NOTE ADDITIONAL SEPARATE COSTS:

The UK Qualification Registration, Certification and Assessment costs are payable directly to the UK Company - Logistics Learning Alliance (LLA) prior to the first task assessment

The Costs Below Cover: UK Registration, Certification, Focus E-MAG, Knowledge Centre Access and all Assessment Fees	
On enrolment Module 1 Entire Course Registration, Focus E-MAG, Knowledge Centre and Assessment	£436.00
Module 2 Knowledge Centre and Assessment	£240.00
Module 3 Knowledge Centre and Assessment	£240.00
Module 4 Certification, Verification, Knowledge Centre and Assessment	£284.00
Total	£1200.00
Or Fee due if paid in full on enrolment (Total Course)	£1130.00

IF YOUR COMPANY IS FUNDING THIS COURSE PLEASE HAVE THE AUTHORISING PERSON SIGN THIS FORM AND PROVIDE A PURCHASE ORDER NUMBER.

COMPANY _____

AUTHORISING PERSON (PRINT): _____

PURCHASE ORDER _____

SIGNATURE _____

DATE _____

This is a two year course and you have a maximum of three years to complete the CILT UK Professional Diploma in Logistics & Transport from the date of your UK Registration.

PRIVACY ACT – DECLARATION

I consent to the personal information that I have provided on this form being used for purposes related to the matters with which I am involved in my capacity as a student in the UK Professional Diploma in Logistics & Transport. I understand that without this consent my registration cannot proceed. Information on students will be held by LTG and the Course Director, LLA, CILT-NZ, CILT-UK and by the UK Qualifications Authority as a permanent record. I understand that I have the right to see and, if necessary to amend, the personal information which I have provided.

I understand that my name, address and programme of study may be shared with other students where this is necessary for the conduct of the teaching programme. I also understand that the books, CDs, journals and other teaching materials made available to me by or through LTG are for the use for my own studies and the copying or use of them for other purposes is an infringement of copyright and may be subject to legal action.

I have read and understood the terms and conditions set out in the Guide and agree to abide by them. The information given on this form is true and correct in every particular. No information that would have a material bearing on my registration has been withheld.

Surname _____ First Name _____

Signature _____ Date _____

CILT UK REGISTRATION & CILT NZ MEMBERSHIP

Once the enrolment form has been received and approved the CILT UK registration form and the CILT NZ membership forms will be sent to you.

Complete the documents, leave the payment section blank and send to tglass@LTG.co.nz or post to Tessa Glass; Logistics Training Group; PO Box 1401 Palmerston North.