

The Institute's short courses offer individuals the opportunity to gain practical knowledge of the most up-to-date tools and techniques and to develop skills to improve their job performance. The courses are designed to be interactive, with input from experienced practitioners followed by activities and exercises, to allow participants to experiment in the use of new ideas whilst in a safe learning environment.

# Training – Short Courses

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Over the last five years, CILT has designed and run accreditation courses for 20 people who work and specialise in the logistics and transport industry 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 has 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

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## The Institute's Learning Experience

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### 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 your 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. Information regarding this will be sent to you with your travel information.

### What is the format of the day?

The courses will usually begin at 9.30 am 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 likeminded 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 Institutes to benefit from our training, though it should be noted that members have preferential rates. For non-members, one year's Affiliate membership of the appropriate Institute is included in the 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 their courses.

### What qualifications or experience do I need?

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

The Institute's short course programme provides a framework for CPD.

## Bespoke Programmes

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### Bespoke Training

The Institute offers bespoke company training solutions in all areas of transport, logistics, operations management and supply chain management.

This training and development can be anything from a one-day course or a series of courses, to the development of a specialist award or a professional development pathway for those working in our areas of expertise.

Our training can be delivered on your premises or at external venues of your choice. Our team of trainers and facilitators is selected from amongst our senior membership, thereby offering a practitioner's knowledge and insight into the sector.

The starting point for any bespoke programme is to talk to you directly and find out more about your organisation, any already identified training and development needs, and to see if there are any other additional areas of interest.

Above all, we want to make sure we understand your specific requirements. We find out what you want the training or development activity to achieve; for example, do you want to impart knowledge, change behaviour or change the skills set of a group of employees? All of these things affect the way we develop the training for you.

Next, we develop a design specification, check that this is what you want and need, and then develop a programme especially for you. You want to get the best out of your team in a cost-effective manner. We can help you achieve this by working with you.

In-company training offers an excellent opportunity to align the training and development needs of your staff with your organisational objectives and to get the maximum impact from your training budget.

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 and arrange your FREE consultation.

Specialist Local Authority training is also available.

Please note VAT will be charged where applicable.

## Training Opportunities for Humanitarian Logistics

CILT has developed field-based training courses for humanitarian logisticians working for international agencies, charities and other non-governmental organisations.

These courses are designed to encourage the 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.

The CILT HELP Forum and RedR have developed their already positive relationship to work jointly on the development of training and serve the logistics needs of the humanitarian community.

The two courses below are offered by RedR and endorsed by CILT.



### FIELD LOGISTICS IN EMERGENCIES

This five-day experiential course provides participants with an overview of logistics systems, their relevance in 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.

### LOGISTICS ESSENTIALS

RedR UK and CILT have collaborated to develop 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, as well as 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 UK 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)

Professional  
Sector relevance



## Operations and Supply Chain Management

Successful operations management is vital to the creation of the products and services on which we all depend 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. Institute of Operations Management training courses provide a framework for 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 also be delivered at your company's premises. Please contact the Professional Development Department for more information.

### BUSINESS PROCESS IMPROVEMENT

#### Aims:

This course aims to provide the foundation for those considering or currently engaged in the launch of a process improvement initiative.

The improvement of business processes is now a well-established term in the lexicon of management thinkers, but within manufacturing organisations the focus often remains on improving functional performance. This course will define business processes, including process mapping documentation techniques.

#### Target audience:

This course provides the foundation for people considering or actually engaged in the launch of a process improvement initiative.

#### Course content:

- 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

**Venue:** Corby

**Course duration:** Two days

**Dates:** January 2011

**Fees:** £450 – Member  
£549 – Non-member

Professional  
Sector relevance



### CARBON AWARENESS TRAINING

#### Aims:

This course is designed to provide an understanding of the impact of the different greenhouse gases on the atmosphere. Those attending will learn how to help their companies meet legislative requirements and how to be leaders in carbon accounting.

#### Target audience:

This course is suitable for any person who needs to understand how a carbon footprint is calculated, as well as those who wish to learn about legislation.

#### Course content:

- General introduction on greenhouse gases
- Introduction to carbon footprint
- Compliance with current and future legislation
- Relevance to the transport and logistics industry
- Greenhouse gas protocol
- Carbon accounting technology

**Venue:** Corby

**Course duration:** One day

**Dates:** January 2011  
April 2011  
September 2011

**Fees:** £145 – Member  
£250 – Non-member

Professional  
Sector relevance



## DEMAND PLANNING AND DEMAND MANAGEMENT FOR IMPROVED BUSINESS PERFORMANCE

### Aims:

This course 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 track to meet objectives.

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.

### Target audience:

The course is designed for all those on the sales and marketing side of the business such as sales and marketing managers, account managers, demand planners and demand managers. Supply planners will also benefit from attending this course.

### Course content:

- 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 demand and better balance demand and supply?
- How improving demand planning and demand management can improve overall business performance

**Venue:** Corby

**Course duration:** Two days

**Dates:** March 2011

**Fees:** £450 – Member  
£549 – Non-member

Professional  
Sector relevance



## EFFECTIVE MANUFACTURING

### Aims:

This course is designed to show opportunities for the development of processes and structures, the variety of techniques available and their application. It will also show how to ensure successful MRP and lean operations and the distribution of involvement and responsibility.

### Target audience:

This course is designed for all those responsible for efficient operations, including production managers, production controllers, materials schedulers and master planners.

### Course content:

- 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

**Course duration:** Two days

**Dates:** January 2011  
September 2011

**Fees:** £450 – Member  
£549 – Non-member

Professional  
Sector relevance



## INVENTORY CONTROL TECHNIQUES

### Aims:

This course focuses on stock control for bought in items, finished goods and general stores stock control. It will demonstrate the ways to determine how to give best customer service, how to 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.

### Target audience:

This course is designed for all those responsible for stock controllers, inventory managers and materials schedulers.

### Course content:

- 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

<b>Venue:</b>	<b>Corby</b>
<b>Course duration:</b>	<b>Two days</b>
<b>Dates:</b>	<b>January 2011 September 2011</b>
<b>Fees:</b>	<b>£450 – Member £549 – Non-member</b>

Professional  
Sector relevance



## THE LEAN APPROACH TO SERVICE INDUSTRY BUSINESS

### Aims:

The course will explain the service aspects of manufacturing, such as office, administration, design, maintenance and field service. It also provides the opportunity to play a lean service game to help bring these principles into real-life situations.

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.

### Target audience:

This course is designed for senior and middle managers.

### Course content:

- Differences between lean manufacturing and lean service
- Systems thinking and demanding 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

<b>Venue:</b>	<b>Corby</b>
<b>Course duration:</b>	<b>One day</b>
<b>Dates:</b>	<b>April 2011</b>
<b>Fees:</b>	<b>£300 – Member £399 – Non-member</b>

Professional  
Sector relevance



## LEAN SUPPLY CHAIN

### Aims:

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 looking 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.

### Target audience:

This course is designed for senior and middle managers.

### Course content:

- 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 and operations
- The customer/supplier interface between each link
- Warehousing
- Distribution
- Lean measures of performance
- Case studies

**Venue:** Corby

**Course duration:** Three days

**Dates:** April 2011

**Fees:** £700 – Member  
£799 – Non-member

Professional  
Sector relevance



## MANUFACTURING RESOURCE PLANNING (MRP II) OVERVIEW

### Aims:

Both ERP and supply chain management subjects 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.

### Target audience:

This course 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.

### Course content:

- Business objectives
- Traditional inventory replenishment, re-order 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

**Venue:** Corby

**Course duration:** One day

**Dates:** March 2011  
October 2011

**Fees:** £300 – Member  
£399 – Non-member

Professional  
Sector relevance



## MANUFACTURING RESOURCE PLANNING (MRP II)

### Aims:

This intensive course follows on from the introductory one-day overview. Many organisations use output from supply chain/ERP systems, but how these outputs are 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 element of MRP II is covered in detail.

### Target audience:

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. 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.

### Course content:

- 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 and newer philosophies
- A review of the necessary ingredients for success and the identification of constraints

<b>Venue:</b>	<b>Corby</b>
<b>Course duration:</b>	<b>Two days</b>
<b>Dates:</b>	<b>March 2011 October 2011</b>
<b>Fees:</b>	<b>£450 – Member £549 – Non-member</b>

Professional  
Sector relevance



## Online Careers Service

**Our outstanding Online Careers Service is designed to ensure our members always find, and get, the jobs they really want.**

This fantastic member only benefit offers a range of online and helpline services, on an array of topics, to help you find, apply for and get the promotion or job that you are after – whether you are currently employed or looking to get back into the job market.

The service includes free access to the specialist web site which offers easy to use examples of the best (and worst) CVs, examples of covering letters, audio recordings of job seekers being interviewed, information and guidance for you to download, and a career assessment tool which will help analyse your work preferences and match them to your current or preferred career. Our independent provider also offers a CV MOT and a full CV production service.

### Free searches

They will also conduct detailed searches for company and sector information plus maps and directions to and from any future interviews. This invaluable, labour intensive service, will help you to shine at interview and is provided absolutely free to members.

**Find out more about our Online Careers Service and other member benefits at [www.ciltuk.org.uk](http://www.ciltuk.org.uk)**

## MASTER PLANNING

### Aims:

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 conflicts that may exist between the objectives of the departments involved.

### Target audience:

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

### Course content:

- Demand planning and demand management – forecasting, order servicing and 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

**Venue:** Corby

**Course duration:** Three days

**Dates:** February 2011  
May 2011

**Fees:** £700 – Member  
£799 – Non-member

Professional  
Sector relevance



## MATERIAL AND CAPACITY REQUIREMENTS PLANNING

### Aims:

Together, Material Requirements Planning (MRP) and Capacity Requirements Planning (CRP) 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 stock levels and helping to improve manufacturing productivity through better planning. This course provides an understanding of the techniques and how to apply them, which is a prerequisite of achieving these benefits.

### Target audience:

The course is aimed at anyone involved in the planning process including material planners, buyers and capacity planners.

### Course content:

- 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

**Venue:** Corby

**Course duration:** Three days

**Dates:** July 2011

**Fees:** £700 – Member  
£799 – Non-member

Professional  
Sector relevance



## REMOVING AND AVOIDING EXCESS AND OBSOLETE INVENTORY

### Aims:

This course will explain how 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 indicators of the overall effectiveness of a company's operations.

### Target audience:

The course is designed for general managers, supply chain managers, inventory managers and operations directors responsible for inventory performance within their business.

### Course content:

- 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

<b>Venue:</b>	<b>Corby</b>
<b>Course duration:</b>	<b>One day</b>
<b>Dates:</b>	<b>October 2011</b>
<b>Fees:</b>	<b>£300 – Member £399 – Non-member</b>

Professional  
Sector relevance



## SALES AND OPERATIONS PLANNING

### Aims:

This course is designed to demonstrate the importance of senior management commitment to the planning process and why it is vital to the success of any business. 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.

### Target audience:

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

### Course content:

- 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 of the process?
- Implementing the process

<b>Venue:</b>	<b>Corby</b>
<b>Course duration:</b>	<b>Two days</b>
<b>Dates:</b>	<b>October 2011</b>
<b>Fees:</b>	<b>£450 – Member £549 – Non-member</b>

Professional  
Sector relevance



## THE SUPPLY CHAIN AWARENESS GAME

### Aims:

The Supply Chain Awareness Game is a cost-effective training tool designed to develop an awareness and understanding of the supply chain in a friendly learning environment.

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, as well as 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.

### Target audience:

The game is an ideal training tool for staff at all levels, and can also be run at your own premises for your team members.

### Course content:

- Demonstrate clearly the importance of internal and external communication
- Develop team working
- Develop understanding of other people's positions and roles
- Demonstrate classic supply chain behaviour
- Demonstrate those issues that can prevent integration and co-ordination in supply chains

**Venue:** Corby

**Course duration:** Half day

**Dates:** April 2011  
November 2011

**Fees:** £195 – Member  
£300 – Non-member

Professional  
Sector relevance



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 with, highlighting areas where we needed to invest more time to improve the overall efficiency of our supply chain.

Sam Read 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

#### Aims:

This module provides an overview of the five essential steps of business improvement, as well as the importance of quality control and total quality management.

#### Target audience:

Junior, middle and senior managers working in all areas of business.

#### Course content:

- 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

#### Aims:

This module will demonstrate how to identify critical business improvement opportunities, as well as setting targets and objectives to drive and measure business improvements.

#### Target audience:

This module is suitable for juniors and middle managers working in all areas of business.

#### Course content:

- 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

#### Aims:

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

#### Target audience:

This module is suitable for junior and middle managers working in all areas of business.

#### Course content:

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

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**Venue:** Corby

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**Course duration:** One day per module

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**Dates:** November 2011

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**Fees:** £300 per day or £700 for the full three-day programme  
£399 per day or £799 for the full three-day programme

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Professional  
Sector relevance



## VALUE STREAM MAPPING

### Aims:

This practical course provides an overview of lean thinking and shows delegates how to use mapping tools to help their organisation effectively transform from current to future state. A simulation will be played to illustrate the concepts.

### Target audience:

The course is aimed at middle to senior managers from all organisational functions, but especially those working in materials management, kaizen and lean.

### Course content:

- Examination of various mapping tools
- Classic value stream mapping
- Process mapping
- Amplification mapping
- Financial mapping
- Types of service map

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

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<b>Venue:</b>	<b>Corby</b>
<b>Course duration:</b>	<b>One day</b>
<b>Dates:</b>	<b>June 2011 November 2011</b>
<b>Fees:</b>	<b>£300 – Member £399 – Non-member</b>

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Professional  
Sector relevance



## WAREHOUSE MANAGEMENT

### Aims:

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.

### Target audience:

This course is aimed at junior and middle managers 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.

### Course content:

- Picking methodology
- Warehouse technology
- Performance measurement

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<b>Venue:</b>	<b>Corby</b>
<b>Course duration:</b>	<b>Two days</b>
<b>Dates:</b>	<b>January 2011 May 2011 November 2011</b>
<b>Fees:</b>	<b>£450 – Member £555 – Non-member</b>

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Professional  
Sector relevance



## 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).

### Target audience:

This course provides the foundation for people considering or actually engaged in the launch of a process improvement initiative.

### Course content:

#### 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 revalidation
- Radioactive materials by air
- Radioactive materials by air revalidation
- Infectious substances by air

#### GENERAL

- Introduction to air cargo

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

Professional  
Sector relevance



## CPD Online

CPD Online allows you to plan and record your progression, highlight future goals, and demonstrate your skills to current and potential employers. It is an easy to use, online system providing a comprehensive method of analysing your achievements.

CPD is defined as the maintenance and improvement of knowledge, skills and competence throughout a professional's working life. It is about maintaining and improving standards of competence and professionalism. It places the onus on you to take responsibility for developing and directing your own career.

Available through the members' area of the Institute web site CPD Online provides a straightforward method of recording current skills, competencies and future activities which create an individual CPD plan. Users can select from a variety of activities and insert them into their personal online diary. Following completion of the activity, a reflective overview is produced and the number of CPD hours recorded.

A statement of currency can be produced at any time, detailing an individual's CPD plan, including completed and outstanding activities. The ePortfolio area of the system allows for the upload of certificates and evidence of achievement.

Find out more about our CPD Online and other member benefits at [www.ciltuk.org.uk](http://www.ciltuk.org.uk)

## Professional Skills Online

CILT's online learning service offers an exciting and 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 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 meets your needs.

An overview of each of the courses is given below and is also available to download from our web site: [www.ciltuk.org.uk](http://www.ciltuk.org.uk)

Professional  
Sector relevance



### BUSINESS THINKING

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- Business Performance Management
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- Making Budgeting Work in the Real World
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### PROFESSIONAL SKILLS

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

### MANAGING YOURSELF AND OTHERS

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- 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.

#### Target audience:

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 in advising businesses how to make their plans reality, Robin Tidd's advice is always based firmly in reality. By linking short-term results to longer term goals, he shows how KPIs are the key tool for management control.

#### Target audience:

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, discussion of these 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.

#### Target audience:

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 in turbulent financial times. 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 in 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 suite of learning.

#### Target audience:

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 business theory to successfully 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 and 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 without misleading can be difficult.

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

### • Customer Service

The fundamentals of good customer service are:

- The delivery of high standards of service
- Being focused on and understanding 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, handling difficult situations, as well as the elements of procedures and processes.

#### Target audience:

This course is aimed at anyone who has contact with both internal and external customers and suppliers and is looking 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

#### Target audience:

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

### • Negotiation Skills

Negotiation is the key part of every professional's life. How long will this 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.

#### Target audience:

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.

#### Target audience:

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.

#### Target audience:

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 in to your project results in lasting positive change.

#### Target audience:

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.

#### Target audience:

This course is aimed at managers at all levels and those who are looking 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.

#### Target audience:

This course is designed for 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 Your 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 their 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 benefit 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 and updating 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 trainer courses and provide support in gaining approval from the relevant authorities. The majority of public courses can also be delivered at your company premises.



CILT provides first-class CPC training to our Operational Managers and Management Trainees. We are delighted to partner with the Institute as our lead operational training provider.

Chris Dolby  
Learning & Development Manager  
Norbert Dentressangle Logistics UK



The training at the CILT training centre was a great improvement from previous sessions around CPC training. The centre itself provided excellent facilities and the course tutor was professional yet informal enough to make the learning experience enjoyable and informative. I would strongly recommend using the CILT team going forward. The fact that we achieved a 100% pass rate speaks for itself.

Gary Jones  
Contract Manager  
Wincanton

## CERTIFICATE OF PROFESSIONAL COMPETENCE – TRANSPORT MANAGER FREIGHT AND PASSENGER OPERATIONS – NATIONAL AND INTERNATIONAL

### Aims:

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.

### Target audience:

These courses are aimed at transport managers or those aspiring to this role who are responsible for the holding of an organisation's Operator's Licence.

**Venue:** Corby and Bristol

**Course duration:** **National**  
**Five-day tuition**  
**One-day case study workshop**  
**One-day exam**  
**International**  
**Three-days tuition**  
**One-day exam**

**Dates:** See table on the right

**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

**£825 – Member**  
**£1,325 – Member residential**  
**£930 – Non-member**  
**£1,430 – Non-member residential**

### International Road Haulage

**£490 – Member**  
**£690 – Member residential**  
**£595 – Non-member**  
**£795 – Non-member residential**

A special rate is available for those wishing to do a combined National and International course. Please contact the Professional Development Department for further details. International Passenger Transport is offered on demand.

### Course content:

The national course, for both freight and passenger disciplines, involves five days of tuition and a one-day case study workshop, concluding with an examination day.

This course is available either at a day delegate rate or as a residential option. The international courses consist of an additional three days' tuition and an extra examination paper.

CILT tutorial staff are carefully selected industry professionals and 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 fully understand the subject matter 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 (NPT), International Passenger Transport (IPT), National Road Haulage (NRH) and International Road Haulage (IRH). The courses are also available on an in-company training basis.

	Corby	Bristol
NPT		7th-11th February
NRH	14th-18th February	21st-25th February
IRH	28th February-2nd March	
Case study workshop NPT		1st March
Case study workshop NRH	3rd March	2nd March
Exam	4th March	4th March
NPT		16th-20th May
NRH	16th-20th May	
IRH	23rd-25th May	
Case study workshop NPT		1st June
Case study workshop NRH	2nd June	
Exam	3rd June	3rd June
NPT	15th-19th August	
NRH	22nd-26th August	15th-19th August
IRH	30th August-1st September	
Case study workshop NPT	6th September	
Case study workshop NRH	8th September	7th September
Exam	9th September	9th September
NPT		7th-11th November
NRH	14th-18th November	21st-25th November
IRH	28th-30th November	
Case study workshop NPT		29th November
Case study workshop NRH	1st December	30th November
Exam	2nd December	2nd December

Professional Sector relevance



## CPC REFRESHER

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

This course is aimed at transport professionals who 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.

#### Target audience:

This course is designed for transport managers, transport office staff (traffic schedulers/clerks) and supervisory staff, consultants, senior or lead drivers and owner-drivers.

A certificate of attendance is awarded to delegates on successful completion of the programme.

#### Course content:

- 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
- Raise awareness of best practice control mechanisms in the safeguarding of the operator's licence

The course is offered as an in-company programme tailored to best fit organisational needs. Please contact the Professional Development Department for further details.

**Venue:** Corby or Bristol

**Course duration:** Two days

**Dates:** See table below

**Fees:** £450 – Member  
£555 – Non-member

	Corby	Bristol
CPC Refresher Freight	7th-8th March	
CPC Refresher Freight		4th-5th April
CPC Refresher Passenger Transport	9th-10th June	
CPC Refresher Freight		26th-27th September
CPC Refresher Passenger Transport	25th-26th October	

Professional  
Sector relevance



## CILT(UK) CERTIFICATE OF COMPLIANCE

### Aims:

CILT's Certificate of Compliance is designed primarily 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 specific operational requirements aligned with the activities of certain sectors, such as local authorities, waste operators or utilities.

#### Target audience:

The 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). As the content is aligned to 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 or Corby. In-company programmes can be bespoke and 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.

#### Course content:

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

**Venue:** Corby or Bristol

**Course duration:** One day

**Dates:** See table below

**Fees:** £395 – Member  
£500 – Non-member

	Corby	Bristol
Freight		28th January
Freight	11th March	
	23rd September	29th July
Passenger	24th June	9th December

Professional  
Sector relevance



## DANGEROUS GOODS SAFETY ADVISOR (DGSA)

### Aims:

The Department for Transport (DfT) is the competent authority with regard to the movement of dangerous goods (the HSE also has responsibility for certain aspects) in the UK and application of the European Directive. This Directive is designed to align and harmonise 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.

### Target audience:

This course is aimed at those involved in the storage, handling and transportation by road of dangerous goods above designated load thresholds. This 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.

### Course content:

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 (DGSAs).

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 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.

<b>Venue:</b>	<b>Corby or Bristol</b>
<b>Course duration:</b>	<b>Five days</b>
<b>Dates:</b>	<b>See table below</b>
<b>Fees:</b>	Public programme fees (excluding examination fees and books) <b>£875 – Member</b> <b>£1,375 – Member residential</b> <b>£980 – Non-member</b> <b>£1,480 – Non-member residential</b> Examination fees in addition to the above are <b>£285</b> and can be arranged at one of the SQA-approved examination centres through CILT.

	Corby	Bristol
Course	31st January-4th February	
Revision	9th March	
Exam date – 10th March		
Course	13th-17th June	
Revision	22nd June	
Exam date – 23rd June		
Course		12th-16th September
Revision		21st September
Exam date – 22nd September		
Course		31st October-4th November
Revision		7th December
Exam date – 8th December		

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.

Dangerous goods by sea and dangerous goods by air approved programmes are available.

Professional  
Sector relevance



## DRIVER CPC-PERIODIC TRAINING (DCPC)

### Aims:

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 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

The 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

### Target audience:

This course is designed for LGV and PCV drivers, as part of their vocational licence acquisition.

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

### Course content:

#### Safe & Compliant Driver

This seven-hour programme is designed to up-skill drivers, and provides 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
- RTC procedure
- Manual handling
- Safe loading and safe working on vehicles
- Interpersonal skills

### 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 course at our Bristol and Corby venues. The public programme provision may also offer a more cost-effective option for smaller fleet operators and reduce the impact on fleet operations.

**Venue:** Corby or Bristol

**Course duration:** One day

### Dates:

Corby	Bristol
6th January	27th January
10th March	
	1st April
26th May	
	23rd June
28th July	
2nd September	22nd September
8th December	

**Fees:** £75 per driver plus up-load fees of £10 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, which requires programme and centre approval from JAUPT (Joint Approvals Unit for Periodic Training).

Professional  
Sector relevance



## TRAIN THE TRAINER

### Aims:

This course comprises a two-day programme that covers elements of training in detail. It is designed for those who wish 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.

### Target audience:

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.

### Course content:

- 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

### Venue:

#### Corby or Bristol

Public programmes are offered at Bristol and Corby, as well as in-company.

### Course duration:

#### Two days

### Dates:

Corby	Bristol
	25th-26th January
5th-6th April	
	4th-5th May
20th-21th June	
	26th-27th July
19th-20th September	
	27th-28th October
5th-6th December	

### Fees:

#### £525 – Member

#### £630 – Non-member

Professional  
Sector relevance



## 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.

### DISABILITY EQUALITY DUTY

**Aims:**

This in-house course has been especially developed to help transport, highways and public realm professionals in unitary county and district authorities to understand the provisions of the DDA and what this means for their day-to-day work in policy development through to planning, designing and delivering schemes on the ground.

The course can be run as a standardised training programme or customised to take account of individual local authorities' needs and issues.

**Target audience:**

This course is designed for transport, highways and public realm professions in unitary and district authorities.

**Venue:** To be agreed with the client

**Course duration:** One day

**Dates:** On request

**Fees:** To be agreed with the client

Professional  
Sector relevance



### DESIGN, CONSTRUCTION & MAINTENANCE OF HIGHWAY DRAINAGE SYSTEMS

**Aims:**

This course aims to provide up-to-date information on current practice concerning the 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 is presented by recognised experts in the field, all of whom have extensive experience in the road industry.

**Target audience:**

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

**Venue:** Birmingham

**Course duration:** Two days

**Dates:** On request

**Fees:** £630 – Standard fee  
£610 – CILT/TPS member fee  
£590 – Young Professional fee

Professional  
Sector relevance



## INTRODUCTION TO TRAFFIC & TRANSPORT MODELLING

### Aims:

This popular 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 therefore provides practical knowledge and experience of the principles and techniques of transport modelling, as well as key issues of understanding and interpreting the output from transport models.

### Target audience:

The course is aimed at:

- 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, members of consultancies and all those seeking an introduction to the techniques of traffic and transport modelling
- Transport engineers and planners

<b>Venue:</b>	London
<b>Course duration:</b>	Two days
<b>Dates:</b>	TBC
<b>Fees:</b>	£630 – Standard fee £610 – CILT/TPS member fee £590 – Young Professional fee

Professional  
Sector relevance



## PUBLIC INQUIRIES

### Aims:

PTRC's Public Inquiries course is a must for any practitioner who may need to give evidence as an expert witness on behalf of a local authority, the private sector or promoter of a development. Simulating the real-life speed and pressure of an inquiry environment, the course provides all the key background knowledge and skills support to help delegates formulate and articulate their arguments. The course is equally applicable to those preparing to appear at an inquiry or at an appeal, and will also give core skills to those who will be involved in LDF/policy or roundtable-style hearings.

This event is based around a mock inquiry scenario with a case study concerning a major urban extension. On Day 1, participants will learn about the principal figures involved in an inquiry, the planning and inquiry processes and be introduced to the case study for the mock inquiry. Day 2 will focus on the production of evidence and preparation for cross-examination, and Day 3 will be given over to the mock inquiry itself. Participants will also receive an individual evaluation of their performance after the inquiry from the course supervisor.

This course is offered on an in-house basis and can be broken down according to client requirements.

### Target audience:

This course is designed for all practitioners who may need to give expert witness evidence and those preparing to appear at an inquiry or appeal.

<b>Venue:</b>	To be agreed with the client
<b>Course duration:</b>	One to three days
<b>Dates:</b>	On request
<b>Fees:</b>	To be agreed with the client

Professional  
Sector relevance



### TRAFFIC SURVEYS IN PRACTICE

**Aims:**

On completion of the course, delegates will have an appreciation of:

- Which data collection techniques are appropriate for which projects
- The pros and cons of the different techniques regarding timescales, accuracy, practicalities and costs
- How to get the most from the data collected
- How to plan for a successful survey
- Future developments in data collection

**Target audience:**

This course is aimed at:

- Project managers: critical 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
- Traffic surveyors new to the sector who need an understanding of the range of techniques available, their pros and cons and which data and techniques are appropriate for what project

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<b>Venue:</b>	London
<b>Course duration:</b>	One day
<b>Dates:</b>	July 2011
<b>Fees:</b>	£340 – Standard fee £320 – CILT/TPS member fee £295 – Young Professional fee

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Professional  
Sector relevance



### STAKEHOLDER AND PUBLIC ENGAGEMENT IN THE DEVELOPMENT OF LTP3

**Aims:**

This half-day in-house course introduces delegates to the important role of stakeholder and public engagement in the development of the third round of local transport plans (LTP3).

**Target audience:**

The course is aimed at staff in local authorities who are involved in public participation programmes as part of development of the LTP3, government office staff who are responsible for guiding local authorities through this process and consultants employed to develop the plans.

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<b>Venue:</b>	To be agreed with the client
<b>Course duration:</b>	Half a day
<b>Dates:</b>	On request
<b>Fees:</b>	To be agreed with the client

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Professional  
Sector relevance



## SUCCESSFUL DEVELOPMENT OF THE SMARTER CHOICES AGENDA – A 10-WEEK EVENING COURSE

### Aims:

This new and unique event is aimed at both Smarter Choices practitioners in the public and private sectors and those working close to Smarter Choices colleagues, for example in the areas of local transport and local implementation plans.

PTRC, in association with the Centre for Transport and Psychology (CTP), is introducing an evening course that will provide practitioners with a substantial understanding in how to take forward the Smarter Choices agenda successfully.

### Target audience:

The course is aimed at Smarter Choices practitioners in the public and private sectors and those working close to Smarter Choices colleagues, for example in the areas of local transport and local implementation plans.

<b>Venue:</b>	<b>London</b>
<b>Course duration:</b>	<b>10 weeks</b>
<b>Dates:</b>	<b>September 2011</b>
<b>Fees:</b>	<b>TBC</b>

Professional  
Sector relevance



## INTERNATIONAL MODELLING

### Aims:

The design and implementation of a good modelling system is always a compromise between theoretical considerations, data limitations and resource constraints. The task of the contemporary modeller is to identify the best combination to serve the needs of decision making for the very pressing and complex transport problems of today.

This course will deal with many of the techniques available to build multi-modal transport models, especially for urban areas. It will place emphasis on the task of selecting the right technical tool in each situation and considering the resources at hand. The different modelling requirements for public and private sector projects will also be considered.

### Target audience:

This course is aimed at numerate transport planners and modellers and those with responsibility for supervising, managing and commissioning work undertaken by others. As one of PTRC's international portfolio of courses, it is also aimed at practitioners from countries other than the UK. It will cover international practice and experience, and the teaching style will reflect the needs of non-native English speakers.

<b>Venue:</b>	<b>London</b>
<b>Course duration:</b>	<b>Two to three days</b>
<b>Dates:</b>	<b>Spring 2011</b>
<b>Fees:</b>	<b>TBC</b>

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## INTRODUCTION TO TRAVEL PLANNING

### Aims:

This course is intended to provide an introduction to the principles and practice of travel planning for travel plan coordinators and facility managers who have been given responsibility for their staff travel plan.

### Target audience:

The course is designed for travel planners from both the public and private sectors, including businesses, universities, NHS trusts and local authorities.

<b>Venue:</b>	<b>London</b>
<b>Course duration:</b>	<b>One day</b>
<b>Dates:</b>	<b>TBC</b>
<b>Fees:</b>	<b>£295 – Standard fee £195 – ACT TravelWise member fee</b>

Professional  
Sector relevance



## ACHIEVING BEHAVIOUR CHANGE THROUGH SOCIAL MARKETING

### Aims:

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

### Target audience:

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

<b>Venue:</b>	TBC
<b>Course duration:</b>	One day
<b>Dates:</b>	TBC
<b>Fees:</b>	£295 – Standard fee £195 – ACT TravelWise member fee

Professional  
Sector relevance



## ADVANCED TRAVEL PLANNERS TRAINING

### Aims:

This course aims to introduce delegates to the more complex elements of travel plan delivery. A practical and hands-on programme will explore the detail surrounding monitoring and evaluation, taxation and legal issues and the role of planning in securing effective travel plans.

### Target audience:

This course is aimed at travel planning professionals with at least two years' experience in the field.

<b>Venue:</b>	Milton Keynes
<b>Course duration:</b>	One day
<b>Dates:</b>	TBC
<b>Fees:</b>	£295 – Standard fee £195 – ACT TravelWise member fee

Professional  
Sector relevance



## POTHOLES SUMMIT

### Aims:

This course considers the basics of maintaining sound weatherproof road surfaces in a cost-effective and sustainable way. The content addresses the natural and man-made causes of deterioration of bituminous road surfaces and provides current information and appraisals of maintenance technology for wearing surfaces, to achieve safe and durable road surfaces.

### Target audience:

This seminar is aimed at any practitioner involved with road maintenance issues, including engineers, planners, urban and highway designers, manufacturers and stakeholder groups.

<b>Venue:</b>	London
<b>Course duration:</b>	One day
<b>Dates:</b>	TBC
<b>Fees:</b>	TBC

Professional  
Sector relevance



## Process Management Data

Successful organisations want to be fit for the future with processes that are effective, efficient, productive and timely. They also need staff who are motivated and involved. In order to achieve these aims, organisations need to consider many of the different management and process improvement techniques that are available today.

Process Management Data (PMD) adds a new dimension to the control of end-to-end processes. In most cases, the techniques being considered use actual does-take times to assess and manage processes. Unfortunately, these in-house timings do not provide a true baseline or benchmark for comparing, quantifying or improving processes.

PMD provides the opportunity to use and apply independently assessed should-take times to virtually any process within any business environment.

All the relevant PMD courses can also be delivered at a venue of your choice, including your company's premises. Please contact the Professional Development Department for more information.



### PMD MAPPING AND ANALYSIS

**new**

#### Aims:

This course is an introduction to process mapping and the analysis of the findings. It aims to provide the foundation on to which PMD can then be applied. This is an essential first step towards determining how long processes should take and how they can be improved, and, most importantly, quantifying the savings that can be achieved.

Process improvement and management are now widespread techniques for improving and controlling end-to-end processes. However, in order to apply them effectively, it is necessary to understand how existing processes operate and interact with each other.

This course provides delegates with practical opportunities to analyse and map processes in order to determine what changes and improvements can be made. It also provides them with a basis for the application of PMD, which adds a new dimension to the control of end-to-end processes.

#### Target audience:

This course provides a foundation for people considering, or actually engaged in, the launch of a process improvement or management initiative and is an essential first step towards the application of should-take times.

#### Course content:

- Definition of a process
- Process mapping techniques
- Process analysis
- The uses and application of process maps
- An introduction to the benefits and application of should-take times

**Venue:** Corby and London

**Course duration:** One day

**Dates:** February 2011 - July 2011

**Fees:** £250 – Member  
£355 – Non-member

Professional  
Sector relevance



## PMD LITE

new

### Aims:

This course is a follow-on from the PMD Mapping and Analysis module, but can stand alone if required. It aims to enable those attending the course to quantify quickly and easily objective should-take times for work carried out within administrative areas. The times used provide consistent information to enhance process improvement and management Initiatives.

Should-take times are quickly and easily quantified using PMD Lite within the M4 Management Lite programme. Successful completion of the course will enable delegates to apply the PMD Lite data within their own environment.

### Target audience:

This course provides a significant database of should-take times for those people engaged in the quantification of process improvement or management initiatives within an administrative area e.g. finance, shipping or call centres.

### Course content:

- Should-take times vs does-take times
- Benefits and uses of should-take times
- Verifying should-take times
- Introduction to PMD Lite
- Applying PMD Lite
- An introduction to M4 Lite

**Venue:** Corby and London

**Course duration:** One day

**Dates:** February 2011 - July 2011

**Fees:** £350 – Member  
£455 – Non-member

Professional  
Sector relevance



## PMD ADMIN

new

### Aims:

This course is a follow on from PMD Lite and the PMD Mapping and Analysis modules, but can stand alone if required. It aims to enable those attending the course to quantify should-take times, for work carried out within administrative areas, in a more detailed and analytical fashion.

The application of these detailed times will provide an independent baseline or benchmark for the comparison and quantification of all administrative processes within the work area. Process times can then accurately be quantified using PMD within the M4 Management programme or any other suitable MI package. Successful completion of the course will enable delegates to apply all process management administrative data within their own environment.

### Target audience:

This training provides the skills required by those people engaged in the quantification of process improvements or management initiatives within an administrative area.

### Course content:

- Should-take times vs does-take times
- Benefits and uses of should-take times
- Verifying should-take times
- Introduction to PMD admin
- Applying PMD admin
- An introduction to the M4 management suite

**Venue:** Corby and London

**Course duration:** Three days

**Dates:** February 2011 - July 2011

**Fees:** £750 – Member  
£855 – Non-member

Professional  
Sector relevance



## PMD WAREHOUSING

new

### Aims:

This course is intended as a stand-alone module that covers the full application of specialised PMD within a warehousing environment. It aims to enable those attending the course to quantify and apply the appropriate should-take times to work carried out within operational warehousing areas in a detailed and analytical fashion.

The application of these detailed times will provide an independent baseline or benchmark for the comparison and quantification of operational warehousing processes within the work area. Process times can then accurately be quantified using PMD within the M4 Management programme or any other suitable management information package. Successful completion of the course will enable delegates to apply the appropriate data within their own environment.

### Target audience:

This training provides the skills required by those people engaged in the quantification of process improvements or management initiatives within an operational warehousing environment.

It is expected that those attending this course will be fully conversant with the application of process analysis or have will have attended the PMD Mapping and Analysis module.

### Course content:

- Should-take times vs does-take times
- Benefits and uses of should-take times
- Verifying should-take times
- Introduction to PMD warehousing
- Applying PMD warehousing
- An introduction to M4 Lite and the M4 Management Suite

**Venue:** Corby and London

**Course duration:** Five days

**Dates:** February 2011 - July 2011

**Fees:** £1,300 – Member  
£1,405 – Non-member

Professional  
Sector relevance



## PMD RETAIL

new

### Aims:

This course is intended as a stand-alone module that covers the full application of specialised PMD within a retail environment. It aims to enable those attending the course to quantify and apply the appropriate should-take times to work carried out within operational retail areas in a detailed and analytical fashion.

The application of these detailed times will provide an independent baseline or benchmark for the comparison and quantification of operational retailing processes within the work area. Process times can then accurately be quantified using PMD within the M4 Management programme or any other suitable management information package. Successful completion of the course will enable delegates to apply the appropriate data within their own environment.

### Target audience:

This training provides the skills required by those people engaged in the quantification of process improvements or management initiatives within an operational retail environment.

It is expected that those attending this course will be fully conversant with the application of process analysis or have will have attended the PMD Mapping and Analysis module.

### Course content:

- Should-take times vs does-take times
- Benefits and uses of should-take times
- Verifying should-take times
- Introduction to PMD Retail
- Applying PMD Retail
- An introduction to M4 Lite and the M4 Management Suite

**Venue:** Corby and London

**Course duration:** Five days

**Dates:** February 2011- July 2011

**Fees:** £1,300 – Member  
£1,405 – Non-member

Professional  
Sector relevance

