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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 the following areas:

BUSINESS THEORY (COMPULSORY)

Marketing and Public Relations
Communications and information
Finance
Legal Aspects

BUSINESS APPLICATION (COMPULSORY)

Managing Operations
People Management

In addition, students should select one subject from the following options:

INVENTORY

Managing Stock
Controlling Stock
Managing Inventory Performance

PROCUREMENT

The Procurement Environment
Procurement Operations
Commercial management in Procurement
Performance management in Procurement

WAREHOUSE

Managing Warehouse Receiving and Storage Operations
Managing Warehouse Order and Dispatch Operations
The Provision and Care of Warehouse Resources

FREIGHT TRANSPORT OPERATIONS

The Role and Structure and Environment of Freight Transport
Freight Transport Planning and Demand
Freight Transport, Regulation, Control and Business

SUPPLY CHAIN OPERATIONS

Fundamentals of a Supply Chain
The Supply Chain Environment
The Operation of a Supply Chain
Supply Chain Performance

BUSINESS THEORY (COMPULSORY)

This unit gives the student the ability to understand and utilise business theory from such elements as marketing, product positioning and information management, reporting to finance and aspects of legality. It will provide the student with an understanding of how a company should operate and, in practical terms, the operation of theory application.

MARKETING AND PUBLIC RELATIONS

This element will equip you to:

- Understand the main elements of the marketing mix.
- Explain how the business environment influences marketing policy
- Summarise the purpose and nature of public relations communications

COMMUNICATIONS AND INFORMATION

This element will equip you to:

- Explain the role of information in operational management
- Differentiate between data and information
- Evaluate the impact of advanced in systems technology
- Explain the role of technology in facilitating external communications

FINANCE

This element will equip you to:

- Know the different techniques for managing working capital.
- Analyse accounting records
- Understand the components and processes for commercial transactions
- Describe the legal requirements for financial reporting in an organisation

LEGAL

This element will equip you to:

- Evaluate the role of legislation and regulation in relation to business
- Explain the legislative implications of global trade

BUSINESS APPLICATION (COMPULSORY)

This unit contains a wide but detailed spread of information covering key and significant management practice and theory across line and functional management through to business planning and people management. The unit will educate the student in how to effectively deliver good sound management within a broad and diverse range of business sectors.

MANAGING OPERATIONS

This element will equip you to:

- Differentiate between various types of management structure
- Explain the role of management information in the development of organisational policies and objectives
- Understand the characteristics of various types of customers
- Evaluate information for incorporation into a business plan
- Evaluate the resources required to achieve plans
- Examine the environmental impact of logistics and transport operations

PEOPLE

This element will equip you to:

- Plan, organise and lead the work of individuals and teams

- Discuss methods of training and development
- Discuss targets and indicators used to monitor performance
- Explain why performance must be measured
- Understand the drivers of change in business
- Develop a people plan

INVENTORY (OPTIONAL)

This Unit is designed to provide students with the knowledge and understanding of Inventory Management and the techniques involved in balancing trade-offs to deliver optimum supply chain performance. It will show that inventory management is a key contributor to competitive advantage in the sector and can lead to improvements in customer service, operational efficiency and company asset utilisation

MANAGING INVENTORY

This element will equip you to:

- Explain the purpose of holding inventory
- Describe the components of stock
- Describe the trade-offs between costs and service level
- Discuss how the value of inventory may change over time
- Explain how forecasting can assist the process of inventory management
- Describe simple inventory systems

CONTROLLING STOCK

This element will equip you to:

- Explain the appropriate techniques that can be used to plan inventory levels
- Discuss the impact of different variables on stock levels
- Describe the different types of traditional inventory models for various types of operations
- Discuss how reverse logistics impacts on inventory
- Explain how modern inventory systems can improve the control of stock

MANAGING INVENTORY PERFORMANCE

This element will equip you to:

- Explain the appropriate techniques for recording stock
- Discuss the need for auditing stock and reconciliation of differences in stock levels
- Describe suitable KPIs to measure the performance of inventory management
- Explain the different types of reporting systems that are used to inform the management of Inventory

PROCUREMENT (OPTIONAL)

This Unit is designed to provide students with the basic skills and knowledge required to perform procurement effectively. It is made up of four elements that provide detail on:

- What procurement is and how it is influenced by internal and external factors
- The key operational principles and processes in undertaking procurement
- The key legal and commercial issues that must be considered for procurement
- How procurement performance can be measure and improved

THE PROCUREMENT ENVIRONMENT

This element will equip you to:

- Understand what is meant by procurement
- Be able to describe the procurement process
- Know the range of external relationships essential to the procurement process
- Know the internal relationships required for effective procurement
- Understand the key elements of market intelligence and supply market analysis

PROCUREMENT OPERATIONS

This element will equip you to:

- Understand the key elements of procurement planning
- Explaining the types of sourcing appropriate for different types of procurement
- Understand the key elements of procurement systems
- Understand the importance of procurement in the development of specifications
- Appraise and select a suitable supplier

COMMERCIAL MANAGEMENT IN PROCUREMENT

This element will equip you to:

- Understand the commercial aspects of different types of contract arrangement
- Know how to set up contracts of works, supply and services
- Explain the main provisions of contract law occurring in procurement
- Identify the appropriate legislation when setting up a contract
- Produce contractual documentation
- Place order or contract

PROGRESS MONITORING AND CONTROL

This element will equip you to:

- Understand how to monitor and control purchase orders and supplier contracts
- Understand supplier performance measurement, matching supplier KPIs with various types of purchases
- Understand the concept of continuous improvement and benchmarking in a procurement context
- Understand how KPIs can be used as a basis for improved procurement performance

WAREHOUSING (OPTIONAL)

This Unit is designed to provide students with the knowledge and understanding of Warehousing and deliver the skills required by an aspiring warehouse manager to operate effectively. The unit covers all of the key areas of warehousing operations and the key activities involved in each area

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
- 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

MANAGING WAREHOUSE ORDER AND DISPATCH OPERATIONS

This element will equip you to:

- Draw up a plan for the daily order picking and dispatch 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 dispatch function
- Identify factors affecting how goods are to be dispatched
- Explain what KPIs are needed to ensure that goods are dispatched to meet customer requirements at the optimum cost
- Describe how the organisation of dispatch impacts on the safe and efficient picking and dispatch of goods

MANAGING THE PROVISION AND CARE OF WAREHOUSE RESOURCES

This element will equip you to:

- Specify what equipment is needed for the operation of a warehouse
- Describe the maintenance servicing of equipment that is required
- Assess the training needs of your staff and monitor training effectiveness
- Identify the factors which effect the safe operation of a warehouse
- Explain the financial objectives that have been given to the warehouse and how cost information can be gathered
- Describe how returns to the warehouse can be managed

FREIGHT TRANSPORT (OPTIONAL)

This Unit is designed to provide the student with knowledge and understanding of the structure and operation of all types of freight transport operations, including supply chain operation, in all the major modes of transport. It examines the role of freight transport today and includes environmental issues and management. Importantly, freight transport planning and the regulation and control of the freight transport industry are included. The unit closes by introducing freight transport specific business activity

FREIGHT, TRANSPORT ROLE, STRUCTURE AND THE ENVIRONMENT

This element will equip you to:

- Evaluate the role of freight transport operations in modern economies and trade
- Explain the role of freight transport within typical modern supply chains
- Summarise how freight transport is structured in the major modes of transport
- Demonstrate understanding of the required resources of the various components of freight transport operational systems
- Evaluate the environmental implications related to the different modes and types and types of freight transport operations
- Explain how adverse environmental impact may be minimised, managed and monitored

FREIGHT TRANSPORT OPERATIONS PLANNING AND DEMAND

This element will equip you to:

- Estimate the implications for effective transport planning and fluctuating demand
- Summarise a range of operation planning tools and techniques
- Explain how operational planning varies for different transport sectors
- Demonstrate understanding of the required resources of the various components of freight transport operational systems
- Interpret planning issues relating to the introduction of new transport operations

FREIGHT TRANSPORT OPERATIONS REGULATION, CONTROL AND BUSINESS

This element will equip you to:

- Demonstrate techniques used to regulate freight transport operations
- Demonstrate techniques used to control freight transport operations
- Explain the implications of regulation and control for freight transport operating organisations, including crew members
- Assess freight transport performance control techniques
- Develop a selection of appropriate charge out rates for freight transport operations from given data

SUPPLY CHAIN OPERATIONS (OPTIONAL)

This Unit is designed to provide the skills and knowledge required to understand the operations of supply chains in various business settings. The supply chain origins and concepts will be explored. The unit will also discover the different flows in a supply chain, with the upstream and downstream linkages identified. The supply chain environment will be analysed both for local and global operations.

FUNDAMENTALS OF A SUPPLY CHAIN**This element will equip you to:**

- Explain the supply chain concept, its evolution and the different flows involved
- Analyse the role and structure of supply chains in various business settings
- Summarise why planning is essential for supply chain operations
- Demonstrate understanding of supply chain linkages
- Assess the role of reverse logistics in supply chains

THE SUPPLY CHAIN ENVIRONMENT**This element will equip you to:**

- Assess the factors that influence supply chain operations
- Analyse how the rise in customer expectations impacts on supply chain operations
- Summarise the technologies that influence supply chain operations
- Explain how product life cycles impact on operations
- Interpret supply chain competition in global supply and demand
- Identify the risks that supply chain operations encounter

THE OPERATION OF A SUPPLY CHAIN**This element will equip you to:**

- Explain the main activities that drive supply chain operations
- Demonstrate the role and application of logistics within the supply chain
- Explain the importance of 'value adding' in all supply chain activities
- Assess the risks that impact on supply chain operations
- Develop trade off opportunities for a supply chain
- Explain different methods of integrating supply chain operations

SUPPLY CHAIN PERFORMANCE**This element will equip you to:**

- Asses the concept of the lean supply chain
- Explain how supply chain performance can be improved through agility
- Demonstrate understanding of performance measurement
- Summarise how performance can be improved in a supply chain
- Assess the principles of benchmarking within a supply chain context
- Explain how benchmarking can improve a supply chain operation

IN-COMPANY PROGRAMMES AND FURTHER INFORMATION

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 on this or if after reading this guide you require further advice about the course contact:

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