

# Training and Development Directory

# 2010

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The Institute's short course programmes provide a framework for continuing professional development (CPD). Individuals can gain practical knowledge of the most up-to-date tools and techniques, develop skills to improve their job performance and enhance their career prospects.

# Training - Short Courses



*'Over the last five years, CLT has designed and run accreditation courses for 20 people who work and specialise in the logistics and transport sector for Barclays. The courses have provided an excellent insight into supply chain awareness and the key product characteristics of logistics operators. As well as updating the Barclays team on key industry awareness, it also enabled them to add that extra bit of value to the relationship when talking to clients.'*

**Rob Riddleston** Head of Transport and Logistics,  
Barclays Bank plc

## THE INSTITUTE LEARNING EXPERIENCE

### Where will my course be held?

CILT and IOM have access to training venues in Bristol and at our head office in Corby. In-company training can be held on company premises or at suitable locations in their region.

### How do I get there?

Prior to the beginning of your course, you will receive full directions to the venues by car, train and bus. If, before the course, you have any queries regarding travel, please contact us and we will be happy to help.

### Where can I stay?

We have secured excellent rates for our course delegates at a number of hotels close to the training venues and information regarding this will be sent to you with your travel information.

### What is the format for the day?

The courses will usually begin at 9.30 and you will have a morning and afternoon break with refreshments, as well as a lunch break where a buffet will be provided.

### What will the dress code be?

To ensure that you get the most out of your training it's important that you are comfortable, so smart casual clothing will be fine.

### How many people will be on my course?

It's vital that, with this kind of training, you are able to benefit from individual help where required, so we usually work with groups of no more than 12 delegates.

### Who will I meet on the day?

Your day will begin with a coffee and the opportunity to network with other delegates and your course tutor. Your tutor will be a professional practitioner or a trainer with experience in the industry and the other delegates will be like-minded professionals working in similar areas of the industry.

### Is there any suggested pre-reading?

When you register for the course, you will receive, amongst your course information, a list of pre-reading that will be available from The Knowledge Centre.

### Do I have to be a member of CILT or IOM?

You don't need to be a member of the Institute to benefit from our training, though members have preferential rates. For non-members, one year's free affiliate membership of the appropriate Institute is included in your course fee. Your membership will give you access to a whole range of membership benefits designed to save you time and money, as well as keeping you informed and ensuring your career development.

### Do I get a certificate?

Yes. If your course has a compliance requirement, you will receive a certificate upon successful completion. Attendance certificates will be issued to delegates at the end of other courses.

### What qualifications or experience do I need?

There is usually no entry requirement for CILT and IOM training, but we would recommend that delegates are working in, or have an awareness of, the topics covered in the course.

## BESPOKE PROGRAMMES

The Institute offers bespoke training solutions in all areas of transport, logistics, operations management and supply chain management. This training can be in the form of a one-day course, a series of courses, creation of a specialist award or an internal staff development programme and can be delivered in-house or at a venue of your choice.

In-company training offers an excellent opportunity to align the training and development needs of your staff with the strategic objectives of your organisation. Our team of trainers and facilitators is selected from senior members of the Institute, which ensures we provide a practitioner's knowledge and insight into your sector.

The starting point for any bespoke programme is a free face-to-face consultation to find out more about your organisation and what you have already identified as your training and development needs. We find out what you want the training or development activity to achieve; for example, is it to impart knowledge, change behaviour or change the skill set of a group of employees? We will also ascertain whether there are any other additional areas of interest and above all make sure we understand your specific requirements.

We create an initial design specification, check that this meets your requirement and then develop a programme especially for you. You want to get the best out of your team in a cost-effective manner; and working with you, we can help you achieve this.

Additional training available for in-house delivery includes:

- > Digital tachograph
- > Defect reporting
- > Operator licence management
- > Transport supervisor development

To start the process of change in your organisation, contact the Professional Development Team to arrange your FREE consultation.

Specialist Local Authority Training is also available.

Please note VAT will be charged where applicable.



## TRAINING OPPORTUNITIES FOR HUMANITARIAN LOGISTICS

In addition to, and separate from, the formal certifications offered in humanitarian logistics, CILT has also developed field-based training for humanitarian logisticians working for international agencies, charities and other non-governmental organisations. These courses are designed to encourage sharing of best practice and experience between staff from the same agency or from multiple agencies. Course activities include team and project work as well as assignments that can be used to apply the lessons learned back in their own operations.

CILT has developed modules to cover:

- > Warehouse location, planning and operations
- > Order management and processing
- > Transport planning and fleet management
- > Inventory control
- > Organisational development and management reporting
- > Benchmarking and performance improvement
- > Customs and imports
- > Procurement, purchasing and local contracting
- > Security and communications

CILT/HELP Forum and RedR have agreed to develop their already positive relationship. They will be working jointly on the development of materials and training to serve the logistics needs of the humanitarian community.

### Field Logistics in Emergencies

This five-day experiential course provides participants with an overview of logistics systems, their relevance to humanitarian programmes and an understanding of the principles and practice of humanitarian supply chains. It covers a wide range of topics including: needs assessment, warehousing, order processing and management, inventory control, fleet management, communications, risk assessment, finance, recruitment and physical security. This course has been approved by CILT and is working towards full CILT accreditation.

### Logistics Essentials

RedR and CILT have collaborated and developed this one-day workshop aimed at programme managers to provide them with a deeper understanding of humanitarian logistics in order to improve the effectiveness of their programme delivery. The workshop, which normally includes a visit to a humanitarian agency's warehouse, covers several key topics, including the supply chain, transport and customs, the relationship between logistics and the project cycle, and key indicators for good and poor logistics programme and management reporting.

RedR UK and CILT are able to develop bespoke logistics training and development courses for organisations working in the humanitarian sector. The combined experience of the two organisations enables us to introduce best practice from the commercial logistics sector and make it relevant for the humanitarian context.

RedR is the leading training and recruitment charity working in the area of international disaster relief. Courses such as Essentials of Humanitarian Practice, Security Management and a range of technical courses in Water and Sanitation and Shelter, to name a few, ensure that aid workers are equipped with the technical and practical skills to respond directly in emergencies.

**Web site:** [www.redr.org.uk](http://www.redr.org.uk)

## OPERATIONS AND SUPPLY CHAIN MANAGEMENT

Successful operations management is vital to the creation of the products and services that we all depend on every day. As a result, it should be at the very heart of any organisation and key to its very existence.

Trained and qualified operations managers make the difference. They are fundamental to boosting productivity, raising quality standards and improving efficiency throughout the business.

## BUSINESS PROCESS IMPROVEMENT

The improvement of business processes is now a well-established term in the lexicon of management thinkers. However, much of what happens in manufacturing organisations remains focused on improving functional performance. Consequently, we see significant advances made in, for example, production scheduling and the management of capacity, which, ultimately, may not increase the business performance from the customer perspective.

Topics covered in this course will include:

- > Definition of a business process
- > Key points on process optimisation
- > Process mapping and documentation techniques
- > Brown paper fairs
- > Behavioural aspects of process change
- > The elements of process innovation – the 7Rs

IOM training courses provide a framework for continuing professional development (CPD). Individuals can achieve a practical knowledge of the most up-to-date tools and techniques, improved job performance and enhanced career prospects.

This increased expertise, applied to new needs and areas of practice, will support an organisation's advancement in today's competitive marketplace.

All of these courses can be also be delivered at your company's premises. Please contact the Professional Development Team for more information.

This two-day course provides the foundation for those considering or currently engaged in the launch of a process improvement initiative.

**Venue:**  
Corby

**Dates:**  
11th–12th January 2010

**Fees:**  
£450 – Member  
£550 – Non-member

## DEMAND PLANNING AND DEMAND MANAGEMENT FOR IMPROVED BUSINESS PERFORMANCE

All companies create business plans, financial plans, production plans, distribution plans and resource plans for people, materials, plant and equipment. The starting point for the development of all these plans should be marketplace demand.

As integrated business systems have evolved and developed over the last 30 years, the focus has been on supply planning, with demand planning and management not always benefiting from the attention it needs. This course is a starting point to redress the balance. It will look at the topic of demand in the context of the traditional planning loop (plan, do, check, act), emphasising the need to plan for demand to meet clear objectives. It will also incorporate measuring performance and taking action to get back on plan to meet the objectives.

Topics covered in this course will include:

- > The importance of demand planning and demand management
- > How to improve the demand planning process within your company
- > The importance of the forecasting process
- > Forecasting as part of demand planning

- > The fact that demand can be managed, influenced, and adjusted
- > The relevant performance measures for demand management
- > What can be done to stabilise the demand and better balance demand and supply
- > How improving demand planning and demand management can improve overall business performance

This two-day course is designed for all those on the sales and marketing side of the business – sales and marketing managers, account managers, demand planners and demand managers. Supply planners will also benefit from attending this course. It can be followed up by the one-day course on Managing the Client Relationship.

**Venue:**  
Corby

**Dates:**  
30th–31st March 2010

**Fees:**  
£450 – Member  
£550 – Non-member

## EFFECTIVE MANUFACTURING

The success of many manufacturing companies has been achieved through the careful application of appropriate Lean techniques and ERP systems. Delegates on this two-day course will discuss these techniques and how they can be used to ensure the best operating results while producing the least waste.

These discussions will show the opportunities for development of processes and structures, the variety of techniques available and their application, as well as how to ensure successful MRP and Lean operations and the distribution of involvement and responsibility.

Topics covered in this course will include:

- > Organisation of manufacturing for best results
- > Structuring and flow for different industries
- > Performance measures and planning
- > Overall equipment effectiveness
- > Master scheduling and planning
- > ERP operations and MRP II
- > Lead times
- > Lean manufacturing – the way ahead
- > Batch control, kanbans and SMED
- > Quality management
- > Kaizen, 5S and creating change
- > Resource management
- > Material planning - MRP
- > Capacity planning and control

- > Outsourcing
- > Workplace organisation
- > Throughput balancing and constraints
- > Bottlenecks and flexibility
- > Priority control
- > Information control
- > Bills of materials
- > Data control
- > Systems operation

**Venue:**

Corby

**Dates:**

28th–29th January 2010

16th–17th September 2010

**Fees:**

£450 – Member

£550 – Non-member

## INVENTORY CONTROL TECHNIQUES

This two-day course focuses on stock control for bought-in items, finished goods and general stores stock control. At the end of the course, delegates will be able to determine how to give best customer service, reduce inventory investment, and assess and react to changing customer requirements, as well as how to integrate the inventory effectively into the supply chain while maximising control, without increasing workload.

Topics covered in this course will include:

- > Stockholding targets
- > Customer service and availability
- > Inventory costs
- > Structuring stockholding
- > Pareto analysis
- > Structuring inventory for least effort and best results
- > Item stock levels
- > Safety stocks
- > Review levels
- > Forecasting
- > Organising supply
- > Schedules and delivery quantities
- > Cost reduction
- > Supply chain
- > Consignment stocks and VMI
- > Lean logistics
- > Supply partnering

**Venue:**

Corby

**Dates:**

26th–27th January 2010

14th–15th September 2010

**Fees:**

£450 – Member

£550 – Non-member

## THE LEAN APPROACH TO SERVICE INDUSTRY BUSINESS

This course is of relevance and interest to the service industry as defined by economists, as well as all service aspects of manufacturing, such as office administration, design, maintenance and field service. The course also gives the opportunity to play a Lean service game to help bring these principles into real-life situations.

Topics covered in this course will include:

- > We are all in service
- > Differences between Lean manufacturing and Lean service
- > Systems thinking, and 'Deming' thinking in service
- > Service waste and service value concepts
- > A macro level approach to starting a Lean service transformation
- > Service classifications
- > Lean and systems approaches in different service categories
- > Mapping different service situations
- > Standard work in service – what to do and what not to do
- > Managing demand and capacity
- > Total productive administration
- > A3 and visual management in service
- > Lean transformation in service
- > Case studies

Delegates on this course will benefit from a new appreciation of the benefits of Lean across their organisational structure, a set of guidelines for Lean transformation in service and advice on how to avoid common pitfalls. You will also gain information on up-to-date thinking and tools, as well as frameworks for real, tangible improvements for your organisation.

**Venue:**  
Corby

**Dates:**  
7th April 2010

**Fees:**  
£300 – Member  
£400 – Non-member

## LEAN SUPPLY CHAIN

This course serves as a detailed introduction to the value of using the principles of Lean in the supply chain. It will develop your understanding of what businesses should commit to if they are going to implement Lean processes in a real and valuable way.

This is an interactive course that will include full participation, as well as Lean games to help put the principles into a real-life context.

Topics covered in this course will include:

- > Lean basics - waste and value-adding
- > Lean tools and techniques
- > Supply chain thinking
- > The hydraulic analogy – and its relation to muda, muri and mura
- > Supplier strategy and rationalisation
- > Amplification and inventory issues
- > Supplier partnerships
- > Supplier associations
- > Lean approach in the links of the supply chain:
  - > manufacturing – planning, purchasing, operations
  - > the customer/supplier interface between each link
  - > warehousing
  - > distribution
- > Lean measures of performance
- > Case studies

The delegates will benefit from an understanding of the advantages of taking a Lean approach to business and ways to implement Lean principles. You will also learn how this can affect strategies and planning as well as your organisation's Lean role in supply chains.

You will return to work ready to begin championing Lean, identifying Lean opportunities and taking a lead role in Lean implementation – as well as to recognise when a Lean approach may not be appropriate.

**Venue:**  
Corby

**Dates:**  
27th–29th April 2010

**Fees:**  
£700 – Member  
£800 – Non-member

## MANUFACTURING RESOURCE PLANNING (MRP II) OVERVIEW

Both ERP and supply chain management are subjects that require an understanding of business operations, planning and execution. This course gives an insight into how the best practice business principles and concepts of Manufacturing Resource Planning (MRP II) can be applied in the creation and running of an effective and efficient supply chain, to maximise business success.

It is a necessary forerunner to the more detailed MRP II Mechanics Course that follows.

Topics covered in this course will include:

- > Business objectives
- > Traditional inventory replenishment, reorder point 'ROP'
- > Material requirements planning (MRP)
- > Manufacturing resource planning (MRP II)
- > Enterprise resource planning (ERP)
- > Closing the loop and performance measurement
- > Supply chain management
- > Implementation issues for success first time

This one-day course is an effective overview of and introduction to the topic of manufacturing planning and control systems. As such, it is relevant to all areas of an organisation – including many non-manufacturing environments. It will also benefit those charged with selecting and implementing such systems, as well as any staff on ERP/supply chain implementation teams.

**Venue:**  
Corby

**Dates:**  
23th March 2010  
5th October 2010

**Fees:**  
£300 – Member  
£400 – Non-member

## MANUFACTURING RESOURCE PLANNING (MRP II)

This intensive two-day course follows on from the introductory one-day overview. Many organisations use output from supply chain/ERP systems, but how these outputs were arrived at is not always clearly understood. This course will remedy this lack of understanding while showing, at a simple mathematical level, how the calculations of MPS, MRP, CRP and more are performed by the software. Over the two days, each of the elements of MRP II is covered in detail.

Topics covered in this course will include:

- > A review of the elements of MRP II, how they fit together, and the performance measures that are needed
- > The basic data that is needed for MRP II to work, the importance of data accuracy and how it may be achieved
- > The development of costs and costing
- > Master planning - a review of executive sales and operations planning, followed up by master production scheduling, rough cut capacity planning and final assembly scheduling
- > Material requirements planning, including a simple manual exercise
- > Capacity requirements planning
- > Executing the plans – purchasing management, shop floor control, financial management, the newer philosophies
- > A review of the necessary ingredients for success and identification of constraints

Delegates will need to have an appreciation of the workings of their organisation, as well as an understanding of the basic principles of MRP II, either from practical experience or from attendance on the Overview course.

The course is intended for those who work with ERP/supply chain systems and its outputs, as they will recognise what changes need to be made to ensure that the system works more effectively for them, enabling them to execute their responsibilities more efficiently.

**Venue:**  
Corby

**Dates:**  
24th–25th March 2010  
6th–7th October 2010

**Fees:**  
£450 – Member  
£550 – Non-member

## MASTER PLANNING

This course is aimed at all those who are involved in converting the demand in the marketplace and the company business strategy into an achievable supply plan.

Top-level planning is essential for companies aiming to be profitable whilst delivering customer satisfaction. The translation of company strategy into business plans and practical plans and schedules requires excellent master planning.

This is one of the more difficult tasks for a management team to accomplish consistently and successfully. It requires accurate information, sound judgement and the good management of interdepartmental politics, resolving the natural conflict that may exist between the objectives of the departments involved.

Topics covered in this course will include:

- > Demand planning and demand management - forecasting, order servicing, other demand
- > Source data for forecasting
- > Forecasting techniques
- > Order entry and customer service
- > Business planning
- > Sales and operations planning - concepts and implementation
- > Resource planning – medium to long-term capacity planning
- > Concepts of master production scheduling
- > Developing and managing the MPS

- > Rough cut capacity planning – short to medium-term capacity planning
- > Final assembly scheduling
- > Linkages with other manufacturing and business functions
- > Management implications of master planning

The three-day course will help delegates to develop and to be more aware of the processes to create sales and operations plans, resource plans, master schedules and the final assembly schedule. This will enable you to become more effective and provide management with an insight into how the top level plans of the organisation should be created and developed to improve customer satisfaction.

### Venue:

Corby

### Dates:

2nd–4th February 2010

11th–13th May 2010

### Fees:

£700 – Member

£800 – Non-member

## MATERIAL AND CAPACITY REQUIREMENTS PLANNING

Material requirements planning (MRP) is a highly effective way of planning the material requirements, at all levels, of the bills of materials (BOM), to meet the master production schedule (MPS) and therefore, the demand in the marketplace and the higher level plans of the organisation.

Successful MRP requires the best, achievable MPS and accurate data on inventory open orders, planning parameters, bills of material and, perhaps, routings. The material plan must be matched against the available capacity in capacity requirements planning (CRP) and, where there is imbalance, solutions must be found by adjusting capacity and/or load as appropriate.

MRP and CRP together provide the detailed planning of materials and capacity within an integrated business system. The effective and considered implementation of both can dramatically improve customer service, while simultaneously reducing the stock levels, and helping to improve manufacturing productivity through better planning. An understanding of the techniques and how to apply them is a prerequisite of achieving these benefits.

Topics covered on the course include:

- > Concepts and principles of MRP/CRP
- > Inputs to MRP/CRP
- > The logic of MRP/CRP, the MRP explosion process, load and capacity, finite and infinite loading
- > Outputs from MRP/CRP
- > Working with MRP/CRP, dealing with bottlenecks
- > Conclusions, MRP/CRP interfaces

This three-day course is aimed at anyone involved in the planning process, including material planners, buyers and capacity planners.

**Venue:**  
Corby

**Dates:**  
27th–29th July 2010

**Fees:**  
£700 – Member  
£800 – Non-member

## REMOVING AND AVOIDING EXCESS AND OBSOLETE INVENTORY

Excess and obsolete inventory can be a problem for the company balance sheet. Unusable inventory distorts the inventory turn and is a major cause of loss of profitability. Indeed, excess and obsolete inventory may be used as an indicator of the overall effectiveness of a company's operations.

Topics covered in this course will include:

- > Understanding the reasons for excess and obsolete inventory
- > Process analysis and problem identification
- > Preparing and selling process change initiatives
- > Inventory objectives and performance measurement
- > Planning, launching and managing an excess/obsolete, inventory reduction campaign
- > Measuring the size and extent of the problem
- > Objectives, goals, critical success factors, key performance indicators
- > Opportunity areas: identification and selection
- > Disposal, conversion and re-use of obsolete inventory
- > The 'wall of inventory' methodology
- > Measuring and rewarding success

This one-day course is designed for general managers, supply chain managers, inventory managers and operations directors who are responsible for the inventory performance within their business and wish to deal with the problem of excess and obsolete inventory in a structured and long-term way.

**Venue:**  
Corby

**Dates:**  
26th October 2010

**Fees:**  
£300 – Member  
£400 – Non-member

## SALES AND OPERATIONS PLANNING

Senior management commitment to the planning process is vital to the success of any business, so it is essential that the need to use MRP II processes is recognised at this level to manage the relationships between sales and marketing groups on the demand side, and the manufacturing and other operational departments on the supply side. Strong sales and operations planning (S&OP) processes can lead to more effective planning and greater achievement of operational plans.

Topics covered in this course will include:

- > What is sales and operations planning?
- > Who is involved in the process?
- > Where does sales and operations planning fit into MRP II?
- > How sales and operations planning fits into the business
- > What stages need to be covered by the process?
- > What are the information needs for the process?
- > What are the likely outputs from the process?
- > Implementing the process

This two-day course is aimed at logistics managers, master schedulers, demand managers, business analysts, planners, operations managers and senior managers in sales, marketing, finance and manufacturing.

**Venue:**

Corby

**Dates:**

13th–14th October 2010

**Fees:**

£450 – Member

£550 – Non-member

## THE SUPPLY CHAIN AWARENESS GAME

The Supply Chain Awareness Game is designed to develop an awareness and understanding of the supply chain in a friendly learning environment. Delegates are able to stand back and view the bigger picture, develop their understanding of how supply chains work and see the impact of decisions involving all aspects of business. The game is an ideal training tool for staff at all levels and can be run at your own premises for your team members.

Benefits of the game:

- > Cost-effective training tool
- > Demonstrates clearly the importance of internal and external communication
- > Develops team working
- > Develops understanding of other people's positions and roles
- > Demonstrates classic supply chain behaviour
- > Demonstrates those issues that can prevent integration and co-ordination in supply chains

### Why play the game?

The game provides delegates with an understanding of supply chain management and how the principles can be applied to their own organisation. It will help identify barriers to effective communication and team-working and the effects these have on staff and their organisations as a whole. As a result, barriers will start to be broken down, leading to improved and streamlined operations.

**Venue:**

Corby

**Dates:**

13th April 2010

11th November 2010

**Fees:**

£195 – Member

£295 – Non-member

*'The Supply Chain Awareness Game gave us the opportunity to put employees in core functional areas of the supply chain to help them understand how the output of their team provided the input for other departments in the company. Teamwork and effective communication were the two key people skills that came out of the exercise, highlighting areas where we needed to invest more time to improve the overall efficiency of our supply chain.'*

**Sam Read MBA CMILT**

Head of Supply Chain, Wells & Young Brewing Co Ltd

## TOTAL QUALITY MANAGEMENT AND CONTINUOUS IMPROVEMENT

This is a programme of three, integrated one-day modules, which can also be attended as individual days.

### Module 1: Essentials of business improvement: an overview.

Topics covered in this course will include:

- > What is quality?
- > Quality business performance relationship
- > Development of quality concepts - from QC to TQM
- > Quality assurance and ISO9000
- > TQC and QS9000
- > TQM and business excellence models
- > Five essential steps to business improvement

### Module 2: How to drive improvement.

Topics covered in this course will include:

- > How to use well-proven business excellence models, such as EFQM, Baldrige, ABCD
- > Checklist to identify business critical improvement opportunities
- > EFQM self-assessment workshop
- > The competitive business structure
- > How to set targets and deploy objectives to drive focused improvement throughout the organisation using appropriate performance measures
- > Performance measurement workshop

### Module 3: How to use tools to deliver and sustain improvement.

This module will provide an understanding of appropriate improvement tools and demonstrate how these can be used to systematically identify improvement opportunities and deliver sustainable performance improvements.

Topics covered in this course will include:

- > Process mapping
- > Cause and effect analysis
- > Pareto analysis
- > FMEA
- > Lean enterprise tools
- > SPC and Six Sigma
- > Standard operating procedures
- > Integrating workshop

Venue:

Corby

Dates:

23rd–25th November 2010

Fees:

Member – £300 per day or £700 for full three-day programme

Non-member – £400 per day or £800 for full three-day programme

## VALUE STREAM MAPPING

This practical one-day course will give delegates an overview of Lean thinking and how to use mapping tools to help their organisation effectively transform from current to future state. Various mapping tools will be examined, including classic value stream mapping, process mapping, amplification mapping and financial mapping. Types of service map will also be briefly examined.

A simulation will be played to illustrate the concepts.

Delegates will leave the course with the ability to map their company's current state and propose a good future state.

This one-day course is aimed at middle to senior managers from all organisational functions, but especially those working in materials management, kaizen and Lean.

Venue:

Corby

Dates:

8th June 2010

November date to be confirmed

Fees:

£300 – Member

£400 – Non-member

## WAREHOUSE MANAGEMENT

The purpose of this course is to deliver the knowledge and understanding of the key elements of warehouse management practice that are fundamental to commercial organisations.

Key areas include:

- > Picking methodology
- > Warehouse technology
- > Performance measurement

The 2 day course is aimed at junior and middle management who require a greater insight into the role of the warehouse in today's supply chain and how effective warehouse management can lead to increased profitability for your organisation.

Venue:  
Corby

Dates:  
20th–21st January 2010  
5th–6th May 2010  
9th–10th November 2010

Fees:  
£450 – Member  
£550 – Non-member

new

## COURSES FOR TRANSPORTATION OF GOODS BY AIR

The British International Freight Association (BIFA) offers a range of courses aimed at freight forwarders, logistics providers and their customers. Courses are delivered face-to-face and scheduled at venues throughout the UK or may be delivered in-house on demand. The mandatory training requirements of the carriage of dangerous goods and air cargo security are covered along with courses that will unravel the mysteries of importing, exporting and customs clearance procedures. All training is delivered by experienced freight industry personnel and is accredited by bodies such as the UK Civil Aviation Authority, The Department for Transport and BTEC (the Business and Technology Education Council). Courses offered include the following:

### Air Cargo Security

- > Level A – General Awareness
- > Level B – Drivers
- > Level D – Handling & Preparation of Air Cargo
- > Level E – Screening of Air Cargo
- > Level F – Security Supervisor
- > Level G – Security Manager
- > NXCT (National X-ray Competency Test for Cargo Screeners)



### Carriage of Dangerous Goods

- > Dangerous Goods by Air
- > Dangerous Goods by Air evaluation
- > Radioactive Materials by Air
- > Radioactive Materials by Air Revalidation
- > Infectious Substances by Air

### General

- > Introduction to Air Cargo

Full details of the courses can be found on the BIFA web site at [www.bifa.org](http://www.bifa.org)

## PROFESSIONAL SKILLS ONLINE

The CILT online learning service offers an exciting newly expanded portfolio of online courses.

The flexible online courses, which are available through the members' area of the CILT web site, allow you to learn in your own time and at your own pace through activities designed to suit a range of learning styles.

You take control of your learning by deciding your own route through the topics covered in the course, and at the end of the course you can print off your certificate of completion and also save it in your e-portfolio in the CILT CPD Online system.

Competitively priced at £70, each course provides around three to four hours of online learning and can be studied over a period of three months from the date of the first login. The courses have been grouped into three main subject areas and it is up to you to select the course or set of courses that meet your needs.

An overview of each of the courses is given below and is also available to download from our web site:

### Business Thinking

- > Business Performance Management
- > Key Performance Indicators
- > Making Budgeting Work in the Real World
- > Managing Through a Recession

### Professional Skills

- > Communicating Complex Ideas
- > Customer Service
- > Effective Communication Skills
- > Negotiation Skills
- > Networking Skills
- > Problem Solving
- > Project Management

### Managing Yourself and Others

- > Leadership Skills
- > Managing High-Performing Teams
- > Managing Workload



## BUSINESS THINKING

### BUSINESS PERFORMANCE MANAGEMENT

Using key performance indicators (KPIs) can help to add real value to a business and ultimately to deliver success. Optimising performance and achieving great results depends on excellence in both management information systems and management responses. This course provides the tools that managers need to help their organisations succeed. Managers will be able to achieve control of their processes and improve the performance of their team and the business.

This course is designed to appeal to professionals and managers in functional areas such as sales, operations, and commercial and shared services.

### KEY PERFORMANCE INDICATORS

KPIs enable us to control performance. They are powerful tools not because they tell us results, but because they enable us to change them. Drawing from over 25 years' experience of advising businesses how to make their plans reality, Robin Tidd's advice is always firmly based in reality. By linking short term results to longer term goals, he shows how KPIs are the key tool for management control.

This course is written for senior managers or advisors who want to take on introducing KPIs into the medium sector business.

### MAKING BUDGETING WORK IN THE REAL WORLD

Budgeting seems so simple in the textbooks. So why does it often fail in practice? Stuart Warner explains the barriers to effective budgeting and enables learners to create and manage more successful budgets. The author's practical experience, coupled with many hours discussing the issues in the classroom, enables him to frame the key questions and open the debate

about how to create an effective and efficient budgeting process. Peer-enriched learning courses stimulate intelligent dialogue and debate and provide a valuable and evolving resource of professional knowledge and experience. This course is designed to appeal to professionals, both in finance functions and other areas, who are looking for a practical course that enables them to apply budgeting theory and knowledge in their own organisation.

### MANAGING THROUGH A RECESSION

Whether you are concerned about your own business or wanting to support your clients going through difficult times, this course will enable you to think through your approach to managing a business through a recession. Working through the process of understanding what is going on, assessing the damage, planning under pressure and making it happen, learners will develop their approach and engage in a dialogue with their peers. Robin Tidd's experience helping a variety of clients informs both his ideas and the stimulating questions he raises to provoke the debate.

Managing Through a Recession is part of the peer-enriched learning suite of learning. It is designed to appeal to professionals, both in finance functions and other areas, who are looking for a practical course that enables them to apply business theory successfully to manage their organisation through a recession.

## PROFESSIONAL SKILLS

### COMMUNICATING COMPLEX IDEAS

How do you explain complicated concepts and issues to colleagues or others who do not have your technical expertise? Whether getting support for ideas from senior management or communicating critical issues to customers and non-technical colleagues, professionals in a wide range of disciplines are increasingly finding that to succeed they need to sharpen their communication skills to augment their technical expertise. The difficulty lies in the complexity of the message. Sharing the full detail of an issue risks baffling the recipient; simplifying the matter can be difficult without misleading.

This course provides a professional process for a professional audience to develop their skills in this under-emphasised area.

### CUSTOMER SERVICE

The fundamentals of good customer service are:

- > The delivery of high standards of service
- > Being focused on and understanding of its customers needs

Good customer service is all about paying attention to the detail, about action not promises. This course assists the learner in building relationships, communicating effectively, and handling difficult situations, as well as the elements of procedures and processes.

This course is aimed at anyone who has contact with both internal and external customers and suppliers and wants to deliver real value through excellent customer service.

### EFFECTIVE COMMUNICATION SKILLS

The way you communicate can affect every aspect of your work. If you think you are not being taken seriously, your ideas and inputs may be lost. This may not be because of the standard of your work, but because of the way you are putting yourself and your ideas across.

To make an impact on your business and to achieve business goals, effective communication is key.

This course will help you to master the aspects of communication that will make you successful in your organisation:

- > How to listen
- > How to present
- > How to write reports

It is aimed at staff in all functions at all levels, especially those wishing to improve their overall effectiveness.

### NEGOTIATION SKILLS

Negotiation is a key part of every professional's life. How long will it take? Who will do it? How much will it cost? This course has, as its central premise, the idea that the best outcome for a negotiation is that both parties feel they have been successful. It will help you to plan for negotiations, make sure the outcomes are successful and handle difficult situations when they arise.

This course is aimed at all those whose role includes a level of negotiation with suppliers, partners or customers.

## NETWORKING SKILLS

We all have a professional network, whether we actively focus on it or not. For some, it is a source of specialist advice or a resource that can help them to meet their clients' needs. For others, it is the source of new clients.

This course explains the key skills needed to make the most of your network, how to expand it and ensure that it meets your career and business needs. Practical exercises and activities make it easy to put the sound advice given into practice.

This course is aimed at staff in all functions, at all levels, especially those wishing to improve their overall effectiveness.

### PROBLEM SOLVING

Every day in our working lives we encounter problems. Many are small and we overcome them easily, but some require more thought and can even block our progress.

Successful people are able to solve problems as they arise in a timely and efficient way. This course provides a systematic approach to solving problems that will equip you to overcome barriers and move forward.

This course is aimed at staff in all functions, at all levels, especially those wishing to improve their overall effectiveness.

### PROJECT MANAGEMENT

Your title may not be 'Project Manager', but that doesn't mean you don't need to manage projects. Much of what we do in our day-to-day roles is project management. This course will give you the skills and techniques to handle a project successfully, ensuring deadlines and objectives are met.

Managing projects of any size requires a very specific set of skills and knowledge and a defined approach – that's why there are so many project management methodologies. This course draws on some of the common principles in current project management thinking and takes you from how a project comes into existence through to what needs to be done once your project is complete. It will help you to ensure that the work you put into your project results in lasting, positive change.

This course is aimed at all staff with an interest in or responsibility for effective project management.



## MANAGING YOURSELF AND OTHERS

### LEADERSHIP SKILLS

People sometimes imagine that leadership is something that only very senior people have to consider. In fact, leadership is a key skill that every manager needs to master. This course will help you to develop your leadership skills and use them to provide clear direction for your team.

This course is aimed at managers at all levels and those wishing to develop their management skills for future use.

### MANAGING HIGH-PERFORMING TEAMS

Successful team management can provide a multitude of benefits to an organisation. A high-performing team increases morale, improves productivity and efficiency, and provides better overall organisational performance.

This course will equip managers to create, develop and nurture a streamlined team. Learners will understand the different stages of team development, how to adopt the most appropriate approach and how to handle issues such as team performance, politics, dynamics and power structures.

This course will appeal to people at all levels. New managers, or those preparing to take the role on, will be equipped to create, manage and nurture a streamlined team. More experienced or senior managers will value the opportunity to refresh their skills and approach.

### MANAGING WORKLOAD

We all have times when we have to work to tight deadlines, or feel we have too much to do, but we shouldn't be fooled into thinking there is nothing we can do about it.

This course helps the learner develop techniques for managing workload through identifying their priorities correctly, setting effective goals and making the best use of their time. It also looks at what they can do when their workload really does become excessive.

We all, from time to time, have problems managing our workload. Professionals at all levels will profit from thinking again about this key organisational skill.

## ROAD TRANSPORT

CILT offers a growing series of specialised training courses in aspects of road transport. Whether at the wheel of a bus, a coach or a goods vehicle, the modern-day driver is a highly skilled professional and should be regarded as such. With the current economic climate imposing a significant strain on the budget of any fleet operator, now is the time to look at your drivers as highly skilled professionals and as the potential supervisor, transport manager or operations manager of tomorrow and invest in their development.

We offer compliance-based courses designed to meet the requirement for the Driver CPC Periodic Training (DCPC), courses to meet the granting of a standard Operator's 'O' Licence for both freight and passenger transport (CPC) and for the transportation of dangerous goods (DGSA). We also offer refresher courses to ensure you are up-to-date with current legislation.

To help organisations wishing to offer their own in-house DCPC training, we offer train the trainer courses and also provide support in gaining approval from the relevant authorities. The majority of the public courses can also be delivered at your company premises.

*'I have recently passed my National CPC on the first attempt, with training provided by CILT. The CILT team and tutor were excellent in providing the support needed throughout the course. The revision and case study workshop day prior to the examination was extremely helpful.'*

*'If you are going to be taking this course in the near future, my advice is to work hard and accept the support you will get – the feeling you get when you pass will make you jump for joy.'*

**Nigel Parker**

## CERTIFICATE OF PROFESSIONAL COMPETENCE – TRANSPORT MANAGER

A requirement for the granting of a standard 'O' Licence for both freight and passenger transport operations is that the licence holder either holds, or has access to the services of someone who holds, a Certificate of Professional Competence (CPC).

The CPC is a qualification issued on behalf of all EU national transport departments (DfT in the UK). CILT is an OCR examinations board accredited centre. The qualifications are assessed through a combination of multiple choice, direct answer and case study examinations.

The national course involves five days of tuition and a one-day case study workshop, concluding with an examinations day. This course is available either a day delegate rate or with a residential option. The International course consists of an additional three days' tuition. International candidates sit an additional examination paper.

CILT tutorial staff are carefully selected industry professionals and are highly experienced trainers. Using their knowledge base and experience, explanations are given on the issues surrounding the subjects, enhancing the whole learning experience.

This approach enables you to understand the subject matter fully and maximise the potential for gaining the qualification. This approach has led to excellent results for candidates studying with CILT.

Courses are held for National Passenger Transport, International Passenger Transport, National Road Haulage and International Road Haulage.

The courses are also available on an in-company training basis.

### Venues:

Corby and Bristol

### Course Dates

	Corby	Bristol
NPT	15th–19th February	22nd–26th February
NRH	22nd–26th February	15th–19th February
IRH	1st–3rd March	
Case study workshop NPT	3rd March	3rd March
Case study workshop NRH	4th March	4th March
Examination	5th March	5th March
NPT		17th–21st May
NRH	17th–21st May	
IRH	24th–26th May	
Case study workshop NPT		2nd June
Case study workshop NRH	3rd June	
Examination	4th June	4th June
NPT	16th–20th August	
NRH	23rd–27th August	16th–20th August
IRH	6th–8th September	
Case study workshop NPT	8th September	
Case study workshop NRH	9th September	9th September
Examination	10th September	10th September
NPT		15th–19th November
NRH	15th–19th November	22nd–26th November
IRH	29th November–1st December	
Case study workshop NPT		1st December
Case study workshop NRH	2nd December	2nd December
Examination	3rd December	3rd December

### Fees:

All inclusive prices include tuition, course materials, a one-day case study workshop, examination fees and lunch. Residential option prices include two, five and eight nights, (dependent upon the length of the course) full board at a local hotel.

### National Road Haulage/Passenger Transport

Member – £825, Member Residential - £1,325

Non-member – £930, Non-member Residential - £1,430

### International Road Haulage

Member – £490, Member Residential - £690

Non-member – £595, Non-member Residential - £795

A reduced rate is available for those wishing to undertake a combined National and International Road Haulage course.

## CPC REFRESHER

### How up to date are you and your staff?

This two-day course is aimed at transport professionals who already possess a CPC in Road Freight or Passenger Transport Operations and whose knowledge may be in need of updating. The programme is structured to enable all participants to take an active role and apply their own operational concerns or issues, ensuring maximum value.

### The course is designed to:

- > Provide an update on recent legislative changes, including VOSA enforcement techniques and the obligations imposed upon fleet operators
- > Refresh some of the key CPC subject areas that are vital to effective and compliant transport operations and raise awareness of best practice control mechanisms in the safeguarding of the Operator's Licence

### Who will benefit:

The course is aimed at transport managers, transport office staff (traffic operators) and supervisory staff, consultants, senior or lead drivers, and owner drivers.

A certificate of attendance will be awarded on successful completion of the programme.

### Venues:

Corby and Bristol

The course can be offered as an in-company programme, if preferred, and can be tailored to organisational needs

### Fees:

Member – £450  
Non-member – £550

### Course Dates

	Corby	Bristol
CPC Refresher freight	14th–15th April	8th–9th March
CPC Refresher freight	13th–14th July	
CPC Refresher passenger transport		14th–15th June
CPC Refresher freight		20th–21st September
CPC Refresher passenger transport		6th–7th December

## CILT CERTIFICATE OF COMPLIANCE

The CILT Certificate of Compliance is primarily designed to be beneficial to those personnel who require a fundamental appreciation of the Operator's Licence and an awareness of the undertakings involved. The programme identifies with the declaration (statement of intent) and encompasses best practice control mechanisms as points of consideration. It is offered independently to both goods vehicle and passenger carrying vehicle operators. In addition, the programme can be tailored to best fit the specific operational requirements aligned with the activities of certain sectors, such as local authorities, waste operators or utilities.

### The programme covers the following:

- Background to the Operator's Licence
- Drivers' hours and records
- Vehicle roadworthiness and defect reporting
- Driver licensing
- Speed limits
- Load security and overloading
- General legislation awareness and safe fleet operation

### Who will benefit?

The one-day course is aimed at personnel who have responsibility for vehicles and drivers, but whose position may not necessitate the acquisition of the Transport Manager's Certificate of Professional Competence (CPC). Certificates of attendance are issued on successful completion of a formal assessment at the end of the course. As the content is aligned with the CPC examination, this course can also be used as an introduction for those wishing to progress further on to the CPC programme.

The public programme is offered in Bristol and Corby. In-company programmes can be delivered at the operator's premises or venues can be provided by CILT, should this be a preference. Ideally, programmes should have no more than 15 delegates

### Fees:

Member – £395  
Non-member – £495

### Course Dates

	Corby	Bristol
Freight	22nd January	22nd March
Freight	21st October	28th July
Freight		14th December
Passenger	25th June	

**DANGEROUS GOODS SAFETY ADVISOR (DGSA)**

The Department for Transport (DfT) is the competent authority with regard to movement of dangerous goods (HSE also has responsibility for certain aspects) in the UK and application of the European Directive. This Directive is designed to align and harmonise the legislation on dangerous goods across the EU by road or rail in alignment with ADR and RID regulations respectively. Enforcement at the roadside is carried out by VOSA and the police. The Directive identifies the need for the appointment and training of safety advisors involved in the carriage of dangerous goods by road, rail and inland waterway.

The Directive requires that organisations involved in the transportation, loading or unloading of dangerous goods above certain load thresholds by any of these modes of transport appoint one or more Dangerous Goods Safety Advisors (DGSA's).

This legally required qualification has to be revalidated every five years and the five-day programme is assessed by means of an open book examination that is set by the Scottish Qualifications Authority (SQA)

There is also a one-day DGSA revision day available on the day immediately prior to each examination date.

**Dangerous Goods by Road**

The assessment is split into three examinations each covering specific subject areas:

- > Core
- > All classes
- > Road module

Rail or inland waterway modules can be offered on request, subject to demand, or can be delivered in-company.

**Course Dates**

	<b>Corby</b>	<b>Bristol</b>
Course	8th–12th February	
Revision	10th March	
Course	7th–11th June	
Revision	16th June	
Course		13th–17th September
Revision		22nd September
Course		8th–12th November
Revision		8th December

**Who will benefit?**

This course is aimed at those involved in the storage, handling and transportation by road of dangerous goods above designated load thresholds and is available at our Corby and Bristol training venues, or can be delivered in-company, if required. CILT advises that organisations involved in the movement or storage of dangerous goods below those specified limits or in limited quantities may still consider having a designated DGSA to provide the necessary expertise for safe operation and compliance.

**Fees:**

Public programme fees (excluding examination fees and books)  
 Member – £875, Member Residential – £1,375  
 Non-member – £980, Non-member Residential – £1,480

Examination fees in addition to the above are £285 and can be arranged at one of the approved SQA examination centres through CILT.

CILT also offers bespoke dangerous goods training, as well as dangerous goods awareness training, including dangerous goods in limited quantities. These courses do not involve any formal examination assessment. CILT certificates of attendance are issued on completion of the course.

## DRIVER CPC-PERIODIC TRAINING (DCPC)

The Driver CPC is for professional LGV and PCV drivers throughout the UK. It has been developed in line with EU Directive 2003/59 and it is designed to improve the knowledge and skills of these drivers throughout their working life.

The legislation is split into two parts:

- > The initial qualification - this must be achieved by new LGV and new PCV drivers as part of their vocational licence acquisition
- > Periodic training – the ongoing development of vocational drivers that requires them to undertake a total of 35 hours approved training over a five-year period and every subsequent five years thereafter.

## IN-COMPANY DCPC COURSES

CILT offers the following programmes on an in-company training provision:

- > Safe & Compliant Driver
- > Drivers Adding Value
- > Hands On The Wheel

Costs vary and are based on factors such as number of drivers in each group, the extent of training required and location of venue(s).

## SAFE & COMPLIANT DRIVER

This seven-hour programme is designed to up-skill drivers and provide them with information relevant to their own safety and welfare and a sound knowledge base of the key compliance issues of:

- > Operator licence awareness
- > Drivers' hours and records, including working time regulations
- > Vehicle defect reporting
- > RTA procedure
- > Manual handling
- > Safe loading and safe working on vehicles
- > Interpersonal skills

It is anticipated that both driver and the operator will benefit from the programme, with the driver having a full appreciation of the role and its requirements as a professional with regard to the operator's licence.

## HANDS ON THE WHEEL

The course aims to be a practical course where the driver will be assessed to an approved level in a vehicle of the type he or she would normally be expected to drive. Following the road assessment, reversing, banksman procedures and depot/yard best practice routines will be assessed. Finally, analysis of the assessments and road traffic accident procedures will be covered.

This course is especially designed to ensure that the delegates are assessed in the company vehicles, and banksman and yard routines are carried out at their normal workplace.

The course comprises seven hours of tuition, plus breaks.

CILT is offering the following support for fleet operators, enabling them to be compliant with the DCPC Directive:

- > In-company DCPC training
- > Public DCPC training programmes
- > Training needs analysis
- > Programme approval support
- > Train-the-trainer programme

## DRIVERS ADDING VALUE

This one-day course is aimed at LGV and PCV drivers and others who hold a relevant vocational licence or with entitlement on grandfather rights. The course ensures that drivers are aware of their role in maintaining their organisation's 'O' Licence and is designed to safeguard the licence and reduce the risk of enforcement activity being aimed at both the individual and his or her organisation.

As a result of this training, drivers will be able to improve expected professional standards, demonstrate an improved professional approach, reduce their costs and improve their own and their organisation's corporate image and their own job security.

The course covers the following subjects:

- > Overview of operator licensing
- > Legal undertaking
- > Driver's hours and records
- > Roadworthiness
- > Vehicle plating and testing
- > Speed Limits
- > Loading and overloading
- > Driver licensing

## PUBLIC DCPC COURSES

To facilitate a degree of flexibility on driver availability to fleet operators, CILT offers public DCPC programmes for the Safe and Compliant Driver and Drivers Adding Value courses at both our Bristol and Corby venues. The public programme provision may also offer a more cost-effective option for smaller fleet operators and CILT offers Saturday training dates to reduce impact on fleet operations.

### Course Dates

Corby	Bristol
12th January	13th February
23rd January	25th March
18th March	7th May
16th April	22nd June
12th June	29th July
15th July	29th September
18th September	6th November
22nd October	
27th November	

### Fees:

£60 per driver plus up-load fees of £8.75 per driver

## TRAINING NEEDS ANALYSIS

In order to enable operators to achieve maximum benefit from the cost of DCPC training, CILT offers detailed training needs analysis to identify best fit training programmes, thereby providing optimum return both financially and in terms of driver development.

CILT is also able to provide support for organisations wishing to undertake their own in-house training that requires programme and centre approval from Joint Approvals Unit for Periodic Training (JAUPT).

## TRAIN THE TRAINER

CILT accredited Train the Trainer course comprises a two-day programme that covers in detail elements of training. It is designed to enable those wishing to carry out their own in-house DCPC training.

The generic programme offers an excellent grounding for both experienced and novice trainers alike and has been compiled to meet the trainer competence requirements of the Directive. Support is also offered where required for programme and/or centre approval.

Subject areas covered include:

- > Training needs analysis
- > Compiling lesson plans
- > Varying teaching techniques: didactic, explorative, investigative and research-based learning
- > Evaluation of various teaching styles and methods
- > Motivation
- > Body language
- > Assessment of effective learning
- > Evaluation and assessment criteria

### Who will benefit?

This course is aimed at transport supervisors, managers, lead drivers and trainers who intend to provide their own in-house DCPC training, although the programme can be applied to trainers of other subjects.

Public programmes are offered at Bristol and Corby, and the programme is also offered in-company.

### Course Dates

Corby	Bristol
13th–14th January	20th–21st January
16th–17th March	23rd–24th March
20th–21st April	5th–6th May
20th–21st July	23rd–24th June
27th–28th September	26th–27th July
19th–20th October	
4th–5th November	5th–6th October
15th–16th December	2nd–3rd November

### Fees:

Member – £525

Non-member – £595

## TRANSPORT/TRAVEL PLANNING

PTRC offers a range of training courses on topics as diverse as sustainable pavement maintenance, traffic and transport modelling, road safety engineering techniques, and public inquiries. They are usually one, two or three days in length and are designed to offer in-depth training to mid-career professionals in central and local government and the private sector. The timetable for each is designed in a way to maximise the opportunity for questions and discussion.

## CASUALTY REDUCTION TECHNIQUES – AN UPDATE

This one-day course is designed for those who have spent some years in accident prevention and/or casualty reduction need an update on the latest casualty reduction techniques from the DfT and other ground-breaking authorities.

The course will concentrate on the recently announced draft targets for beyond 2010 and the most appropriate strategies for achieving these. It will also look at new materials and new concepts.

Presentations will include the background research and conclusions that have led to the formulation of the latest targets, applications of the shared space concept and of shared surfaces, the implications of recent local transport notes on traffic engineering design, latest developments in road safety audit and how to best achieve the holistic approach championed in Changing Lanes and by the PACTS 2007 report, which encouraged greater and closer partnership working.

**Venue:**  
London

**Date:**  
February 2010

**Fees:**  
Standard Fee £340 + VAT  
TPS and CILT Member Fee £300 + VAT  
Young Professional Fee £295 + VAT  
(28 years old and under)

## DESIGN, CONSTRUCTION & MAINTENANCE OF HIGHWAY DRAINAGE SYSTEMS

This two-day course aims to provide up-to-date information on current practice concerning design, construction and maintenance of highway drainage. Legislation, design, construction and maintenance standards, appropriate materials and innovative solutions will be covered, focusing on achieving effective and maintainable drainage systems.

The course will prove invaluable to graduates and technicians newly involved in road design and construction, and experienced staff converting from a role in road construction to highway maintenance.

On completion of this course, delegates will have:

- > A comprehensive awareness of the various design and construction approaches to the provision of effective highway drainage
- > A knowledge and understanding of the wide range of drainage options and their appropriateness and cost-effective application

- > An awareness of the importance of maintaining highway drainage to ensure the continuing structural performance of road pavements
- > An awareness of the current maintenance objectives and standards relating to highway drainage systems

**Venue:**  
London

**Date:**  
9th–10th February 2010

**Fees:**  
Standard Fee £630 + VAT  
TPS and CILT Member Fee £610 + VAT  
Young Professional Fee £550 + VAT  
(28 years old and under)

### AN INTRODUCTION TO HIGHWAY DESIGN, ENGINEERING & MAINTENANCE

In order to enable operators to achieve maximum benefit from the cost of DCPC training, CILT offers detailed training needs analysis to identify best fit training programmes thereby providing optimum return both financially and in terms of driver development.

CILT is also able to provide support for organisations wishing to undertake their own in-house training that requires programme and centre approval from Joint Approvals Unit for Periodic Training (JAUPT).

The recent increase in funding for transport schemes has led to a greater need for practitioners from varied backgrounds to gain an appreciation and understanding of highway design and implementation. The principles of highway engineering apply not only to the construction of major new road schemes, but also to smaller improvements, such as carriageway widening, traffic calming, traffic management, cycle ways, residential road design, and construction and maintenance schemes.

This two-day course will consider the roles and responsibilities of highway authorities and guide participants through the highways design, implementation and maintenance processes of new or remodelled roads.

The course is particularly appropriate for recent recruits to consultancies, developers and highways authorities working in design and maintenance departments, non-civil engineering graduates and technicians working closely with highway engineers who need to have a greater understanding of highways issues, and more experienced engineers and technicians requiring an update of current legislation, processes and techniques.

Venue:  
London

Date:  
3rd-4th November 2009

Fees:  
Standard Fee £630 + VAT  
TPS and CILT Member Fee £610 + VAT  
Young Professional Fee £550 + VAT  
(28 years old and under)

### LEGAL AND PROCEDURAL ASPECTS OF HIGHWAYS AND TRAFFIC LEGISLATION

This interactive course introduces highways, traffic, transport and development control engineers and technicians to current relevant legislation. Delegates are encouraged to bring issues and problems relevant to their work to surgery sessions that will be held during the course.

Venue:  
London

Date:  
March 2010 (tbc)

Fees:  
Standard Fee £250 + VAT  
TPS and CILT Member Fee £230 + VAT  
Young Professional Fee £200 + VAT  
(28 years old and under)

### SUCCESSFUL STRATEGIES IN MARKETING TRAVEL BEHAVIOUR CHANGE

This course aims to introduce delegates to the successful tools and strategies needed to deploy an effective marketing campaign to achieve travel behaviour change.

It has been developed as the second stage of training for delegates who have completed the Introduction to Travel Planning. It is also suitable for delegates who have not taken the introductory course, but assumes that delegates will have both knowledge and experience of the theory and practice of travel planning and related travel behavioural change roles.

It is developed as a one-day workshop of short lectures and group exercises, to reinforce the theoretical basis gained from completion of about 10 hours of pre-study.

This course is aimed at transport professionals working in roles, such as travel planners, travel awareness officers and consultants. It is suitable for travel behaviour change professionals from both the public and private sectors at employers including businesses, universities, NHS trusts and local authorities.

Venue:  
London

Date:  
April 2010 (tbc)

Fees:  
Standard Fee £250 + VAT  
ACT TravelWise Member Fee £160 + VAT

## SUSTAINABLE PAVEMENT MAINTENANCE

Environmental and economic considerations are the twin drivers for energy conservation and reuse of highway construction materials and suitable industrial by-products. Recycling options bring considerable savings in landfill and aggregate taxes. The recent Stern Report heightens concern for the future well-being of our planet, and the focus of the Code of Practice for Highway Maintenance Management on Safety, Serviceability and Sustainability requires all involved to seek optimum, economic and environmental (reduced carbon footprint) solutions.

### Course participants will gain:

- > A comprehensive understanding of various processes and stages of deterioration of highway pavements and options for repair and ongoing maintenance
- > Knowledge and understanding of a wide range of surface maintenance treatments, including recycling, and their appropriate and cost-effective application
- > An awareness of options for reduction in the carbon footprint of road construction and repair methodologies

This one-day course is essential for graduates and technicians seeking an overview of pavement maintenance options, and for experienced staff requiring an update in materials development, including technologies for recycling and reuse.

**Venue:**  
London

**Date:**  
12th May 2010

**Fees:**  
Standard Fee £340 + VAT  
TPS and CILT Member Fee £300 + VAT  
Young Professional Fee £295 + VAT  
(28 years old and under)

## TRAFFIC SURVEYS IN PRACTICE

This one-day course will provide participants with knowledge of traffic survey techniques to allow them to identify, organise, analyse and use the most appropriate techniques and data to suit their transport planning requirements.

The course will present information from the perspectives of both data users and data suppliers, giving a balanced overview of this often overlooked, but vitally important element of the transport planning process.

The course will be delivered using presentations, illustrated real-life examples, hands-on exercises, group discussions and question-and-answer sessions. Data collection equipment will be on display throughout the course.

### The course is designed for:

- > Project managers - to understand what can and can't be collected, within what timescales, at what costs and with how much accuracy
- > Transport planners who need to commission or organise data collection projects, and also to understand what is appropriate for what purpose
- > Traffic surveyors who need an understanding of the range of techniques available, their pros and cons and which data and technique is appropriate for what project

**Venue:**  
Leeds

**Date:**  
February 2010 (tbc)

**Fees:**  
Standard Fee £340 + VAT  
TPS and CILT Member Fee £300 + VAT  
Young Professional Fee £295 + VAT  
(28 years old and under)

### AN INTRODUCTION TO TRAFFIC & TRANSPORT MODELLING

This two-day course is designed to familiarise transport engineers and planners with the basic techniques currently used in traffic and transport forecasting. In particular, it describes how the application of techniques has evolved to meet new requirements and levels of information introduced by the changing emphasis on the evaluation of schemes, measures, policies and packages.

**The course is designed for:**

- > Engineers and planners with limited experience of traffic and transport modelling
- > Managers and administrators seeking an awareness of model development and scheme appraisal
- > Central and local government officers, consultants and all those seeking an introduction to the techniques of traffic and transport modelling or to update their knowledge

**Topics to be covered are:**

- > Introduction to the key concepts (models, data, estimation)
- > Trip generation (regression analysis)
- > Trip distribution (gravity models)
- > Mode choice (logit models)
- > Assignment (private and public)
- > Car ownership models
- > Direct demand models (elasticity models, rail demand forecasting)

Venue:  
London

Date:  
March 2010 (tbc)

Fees:  
Standard Fee £630 + VAT  
TPS and CILT Member Fee £610 + VAT  
Young Professional Fee £550 + VAT  
(28 years old and under)

### AN INTRODUCTION TO WORKPLACE TRAVEL PLANNING

This one-day interactive workshop is intended to provide an introduction to the principles and practice of travel planning for travel plan co-ordinators and facilities managers that have been given responsibility for their staff travel plan. Delegates are encouraged to work on in advance of the workshop; we estimate up to 5-hours of study prior to workshop attendance.

The workshop is aimed at travel planners who are relatively new in their post, or would like to improve their skills and understanding. ACT TravelWise recommends the course to travel planners with less than 18 month's experience of travel plans.

Participants will work for both the public and private sector, including businesses, universities, NHS trusts and local authorities.

Venue:  
London

Date:  
February 2010/September 2010 (tbc)

Fees:  
Standard Fee £250  
ACT TravelWise Member Fee £160