

The Institute's short courses provide practical knowledge of the most up-to-date tools and techniques in logistics and transport, and are designed to help improve job performance and support individual career development.

The important 'hot topics' of the day, like lean approaches and carbon awareness, are included, as are quality management systems, MRP and process management data. If you are working or intend to work in humanitarian logistics, then there are practical courses to enhance your skills.

For the transport professionals there are courses covering highway design and maintenance, how to be an expert witness or carry out a traffic survey, and the vitally important Certificate of Compliance courses for transport managers and periodic training for professional drivers, which are designed to meet the requirements stipulated by the Department for Transport (DfT).

This is just a snapshot of what's included in this year's directory, so take a look and see what's on offer over the following pages. Whether you are seeking to go lean or green, want to ensure you comply with the latest legislation or want to make your organisation more sustainable, there is a course for you.

Short Courses

The Institute's Short Courses - Frequently Asked Questions

We've covered the most frequently asked questions below, but please contact the Professional Development department (see contact details below) if you have any further queries.

What short courses does CILT offer?

CILT's short courses cover the eight professional sectors: Supply Chain, Transport Planning, Rail, Active Travel and Travel Planning, Bus & Coach, Ports Maritime Waterways, Freight Forwarding and Aviation. This section of the Directory includes courses under the following headings:

- Operations and supply chain management
- Freight transport
- Road transport
- Humanitarian logistics
- Process management data
- Transport/travel planning
- Professional Skills Online
- Open University

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. However, if you are not already a member, you might like to consider becoming an Affiliate member to take advantage of the reduced course fees and a range of other membership benefits designed to keep you up-to-date with the latest news, information and legislation, saving you time and money and supporting your career development.

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 the sector, or have an awareness of the topics covered in the course. It is important to look at the 'Who this course is for' section to make sure the course is the right one for you.

Who is the course tutor?

Your tutor will be a professional practitioner or a trainer with relevant sector experience.

How is the course taught?

The courses are designed to be interactive, with input from experienced tutor-practitioners and a range of activities and exercises to allow participants to experiment in the use of new ideas in a safe learning environment.

Is there any suggested pre-reading?

When you register for the course you will receive details about any necessary preparation and any pre-reading – materials are usually available via The Knowledge Centre.

How do I find out about course dates?

Check the Institute's website for the latest information about course dates or contact the Professional Development team.

Please note that more course dates will be added to the schedule. Please visit the CILT website: www.ciltuk.org.uk for the latest information.

What is the format for face-to-face training?

Courses will usually begin at 9.30am, with refreshments available on arrival and at morning and afternoon breaks, and a buffet lunch will also be provided. The regular breaks during the day provide an opportunity to network with other delegates and your course tutor.

Does the Institute offer any distance learning options?

Although many of the courses listed are classroom based, the courses offered by Open University and Professional Skills Online have been designed to be studied by distance learning, giving you the flexibility to study when and where you want.

Will the course count towards my CPD?

Yes. The Institute's short courses contribute to CPD.

Will I get a certificate?

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

How many people will be on my course?

We usually work with groups of no more than 12 delegates.

Where will my course be held?

CILT and IOM use a range of training venues including our office in Corby and other locations around the UK. In-company training can be held on company premises or another suitable venue of your choice.

How do I get there?

Prior to the course you will receive a location map and directions to the venue for travel by car or public transport.

Will accommodation be provided?

The course fee does not include overnight accommodation but we have secured excellent rates for our course delegates at a number of nearby hotels and information will be included with your booking confirmation.

What is the dress code?

We want participants to be comfortable, so please wear smart, casual clothing.

How do I reserve a place?

Please contact the Professional Development team by email: pd@ciltuk.org.uk or by telephone: 01536 740166.

What is the cancellation policy?

All cancellations, transfers and substitutes should be confirmed in writing before the event.

Two to eight weeks before the first day of the event: 25% of the fee remains due, to cover administration costs. During this period a booking may be transferred once, free of charge, to another similar event within the following 12 months.

Two weeks before the first day of the event or if the participant fails to attend, the full fee remains due. Transfer of booking to another event is not possible at this stage but substitution of a course delegate can be made free of charge.

In-company and Bespoke Training

The Institute offers in-company and bespoke training solutions across all the Professional Sectors, covering all areas of transport, logistics, operations management and supply chain management.

In-company training

We are able to offer the in-company delivery of any of the short courses included in this section of the Directory, which can be tailored, if required, to meet your organisational needs. Courses are available across the following areas of specialism:

- Operations and supply chain management
- Process management data
- Humanitarian logistics
- Road transport
- Transport/travel planning
- Professional skills

Specific topics available for in-company delivery include:

- Digital tachograph
- Defect reporting
- Operator licence management
- Transport supervisor development
- Specialist Local Authority training

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

Bespoke training

We can work with you to develop other relevant development programmes, such as a one-day course or a series of courses, a specialist award or professional development pathway.

Developing Your Bespoke Programme

The starting point for any bespoke programme is to find out more about your organisation, its corporate strategy and objectives and how training can be designed to support achievement of those objectives.

We adopt a stepped approach to developing a bespoke programme.



Step one: Consult and advise

We work with you to get a better understanding of your objectives for investing in training for your team; for example, do you want to have an impact on knowledge, change behaviour or change the skill set of a group of employees? Or, do you want your team to gain new knowledge and/or skills? Listening to you and understanding the drivers for your business is the key to putting together a package to deliver the required learning outcomes.

Step two: Scope and develop

Based on these initial conversations we develop a learning and development programme to deliver the desired learning outcomes.

Step three: Review and finalise

The next stage is to review the outline programme with you to ensure it meets your requirements and then the content is finalised and timeframes for delivery agreed.

Step four: Deliver

The learning programme is delivered at a time and place in line with your organisational needs.

Step five: Feedback and evaluate

Finally, we help you to evaluate the impact of the training, and use the feedback to inform future development plans. Ideally we measure impact back in the workplace after the course to ensure a return on investment.

Developing Your Bespoke Programme

Return on Investment

In these tough economic conditions it is important that you get value out of any training investment and with a bespoke programme we can help you to get the best out of your team and improve the organisation's performance in an efficient and cost-effective way. We are keen to make the training work for you, so it can be delivered at your offices or an external venue of your choice.

Accreditation of In-company Schemes

In addition, CILT can also accredit in-company development schemes, and this is covered in more detail in the Continuing Professional Development section of this Directory.

Why Choose CILT?

Our courses are based on latest thinking from the across the Professional Sectors, and our team of trainers and facilitators is selected from amongst our senior membership. The result is practical courses, delivered by practitioners who combine current experience with the latest learning techniques.

Next steps

To learn more about how CILT can help you to improve performance in your organisation, please contact the Professional Development team to arrange your free consultation.

Contact details:

Email: pd@ciltuk.org.uk
Telephone: 01536 740166

“



When Wincanton wanted to deliver bespoke training for managers in the field of stock and systems, we found we had the content, but needed support in the construction and delivery of a professional and effective training package. CILT worked closely with us to provide the expertise, know-how and resources to produce a fantastic programme that adds real value to our business and our clients' operations. In providing a top-notch trainer to deliver the material, our colleagues CILT have assisted yet further and the partnership approach with Wincanton is still going from strength to strength.

Martin Sealy
Business Unit Director – Manufacturing
Wincanton

”

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, operations management should be at the heart of every organisation and key to its very existence.

Well-trained operations and supply chain managers make the difference. They are fundamental to boosting productivity, raising quality standards and improving efficiency throughout the business.

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.

The short courses presented over the next few pages cover inventory management; manufacturing resource planning; lean supply chains; quality management; business process improvement; warehouse management and air transport plus a half-day session designed to develop an awareness and understanding of the supply chain delivered in a fast and frenetic game format to simulate real life supply chains.

Please note that all of these courses can also be tailored for in-company delivery. For more detailed information, please refer to the section on *Bespoke and In-company Training*.

Please contact the Professional Development team by email: pd@ciltuk.org.uk or by telephone on **01536 740166**.

BUSINESS PROCESS IMPROVEMENT

Understanding the fundamentals

Overview:

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.

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 (Rethink, Reconfigure, Reassign, Resequence, Relocate, Retool and Reduce)

Learning outcomes:

Participants will be equipped to define business processes, including process mapping and documentation techniques.

Benefits:

This is a practical course, offering an understanding of business process improvement and providing a range of ready-to-use tools and techniques to apply back in the workplace.

Who this course is for:

This course is designed to provide a foundation in business process improvement for people considering or actually engaged in the launch of a process improvement initiative.

Venue:	Corby
Course duration:	Two days
Dates:	January 2012
Fees:	£450 – Member £550 – Non-member

Professional
Sector relevance



Operations and Supply Chain Management

CARBON AWARENESS TRAINING

What you need to know about greenhouse gases and carbon accounting

Overview:

This course is designed to provide an understanding of the impact of the different greenhouse gases on the atmosphere, existing and future legislation and its particular relevance to the logistics and transport sectors.

Course content:

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

The course will include interactive sessions, group discussions and a workshop.

Learning outcomes:

Participants will have a better understanding of greenhouse gases and will also learn how to calculate a carbon footprint through a series of practical exercises. They will have information on the latest legislation and its potential impact on their organisation.

Benefits:

Participants will learn how to help their companies meet new legislative requirements and how to be at the forefront of carbon accounting.

Who this course is for:

Anyone who needs to understand the current legislation relating to greenhouse gases and how a carbon footprint is calculated.

Venue:	Corby
Course duration:	One day
Dates:	January 2012 April 2012 September 2012
Fees:	£145 – Member £258 – Non-member

Professional
Sector relevance



DEMAND PLANNING AND DEMAND MANAGEMENT FOR IMPROVED BUSINESS PERFORMANCE

Aligning demand planning and forecasting for supply chain success

Overview:

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.

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 plan to meet the objectives.

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

Learning outcomes:

Participants will gain a better understanding of the traditional planning loop and how to improve the demand planning process. In addition, they will learn how to measure performance and some techniques to ensure objectives are met.

Benefits:

The course will equip participants with a range of demand planning techniques that can be readily applied back in the workplace for positive, immediate results.

Who this course is for:

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.

Venue:	Corby
Course duration:	Two days
Dates:	March 2012
Fees:	£450 – Member £550 – Non-member

Professional
Sector relevance



Operations and Supply Chain Management

EFFECTIVE MANUFACTURING

Organisation of manufacturing for best results

Overview:

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

Course content:

- 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

Learning outcomes:

This comprehensive two-day course gives participants a good grounding in the principles and practices of managing manufacturing operations efficiently and effectively.

Benefits:

Participants will be able to apply what they have learned to ensure successful MRP and lean operations.

Who this course is for:

The course is designed for those with responsibility for efficient operations, such as, production managers, production controllers, materials schedulers and master planners.

Venue: Corby

Course duration: Two days

Dates: January 2012
September 2012

Fees: £450 – Member
£550 – Non-member

Professional
Sector relevance



Operations and Supply Chain Management

INVENTORY CONTROL TECHNIQUES

Managing stock for improved customer service

Overview

This course focuses on stock control for bought-in items, finished goods and general stores stock control. It will demonstrate how to reduce inventory investment and how to assess and react to changing customer requirements to deliver the best customer service. In addition, it will show how to integrate the inventory effectively into the supply chain, maximising control without increasing the workload.

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

Learning outcomes:

Participants will be equipped with a range of stock control techniques, focused on how to achieve optimum stock levels for customer service.

Benefits:

The practical knowledge delivered in this two-day programme will help participants to improve their inventory control and customer service levels.

Who this course is for:

This course is designed for stock controllers, inventory managers and materials schedulers and others with responsibility for managing stock.

Venue: Corby

Course duration: Two days

Dates: January 2012
September 2012

Fees: £450 – Member
£550 – Non-member

Professional
Sector relevance



Operations and Supply Chain Management

THE LEAN APPROACH TO SERVICE INDUSTRY BUSINESS

The benefits of going lean in the service industry

Overview:

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.

Course content:

- 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

Learning outcomes:

Delegates on this course will develop their knowledge and understanding of the benefits of lean across their organisational structure.

Benefits:

Equipped with the latest thinking, tools and advice on how to avoid common pitfalls; participants will be able to deliver real, tangible organisational improvements.

Who this course is for:

This course is designed for senior and middle managers.

Venue: Corby

Course duration: One day

Dates: April 2012

Fees: £300 – Member
£400 – Non-member

Professional
Sector relevance



LEAN SUPPLY CHAIN

An introduction to using lean principles

Overview:

This course serves as a detailed introduction to the value of using the principles of lean in the supply chain. 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.

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

Learning outcomes:

Participants will gain fluency in the language and principles of the lean supply chain from inventory management and supplier relationship through manufacturing and warehousing to managing the links with customers.

Benefits:

Participants will benefit by gaining an understanding of what businesses should commit to if they are looking to implement lean processes in a real and valuable way.

Who this course is for:

This course is designed for senior and middle managers.

Venue: Corby

Course duration: Three days

Dates: April 2012

Fees: £700 – Member
£800 – Non-member

Professional
Sector relevance



Operations and Supply Chain Management

MANUFACTURING RESOURCE PLANNING (MRP II) OVERVIEW

Introduction to implementing MRP II to maximise business success

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.

This course provides the level of knowledge required for attendance on the more detailed two-day course, Manufacturing Resource Planning (MRP II) – (*see next entry*).

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

Learning outcomes:

Delegates will gain a fundamental knowledge of the principles and concepts of MRP and MRP II and supports delegates to progress to the subsequent more in-depth course.

Benefits:

This fundamental knowledge will enable delegates to make informed decisions about selecting and implementing new systems. It will also support those working on ERP/supply chain implementation teams to gain a broader view of business operations, planning and execution.

Who this course is for:

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
Course duration:	One day
Dates:	October 2011 March 2012 October 2012
Fees:	£300 – Member £400 – Non-member

Professional
Sector relevance



Operations and Supply Chain Management

MANUFACTURING RESOURCE PLANNING (MRP II)

Intensive MRP II to manage business success

Overview:

An intensive two-day course to build on the knowledge gained from the one-day overview. Many organisations use output from supply chain/ERP systems but how these outputs were arrived at is not always clearly understood. Over the two days, each of the elements of MRP II is covered in detail.

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

Learning outcomes:

This course will aid understanding, while at the same time showing, at a simple mathematical level, how the calculations of MPS, MRP II, CRP and more are performed by the software.

Benefits:

Those working with ERP/supply chain systems will build their knowledge of what changes need to be made to ensure that the system works more effectively for them, enabling them to execute their responsibilities more efficiently.

Who this course is for:

The course is intended for those who work with ERP/supply chain systems and its outputs. Participants 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 by attending the MRP II Overview course (*see previous entry*).

Venue: Corby

Course duration: Two days

Dates: October 2011
March 2012
October 2012

Fees: £450 – Member
£550 – Non-member

Professional
Sector relevance



Operations and Supply Chain Management

MASTER PLANNING

A best practice approach to master planning

Overview:

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 inter-departmental politics, resolving the natural conflicts that may exist between the objectives of the departments involved.

Course content:

- 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

Learning outcomes:

The course will help the participants to develop or be more aware of the processes to create sales and operations plans, resource plans, master schedules and the final assembly schedule, using the demand coming in from the marketplace.

Benefits:

Participants will leave the course with a clear picture of how to complete a successful master plan.

Who this course is for:

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

Venue:	Corby
Course duration:	Three days
Dates:	February 2012 May 2012
Fees:	£700 – Member £800 – Non-member

Professional
Sector relevance



MATERIAL AND CAPACITY REQUIREMENTS PLANNING

MRP and CRP for improved customer service

Overview:

Material requirements planning (MRP) and capacity requirements planning (CRP) provide the detailed planning of materials and capacity within an integrated business system.

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

Learning outcomes:

Over the three-day course, participants will gain an understanding of the concepts and principles of MRP and CRP techniques and how to apply them.

Benefits:

Organisations will benefit from the effective and considered implementation of MRP and CRP, which can dramatically improve customer service, while simultaneously reducing stock levels, and helping to improve manufacturing productivity through better planning.

Who this course is for:

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

Venue:	Corby
Course duration:	Three days
Dates:	July 2012
Fees:	£700 – Member £800 – Non-member

Professional
Sector relevance



Operations and Supply Chain Management

REMOVING AND AVOIDING EXCESS AND OBSOLETE INVENTORY

Improving profitability through inventory performance

Overview:

Excess and obsolete inventory is costing the typical business 15–25% a year of its original value, which can create a major problem for the company balance sheet. Unusable inventory distorts the inventory turn and is a major cause of loss of profitability.

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 and 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

Learning outcomes:

Participants will learn how to remove excess and obsolete inventory at minimal write-off cost and, importantly, how to avoid the recurrence of the problem.

Benefits:

Participants will be able to deal with the problem of excess and obsolete inventory in a structured and long-term way so contributing to the overall improvement in effectiveness of the company's operations.

Who this course is for:

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

Venue: Corby

Course duration: One day

Dates: October 2011
October 2012

Fees: £300 – Member
£400 – Non-member

Professional
Sector relevance



Operations and Supply Chain Management

S&OP

Tips and techniques for integrated business planning

Overview:

Sales and operation planning (S&OP) is one of the hottest areas for supply chain improvement right now. S&OP is at the heart of balancing supply and demand, and aligns the company around a common financial, demand and supply plan.

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.

Course content:

- What is S&OP?
- Who is involved in the process?
- Where does S&OP fit into MRP II?
- How S&OP 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 to the process?
- Implementing the process

Learning outcomes:

Participants will learn how to secure senior management commitment to the S&OP process. They will also gain a better understanding of how to manage the relationships between sales and marketing groups on the demand side, and the manufacturing and other operational departments on the supply side.

Benefits:

Implementing strong S&OP processes can lead to more effective planning and greater achievement of operational plans.

Who this course is for:

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.

Venue:	Corby
Course duration:	Two days
Dates:	October 2011 October 2012
Fees:	£450 – Member £550 – Non-member

Professional
Sector relevance



Operations and Supply Chain Management

THE SUPPLY CHAIN AWARENESS GAME

An interactive game providing an insight into classic supply chain behaviour

Overview:

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.

Course content:

- The importance of effective internal and external communication
- The role of team working and understanding other people's positions and roles
- Simulation of classic supply chain behaviour
- Identifying the issues that can prevent integration and co-ordination in supply chains

Learning outcomes:

The game provides delegates with an understanding of supply chain management.

Benefits:

The game will help players to develop an insight into issues that can prevent integration and co-ordination in supply chains. They will be able to use this knowledge to support continuous improvement and change management in their own organisation.

Who this course is for:

The game is an ideal training tool for staff at all levels and can be tailored to meet individual company requirements.

Venue:	In-company
Course duration:	Half day
Dates:	Flexible, to be agreed with client
Fees:	To be agreed with client

Professional
Sector relevance



The Supply Chain Awareness Game is a mini, concentrated, end-to-end supply chain game. This makes visible all the issues to the whole team participating. It is also flexible – so you can adapt the operation to demonstrate particular issues you might be facing, reduced lead-times/stock levels, etc. A plus point of the game is that it highlights group dynamics and communications. This is reason enough to run it.

Sophie Damoglou
Planning and Purchasing Supervisor,
Neopost



Operations and Supply Chain Management

TOTAL QUALITY MANAGEMENT AND CONTINUOUS IMPROVEMENT

Tools and techniques for sustainable business improvement

A suite of three linked one-day modules designed to be attended as a series or as individual days.

Module 1: Essentials of Business Improvement

Overview:

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

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

Learning outcomes:

Participants will learn what quality is and how it is measured, and receive useful background information about the concepts of quality management and how the five essential steps can be implemented to best effect.

Benefits:

A useful overview of the essentials of business improvement, which can inform quality management approaches in the workplace.

Module 2: How to Drive Improvement

Overview:

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

Course content:

- How to use well-proven business excellence models, such as the EFQM Excellence Model (European Foundation for Quality Management), Baldrige (Performance Excellence Program), ABCD (The Oliver Wight ABCD Checklist for Operational Excellence)
- 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

Learning outcomes:

Participants will learn about the range of different business excellence models and their application and applicability.

Benefits:

A better understanding of the business excellence models will help participants to introduce TQM to their organisations, setting appropriate targets and techniques for monitoring improvements in the workplace.

Module 3: How to Use Tools to Deliver and Sustain Improvement

Overview:

This module will provide an understanding of appropriate improvement tools and demonstrate how these can be used in a systematic way to identify improvement opportunities.

Course content:

- Process mapping
- Cause and effect analysis
- Pareto analysis
- Failure Management and Effects Analysis (FMEA)
- Lean enterprise tools
- Statistical process control (SPC) and Six Sigma
- Standard operating procedures
- Integrating workshop

Learning outcomes:

Participants will learn about the business improvement tools and how to use them.

Benefits:

With the knowledge and skills acquired by attending this course, participants will be able to deliver sustainable performance improvements in the workplace.

Who these courses are for:

These three separate, but linked, one-day courses are designed for junior, middle and senior managers working in all areas of business.

Venue:	Corby
Course duration:	One day per module
Dates:	November 2011 November 2012
Fees:	£300 per day or £700 for full Three-day programme - Member £400 per day or £800 for full Three-day programme - Non-member

Professional
Sector relevance



Operations and Supply Chain Management

WAREHOUSE MANAGEMENT

How effective warehouse management can deliver increased profitability

Overview:

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.

Course content:

- Picking methodology
- Warehouse technology
- Performance measurement
- Health and safety and current legislation
- Key performance indicators

Learning outcomes:

Course participants will learn the key management issues of getting the product to the customer on time, in full, to the right place, in the right condition, with the right paperwork and at the right cost. They will also learn how to adhere to the five basic tenets of warehouse management: accuracy, efficiency, safety, security and cleanliness.

Benefits:

Implementing efficient and effective management systems and harnessing new technology as appropriate can help the warehouse operations contribute to the organisation's overall increased profitability.

Who this course is for:

Junior and middle management requiring a greater insight into the role of the warehouse in today's supply chain or senior managers seeking a more detailed understanding of warehousing.

Venue:	Corby
Course duration:	Two days
Dates:	November 2011 January 2012 May 2012
Fees:	£450 – Member £558 – Non-member

Professional
Sector relevance



Freight Transport

FREIGHT TRANSPORT COURSES FROM BIFA

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.

One-day courses, unless otherwise specified.

Course content:

AIR CARGO SECURITY

- Level A - General Awareness (half-day)
- Level B - Drivers (half-day)
- Level D - Handling & Preparation of Air Cargo
- Level E - Screening of Air Cargo (two days, second day finishes at 14.30)
- Level F - Security Supervisor (two days)
- Level G - Security Manager (three days, second day finishes at 12.30)
- Levels D & E - Air Cargo Security Refresher (half-day)
- Levels F & G - Air Cargo Security Refresher (half-day)
- NXCT - National X-ray Competency Test for Cargo Screeners (test - half-day)

CARRIAGE OF DANGEROUS GOODS

- Dangerous Goods by Air (also by Road) (three days)
- Dangerous Goods by Air (also by Road) - Revalidation (two days)
- Dangerous Goods by Sea (two days)
- Radioactive Materials by Air (two days)
- Radioactive Materials by Air - Revalidation
- Dangerous Goods Safety Advisor (five days)
- Infectious Substances by Air
- Multimodal Dangerous Goods Awareness

FREIGHT FORWARDING and INTERNATIONAL TRADE

- Exports for Beginners
- Imports for Beginners
- Introduction to Air Cargo (five days)
- Introduction to Documentary Letters of Credit
- Sea Freight - the Basics
- BTEC Intermediate Award in Multimodal International Freight Procedures (five days)
- Multimodal International Freight Procedures - Level 2 (two days)

CUSTOMS PROCEDURES

- Customs Procedures for Export Cargo
- Customs Procedures for Import Cargo
- BTEC Intermediate Award in Customs Export and Import Procedures (five days)
- Diploma in Customs Management (two days - follow-on to Intermediate Award)
- BTEC Intermediate Award in Customs Important Entry and Procedures (five days)

HEALTH & SAFETY

- Emergency First Aid
- First Aid at Work (three days)
- Health & Safety Overview for Freight Industry Supervisors/Managers

Learning outcomes:

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.

Benefits:

All training is delivered by experienced freight industry personnel and is accredited by bodies such as the UK Civil Aviation Authority, The DfT and BTEC (the Business and Technology Education Council). These practical courses are designed to contribute directly to the success of process improvement initiatives.

Who these courses are for:

These courses provide the foundation for people considering or already engaged in the launch of a process improvement initiative.

Full details of these courses, including how to book, course fees and information about other BIFA courses, can be found at

www.bifa.org

Professional
Sector relevance



BRITISH INTERNATIONAL
FREIGHT ASSOCIATION

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 supervisors, transport managers or operations managers of tomorrow, and invest in their development.

Compliance-based courses – CPC and DCPC

We offer compliance-based courses designed to meet the requirements 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 provide support in gaining approval from the relevant authorities. The majority of the public courses can also be delivered at your company premises.

IMPORTANT NOTE: legislative changes effective from December 2011 mean that the requirements and format of the CPC (operator) will change. More details are provided later in this section. The existing legislation remains applicable until December 2011.



CILT(UK) 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

I can only applaud the in-depth knowledge of our trainer for the week who kept all of us on our toes and made learning a pleasure. The Corby facilities were spot on. We were all impressed with the standard of catering and the willingness of all HQ staff to help when it was needed. I would have no hesitation in using CILT again for our CPC training needs.



Gary Nolan
Managing Director
Stagecoach East Midlands

I would like to thank CILT and Jeff Marsh for an extremely well-presented and thought-out course, proving both beneficial and highly informative. The course made some very difficult subjects easier to understand regardless of which part of logistics or transport you work within. I would highly recommend this course to my colleagues.



Chérie Matharu
Supervisor Logistics
Development/Operations - Outbound
Volvo Logistics Volvo Group UK Ltd



The training at the CILT training centre was a great improvement on 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 information. 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



Road Transport

CERTIFICATE OF PROFESSIONAL COMPETENCE - TRANSPORT MANAGER FREIGHT AND PASSENGER OPERATIONS - NATIONAL AND INTERNATIONAL (valid to December 2011)

Overview:

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.

Course content:

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

Venue: Corby

Course duration: **National:**
Five-day tuition
One-day case study workshop
One-day exam
International:
Three-day 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 (depending 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 on: pd@ciltuk.org.uk or telephone: 01536 740166.

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

International Passenger Transport (two-day course)

£395 – Member
£500 – Non-member

CILT training deliverers are 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.

Learning outcomes:

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.

Benefits:

Everyone involved in road transport that operates vehicles for hire and reward must demonstrate evidence of professional competence. This Operator CPC qualification confirms that the holder has the relevant knowledge and skills to carry out his or her duties and is in compliance with the latest EC regulations.

Who this course is for:

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.

Course dates:

Courses are held for National Passenger Transport (NPT), International Passenger Transport (IPT), National Road Haulage (NRH) and International Road Haulage (IRH). See table below for dates for courses in the latter part of 2011, which all be held in Corby.

Please note that these courses are also available on an in-company basis.

	Course	Case Study Workshop	Exam
NPT	7th–11th Nov 2011	30th Nov 2011	2nd Dec 2011
NRH	14th–18th Nov 2011	1st Dec 2011	2nd Dec 2011
IRH	28th–30th Nov 2011	N/A	2nd Dec 2011
IPT	3rd–4th Nov 2011	N/A	2nd Dec 2011

Professional
Sector relevance



Road Transport

CPC REFRESHER

How up to date are you and your staff?

Overview:

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.

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 for effective and compliant transport operations
- Raise awareness of best practice control mechanisms in the safeguarding of the Operator's Licence

Learning outcomes:

Participants will learn about the latest legislation and refresh their knowledge of the CPC requirements and how to manage their fleet.

Benefits:

The programme is structured to enable all participants to take an active role and apply their own operational concerns or issues, ensuring maximum value and applicability to the individual's workplace. A certificate of attendance is awarded to delegates on successful completion of the programme.

Who this course is for:

Transport managers, transport office staff (traffic schedulers/ clerks) and supervisory staff, consultants, senior or lead drivers and owner-drivers.

Local Authority operations

CILT has developed a tailored one-day CPC refresher programme to meet the specific needs of Local Authority operations, whether for freight or passenger CPC. For more information about the programmes, please contact the Professional Development department on: pd@ciltuk.org.uk or telephone: **01536 740166**.

Venue:	In-company
Course duration:	Two days
Dates:	Flexible, to be agreed with client
Fees:	To be agreed with client

Professional
Sector relevance



From December 2011

New legislation is effective from December 2011, which means that the International and National Certificate of Professional Competence (CPC) will merge. After the December 2011 examination session, all candidates who take the CPC will be examined in relation to both International and National content.

The Department for Transport (DfT) has stipulated that candidates who have only partially achieved a National CPC by December 2011 (for example, have achieved units 1 and 2, but not 4 or 1 and 5 but not 3) will not be able to carry forward those achievements to the new qualifications, but will need to complete it in full.

CILT will be offering the new format courses in 2012, with examination days being held in March and June. Further information will be made available via the CILT website: www.ciltuk.org.uk or contact the Professional Development department on: pd@ciltuk.org.uk or telephone: 01536 740166.

Road Transport

CILT(UK) CERTIFICATE OF COMPLIANCE

Understanding Operator CPC and best practice

Overview:

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.

Course content:

- 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

Learning outcomes:

Participants will gain an understanding of the requirements of the Operator's Licence with a focus on legislative requirements and guidance on best practice.

Benefits:

The course can be tailored to best-fit the operational requirements of specific sectors, such as local authorities, waste operators or utilities and delivered onsite or at an offsite venue. Ideally, programmes should have no more than 15 delegates.

Who this course is for:

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 on to the CPC programme.

Venue:	In-company
Course duration:	One day
Dates:	Flexible, to be agreed with client
Fees:	To be agreed with client

Professional
Sector relevance



Road Transport

DRIVER CPC – PERIODIC TRAINING (DCPC)

Professional driver qualification

Overview

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 requires them to undertake a total of 35 hours of approved training over a five-year period and every subsequent five years thereafter

Course content:

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 (more information below)
- Programme approval support
- Train the trainer programme

Learning outcomes:

The seven-hour programmes are 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. The programmes available are:

- Safe and Compliant Driver
- Accomplished Driver

Benefits:

This qualification is a legal requirement for all vocational drivers. It is anticipated that both driver and the operator will benefit from the programme, with the driver having a full appreciation of his or her role and how this fits with requirements of the Operator's Licence.

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

Who this course is for:

LGV and new PCV drivers as part of their vocational licence acquisition.

Training Needs Analysis (TNA)

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

Venue:	In-company
Course duration:	One day
Dates:	Flexible, to be agreed with client
Fees:	To be agreed with client

Professional
Sector relevance



Road Transport

TRAIN THE TRAINER

Supporting the delivery of in-house DCPC

Overview:

This course comprises a two-day programme that covers in detail elements of developing and delivering a training course for the Driver CPC.

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

Learning outcomes:

The generic programme offers an excellent grounding for novice trainers and a refresher for the more experienced trainer. It has been compiled to meet the trainer competence requirements of the Directive.

Benefits:

This course will enable participants to deliver DCPC in-house and will also support other training delivery. Support is also offered, where required, to secure programme and/or centre approval.

Who this course is for:

This course is aimed at transport supervisors, managers, lead drivers and trainers who intend to provide their own in-house DCPC training.

Venue:	In-company
Course duration:	Two days
Dates:	Flexible, to be agreed with client
Fees:	To be agreed with client

Professional
Sector relevance



Road Transport

DANGEROUS GOODS SAFETY ADVISOR (DGSA)

Dangerous Goods by Road

Overview:

The DfT is the competent authority with regard to the movement of dangerous goods (HSE also has responsibility for certain aspects) in the UK and the 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 the European Agreement concerning the International Carriage of Dangerous Goods by Road and by Rail (ADR/RID). 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 DGSA's.

Course content:

This is an intensive week-long course covering transport units, marking and placarding, documentation, compliance thresholds, filing, stowage, loading and segregations, cleaning or decontamination, operational procedures, emergency response requirements, environmental protection, and legal framework.

There is an examination element to this course, which is split into three examinations each covering a specific subject area:

- Core
- All Classes
- Road Module

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.

Learning outcomes:

Participants will be equipped to perform the duties of the DGSA:

- Monitoring compliance with rules governing transport of dangerous goods
- Advising their business on the transport of dangerous goods
- Preparing an annual report to management on the business's activities in the transport of dangerous goods
- Monitoring procedures and safety measures
- Investigating and compiling reports on any accidents or emergencies
- Advising on the potential security aspects of transport

Benefits:

It is a legal requirement that every DGSA holds this qualification, which has to be revalidated every five years. There are no 'grandfather rights'.

Who this course is for:

This course is aimed at those involved in the storage, handling and transportation by road of dangerous goods above designated load thresholds. It is available at our Corby office or can be delivered in-company.

Dangerous goods by rail, inland waterway, sea and air can be offered on request subject to demand or can be delivered in-company.

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. To support this, CILT 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.

Venue: Corby

Course duration: Five days

Dates:

	Corby
Course	31st Oct-4th Nov 2011
Revision	7th Dec 2011
Exam date – 8th Dec 2011	
Course	30th Jan-3rd Feb 2012
Revision	7th March 2012
Exam date – 8th Mar 2012	
Course	11th-15th June 2012
Revision	20th June 2012
Exam date – 21st June 2012	
Course	10th-14th Sep 2012
Revision	19th Sep 2012
Exam date – 20th Sep 2012	
Course	29th Oct-2nd Nov 2012
Revision	5th Dec 2012
Exam date – 6th Dec 2012	

Fees:

Public programme fees (excluding examination fees and books)
£875 – Member
£1,375 – Member residential
£980 – Non-member
£1,480 – Non-member residential
 Examination fees are **£285** and are in addition to the above fees. Entrance for the exam can be arranged at one of the SQA approved examination centres through CILT. Contact the Professional Development department for further information. on: pd@ciltuk.org.uk or telephone: **01536 740166**.

Professional
Sector relevance



Humanitarian Logistics

CILT has developed a number of bespoke field-based, specialist training courses for humanitarian non-governmental organisations (NGOs) and charities. These short courses include specialist Field Warehousing and Inventory Management, Medical Supply Chain Management and an accompanying Train the Trainer course that supports local capability building.

The courses are designed in close consultation with the client and aim to encourage the sharing of best practice and experience in the field of logistics and supply chain management 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.

In addition to this work, the CILT/HELP Forum has built a close relationship with RedR, which specialises in training for the charity sector. We have developed this already positive relationship to work jointly on the development of training and to serve the logistics needs of the humanitarian community.

For more information about these short courses, please contact the Professional Development department by email: pd@ciltuk.org.uk or telephone: 01536 740166.

About RedR UK

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.

Website: www.redr.org.uk

Background to the courses

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.

The following course is offered by RedR and endorsed by CILT:

FIELD LOGISTICS IN EMERGENCIES

An overview of logistics systems in a humanitarian context

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
- Physical security

This course has been approved by CILT and is credit-rated by Oxford Brookes University. On successful completion of the course and a post-course assignment, participants will gain 10 Masters level credits.

Further information is available on the RedR website: www.redr.org.uk

Professional
Sector relevance



redruk
people and skills for disaster relief

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. The techniques being offered use actual 'does-take' times developed over many years to assess and manage processes. In-house timings do not necessarily 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 processes within any business environment.

All the PMD courses can be delivered at a venue of your choice, including your company's premises, subject to a minimum of three or four participants, depending on the course.

Course dates:

The public courses in Corby and London are available during the first week of any calendar month and, on request, for the in-company option.

Please contact the Professional Development department for more information by email: pd@ciltuk.org.uk or telephone: **01536 740166**.

PMD MAPPING AND ANALYSIS

An introduction to process mapping

Overview:

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 is an introduction to process mapping and the analysis of the findings. It aims to provide the foundation for using PMD.

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

Learning outcomes:

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.

Benefits:

This is an essential first step towards determining how long processes should take and how they can be improved, and, importantly, quantifying the savings that can be achieved.

Who this course is for:

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.

Venue:	Corby and London
Course duration:	One day
Dates:	See above
Fees:	£300 – Member £408 – Non-member

Professional
Sector relevance



Process Management Data

PMD OFFICE LITE

Quantifying should-take times for process improvement

Overview:

This course follows on from the PMD Mapping and Analysis module, but it can stand alone if required. Participants are supported in the use of PMD Lite and introduced to M4 Lite.

Course content:

- Should-take times versus 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 software programme

Learning outcomes:

It aims to enable participants to quantify quickly and easily objective should-take times for work carried out within office areas using PMD Lite within the M4 Lite software programme.

Benefits:

Successful completion of the course will enable delegates to apply the PMD Lite data within their own environment. The course provides a significant database of should-take times, which provide consistent information to enhance process improvement and management initiatives.

Who this course is for:

This course is aimed at those people engaged in the quantification of process improvement or management initiatives working within administrative and clerical areas.

Venue:	Corby and London
Course duration:	One day
Dates:	See page 42
Fees:	£375 – Member £483 – Non-member

Professional
Sector relevance



PMD OFFICE

Setting benchmarks for process improvements

Overview:

This course follows on from the PMD Mapping and Analysis and PMD Office Lite modules, but it can stand alone if required.

Course content:

- Should-take times versus 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 system and software

Learning outcomes:

Successful completion of the course will enable participants to apply all process management administrative data within their own operational environment and undertake detailed analysis.

Benefits:

Successful completion of the course will enable participants to apply the appropriate data in their own environment. 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 be accurately quantified using PMD within the M4 Management programme or any other suitable management information package.

Who this course is for:

This course is designed to deliver skills required by people engaged, or likely to be engaged, in the quantification of process improvements or management initiatives within administrative and clerical areas.

Venue:	Corby and London
Course duration:	Five days
Dates:	See page 42
Fees:	£1,350 – Member £1,458 – Non-member

Professional
Sector relevance



Process Management Data

PMD WAREHOUSING

Setting benchmarks to improve warehouse operations

Overview:

This course is intended as a standalone module that covers the full application of specialised PMD within a warehousing environment. It is expected that participants will be fully conversant with the application of process analysis or have attended the PMD Mapping and Analysis module.

Course content:

- Should-take times versus 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 System software

Learning outcomes:

This course aims to enable participants to quantify and apply the appropriate should-take times to work carried out within operational warehousing areas in a detailed and analytical fashion.

Benefits:

Successful completion of the course will enable participants to apply the appropriate data in their own environment. 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 be accurately quantified using PMD within the M4 Management programme or any other suitable management information package.

Who this course is for:

This course is designed to deliver the skills required by people engaged, or likely to be engaged, in the quantification of process improvements or management initiatives within an operational warehousing environment.

Venue: Corby and London

Course duration: Five days

Dates: See page 42

Fees: £1,350 – Member
£1,458 – Non-member

Professional
Sector relevance



PMD RETAIL

Setting benchmarks for process improvements in retail

Overview:

This course is intended as a standalone module that covers the full application of specialised PMD within a retail environment. It is expected that participants will be fully conversant with the application of process analysis or have attended the PMD Mapping and Analysis module.

Course content:

- Should-take times versus 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 System software

Learning outcomes:

This course aims to enable participants to quantify and apply the appropriate should-take times to work carried out within operational warehousing areas in a detailed and analytical fashion.

Benefits:

Successful completion of the course will enable participants to apply the appropriate data in their own environment. 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 be accurately quantified using PMD within the M4 Management programme or any other suitable management information package.

Who this course is for:

This course is designed to deliver the skills required by people engaged, or likely to be engaged, in the quantification of process improvements or management initiatives within an operational retail environment.

Venue: Corby and London

Course duration: Five days

Dates: See page 42

Fees: £1,350 – Member
£1,458 – Non-member

Professional
Sector relevance



Process Management Data

THE PMD MANAGEMENT SYSTEM

The application of PMD through a comprehensive modular control programme

Overview:

PMD's M4 Management System is a comprehensive, but easy-to-use modular software programme that can be tailored to your precise needs. This course is intended as a standalone module that covers the full application of the M4's 'core' programme. This enables objective process times to be quickly and easily calculated from any of the PMD systems, as well as other data systems. The course also outlines the various add-on modules available that enhance the use of the data and how they can benefit the management of your organisation. It is recommended that participants on this course are fully conversant with the concept of 'standard time' systems.

Course content:

- An introduction to the M4 Management System
- The benefits and uses of the system
- Building a standard time from PMD and ad hoc data
- The in-built functions of the M4's 'core' programme, including 'what-if' modelling, Pareto analysis and process charting
- An introduction to the various add-on modules and their functions

Learning outcomes:

This course aims to enable participants to use the M4 'core' programme to quantify and apply the appropriate should-take times to work carried out in any environment. They should also achieve an understanding of how the M4 Management System can be used as the basis for achieving substantial benefits on a continuous basis.

Benefits:

Successful completion of the course will enable participants to use the M4 Management System in their own environment as a versatile tool to enhance their improvement initiatives.

Who this course is for:

This course is designed to deliver skills required by people engaged in undertaking improvement initiatives and/or work measurement activities.

Venue:	Corby and London
Course duration:	Three days
Dates:	See page 42
Fees:	£900 - Member £1,008 - 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 course is designed in a way to maximise the opportunity for questions and discussion.

PTRC also offers bespoke in-house training across its full range of courses, offering the following advantages:

- The opportunity to tailor case studies and examples to your organisation
- Reduced travel costs
- Better value through reduced training costs per head (depending on numbers).

To discuss in-house training opportunities, please contact Ian Chatfield, PTRC's Training and Development Manager by email: ian.chatfield@ptrc-training.co.uk

EQUALITY ACT 2011

What does it mean for planning, highways and place-making professionals?

Overview:

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 Disability Discrimination Act (DDA) and what this means for their day-to-day work in policy development through to planning, designing and delivering schemes on the ground.

Course content:

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

Full details can be found at:

www.ptrc-training.co.uk/events.php

Learning outcomes:

By the end of the course, the participants will:

- Understand the provisions of the Equality Act (which supersedes the DDA and Disability Equality Duty) – for the delivery of planning/highways and wider public realm services
- Understand the implications of the new legislation in terms of policies, strategies and project development
- Examine how the legislation should influence the way in which professionals carry out their day-to-day work, including consultation and engagement practices
- Examine the toolbox available through the carrying out of practical workshop activities and an access audit
- Understand how well existing policy structures and guidelines take on board these issues, and identify where a 'refresh' is needed
- Appreciate and quantify the risks involved in not planning ahead for access and equality issues, including identification of skills gaps that may hinder delivery

Benefits:

- Pre-course contact with the course facilitator to understand your training needs and agree best delivery options
- A pre-course reading pack
- Selection of local case studies, which can be 'live' projects
- Delivery of the training session
- Post-course evaluation report and suggested actions

Who this course is for:

Transport, highways and public realm professions in unitary county and district authorities.

Venue: In-company or Corby or London

Course duration: One day

Dates: Flexible, to be agreed with client

Fees: To be agreed with client

Professional
Sector relevance



Transport/Travel Planning

A PRACTICAL GUIDE TO TRIP BANKING

Proactive sustainable transport to support the planning process

Overview:

Trip banking is about adopting an approach that will allow developments to be more creatively designed. By including wider area travel planning, much wider than the 'application site'), it is possible to credit back savings in modal shift to a development. At a time when funding is scarce, it is clear that the need for sustained economic growth has to be met in a carbon-friendly and efficient manner. The potential of existing infrastructure, coupled with ever tightening budgets around Section 106 contributions, means trip banking is a viable option. This course delivers a detailed guide to trip banking and its role in the planning process, from initial feasibility and assessing suitability, identification of sustainable transport measures and regional focus points, through to implementation, monitoring and evolution. The need for a trip banking approach in relation to planning policy guidance is further explored, along with its role in Section 106 Agreements. Case studies will also be shared to provide evidence and practical guidance.

Course content:

The course is run as an in-house course, with tailored examples relating to the development planning sector.

Full details can be found at:

www.ptrc-training.co.uk

Learning outcomes:

The learner will be able to:

- Review site assessment analysis to ascertain where trip banking is most appropriate
- Consider merits of the approach from planning officer and developer perspectives
- Evaluate the pros and cons of a trip banking approach, considering key factors including the local economy, traffic congestion, carbon emissions and infrastructure

Benefits:

- Pre-course contact with the course facilitators to understand your training needs and agree best delivery options
- Personal tuition from renowned topic experts
- Selection of local case studies, which can be 'live' projects

Who this course is for:

This is a practical course with an emphasis on understanding how sustainable transport methods and techniques can be used to better influence and support the planning process. It is suitable for consultants, developers, central and local government officers, academics and others that have an involvement in the planning and highways development process.

Venue:	In-company
Course duration:	One day
Dates:	Flexible, to be agreed with client
Fees:	To be agreed with client

Professional
Sector relevance



Transport/Travel Planning

TRAVEL PLAN SURGERY

Developing a travel plan for your organisation

Overview:

The Travel Plan Surgery will help individuals to develop a travel plan for their site that caters for their organisational needs. The practical sessions include an initial introduction to travel planning with an experienced travel planner, who will be on hand throughout the day to provide expert advice on developing your travel plan and ensuring it meets the guidelines.

Course content:

- Developing an action plan
- Facilities audit/site assessment
- Survey development and analysis
- Stakeholder engagement and target setting
- Evaluation and monitoring

Full details can be found at:

www.ptrc-training.co.uk/events.php

Learning outcomes:

Participants will be supported to develop a travel plan to meet the needs of their organisation. They will be guided through the initial development phase, how to implement the initiative to gain organisational buy-in and evaluation techniques to monitor performance.

Benefits:

- The opportunity to work on your own live travel plan document with the support of experienced consultants
- A learning experience directly applicable to the Transport Planners Professional (TPP) qualification and Transport Planners Professional Development Scheme
- The opportunity to ask questions and talk about problems with experienced consultants and other colleagues working in the same area

Who this course is for:

This course is designed to provide pertinent information whether you are a school in a rural location, a hospital in the heart of a city or a business with multiple branches. It is relevant for those:

- Directly involved in the preparation, evaluation or monitoring of an organisational travel plan
- Looking to update or review their existing travel plan but unsure where and how to start
- Required to develop a travel plan as part of a planning application

Venue: In-company

Course duration: One day

Dates: Flexible, to be agreed with client

Fees: To be agreed with client

Professional
Sector relevance



Transport/Travel Planning

DESIGN, CONSTRUCTION & MAINTENANCE OF HIGHWAY DRAINAGE SYSTEMS

Current practice and legislation

Overview:

This two-day course provides up-to-date information on current practice, legislation, design, construction and maintenance standards, appropriate materials and innovative solutions. The focus of the course is on achieving effective and maintainable drainage systems and is presented by recognised experts in the field who have extensive experience in the road industry.

Course content:

Full details can be found at:

www.ptrc-training.co.uk

Learning outcomes:

- 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
- An awareness of the broad range of options for provision of sustainable urban drainage systems

Benefits:

- Up-to-date information on current practice and legislation, which can be applied once back in the workplace
- Participants will be equipped with the skills and knowledge necessary to deliver effective highway drainage systems
- Participants will be able to apply appropriate methods to ensure the drainage systems can be efficiently and effectively maintained with a view to minimising costs

Who this course is for:

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

Venue:	London
Course duration:	Two days
Dates:	February 2012
Fees:	£499 +VAT - Standard fee £470 +VAT - CILT/TPS Member fee

Professional
Sector relevance



Transport/Travel Planning

INTRODUCTION TO HIGHWAY DESIGN, ENGINEERING & MAINTENANCE

Understanding of cost-effective design and implementation

Overview:

This 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.

Course content:

Full details can be found at:
www.ptrc-training.co.uk

Learning outcomes:

Through this course, delegates will gain an appreciation and understanding of cost-effective highway design and implementation.

- An understanding of the powers, responsibilities and statutory procedures necessary for the design and maintenance of public highways
- Knowledge of the design standards for links and junctions
- An awareness of the safety audit process
- An awareness of funding mechanisms
- Knowledge of design and construction methods for pavements
- An awareness of highway drainage requirements
- An understanding of the Construction Design and Management (CDM) regulations
- An understanding of tender and contract procedures, including documents, specifications, quantities and drawings.

Benefits:

- Participants will be equipped with a working knowledge of the roles and responsibilities of highway authorities
- Awareness of the latest legislation and regulations and how these may affect their work activity

Who this course is for:

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

Venue:	London
Course duration:	Two days
Dates:	September 2012
Fees:	£499 +VAT - Standard fee £470 +VAT - CILT/TPS Member fee

Professional
Sector relevance



Transport/Travel Planning

SUSTAINABLE ROAD REPAIRS AND MAINTENANCE

The way forward

Overview:

Environmental and economic considerations are the twin drivers for energy conservation, re-use 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 content:

Full details can be found at:
www.ptrc-training.co.uk/events.php

Learning outcomes:

- A comprehensive understanding of the various processes and stages of deterioration of highway surfaces and options for repair and on-going 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

Benefits:

- Participants will have the skills and knowledge to deliver the most cost-effective, efficient and green road repair solutions.
- Awareness of the range of repair options available will enable participants to comply with new Codes of Practice relating to highway maintenance

Who this course is for:

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

Venue:	London
Course duration:	One day
Dates:	January 2012
Fees:	£340 +VAT - Standard fee £320 +VAT - CILT/TPS Member fee

Professional
Sector relevance



PUBLIC INQUIRIES AND APPEALS

Preparation to give expert witness evidence

Overview:

PTRC's public inquiry 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 the key background knowledge and skills 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 Local Development Framework (LDF)/policy or roundtable-style hearings.

Course content:

This event is based around a mock inquiry scenario with a case study concerning a major urban extension:

- Day One – participants will learn about the principal figures involved in an inquiry and the planning and inquiry processes, and will be introduced to the case study for the mock inquiry
- Day Two – centres on the production of evidence and preparation for cross-examination
- Day Three – the mock inquiry itself

In addition, participants will receive an individual evaluation of their performance from the course supervisor.

Learning outcomes:

Participants will gain invaluable experience in preparing evidence for and involvement in any kind of public inquiry or planning appeal.

Benefits:

- Delegates will receive individual coaching/mentoring from the expert tutors
- Personal evaluation sheet and suggested development plan will be provided within one week of finishing the course

Who this course is for:

All practitioners who may need to give expert witness evidence and those preparing to appear at an inquiry or appeal. The course has been designed specifically for transport professionals with relevant case studies and examples.

Venue:	In-house
Course duration:	Two days
Dates:	Flexible, to be agreed with client
Fees:	Flat fee to be agreed with client for up to 15 delegates

Professional
Sector relevance



Transport/Travel Planning

INTRODUCTION TO TRAFFIC SURVEY TECHNIQUES

Getting results to inform transport planning

Overview:

To 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 presents 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.

Course content:

The course includes presentations, illustrated real-life examples, hands-on exercises, group discussions and question and answer sessions. Full details can be found at: www.ptrc-training.co.uk/events.php

Learning outcomes:

Participants 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

Benefits:

- Course has been designed to support delegates working on the Transport Planning Society Professional Development Scheme or towards the TPP qualification
- Course tutors are experienced practitioners
- Data collection equipment will be on display throughout the course

Who this course is for:

- Project managers: with a need to understand what can and can't be collected, within what timescales, at what costs and with how much accuracy.
- Transport planners: with a need to commission or organise data collection projects: as already stated for project managers, plus to understand what is appropriate for what purpose, the detailed issues of data analysis and practical constraints.
- Traffic surveyors: those new to the sector 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: London

Course duration: One day

Dates: December 2011

Fees: £375 +VAT - Standard fee
£345 +VAT - CILT/TPS Member fee

Professional
Sector relevance



Transport/Travel Planning

ADVANCED TRANSPORT MODELLING PRACTICE

Comprising four separate but related modules:

- Trip matrix building with DfT ERICA
- Multi-mode variable demand modelling with discrete choice
- Understanding, measuring and modelling travel behaviour with stated preference
- Activity and tour-based modelling with more advanced discrete choice

Overview:

Practical and interactive seminars with an emphasis on new tools and techniques.

Course content:

The modules include a mix of presentations, illustrated real-life examples, hands-on exercises, group discussions, question and answer sessions and software demonstrations. A complete set of lecture notes and background papers is provided. Full details can be found at: www.ptrc-training.co.uk

Learning outcomes:

On completion of all four modules, participants will be able to:

- Understand the issues and complexities of matrix building
- Build their own matrices using DfT's ERICA matrix building software
- Supervise matrix building by other people
- Build and estimate an activity or tour-based model
- Migrate a trip-based model to be tour and/or activity-based model
- Integrate activity and tour-based models into the supply-demand model framework
- Use activity, tour and trip-based models for forecasting and appraisal
- Plan, execute and supervise a transport modelling project
- Design, build, estimate and validate a multi-mode variable demand model
- Use a transport model for forecasting and be able to appreciate the pros and cons of different modelling approaches

Benefits:

- The course has been designed to support delegates working on the Transport Planning Society (TPS) Professional Development Scheme or towards the TPP qualification
- Course tutors are experienced practitioners

Who this course is for:

- Consultants, central and local government officers, academics and others who want to learn new tools and techniques and put them into practice
- Central and local government officers who commission models and wish to understand more about the techniques used
- Young professionals working towards the TPP qualification wishing to understand more about modelling

Venue:	London
Course duration:	Four days (one day per module)
Dates:	April-May 2012 See PTRC website for details
Fees:	
One module	£285 +VAT Standard fee £245 +VAT CILT/TPS Member fee
All four modules	£990 + VAT Standard fee £830 + VAT CILT/TPS Member fee

Professional
Sector relevance



Transport/Travel Planning

MOVEMENT AND STREETS: AN INTEGRATED APPROACH

Spatial planning and transport principles

Overview:

These two modules combined introduce practitioners to new thinking, practices, experiences and outcomes in urban transport design.

Movement: focuses on how 'hard' physical measures have a primary role to play in planning, and touch on the usefulness of 'soft' measures such as travel plans and smarter choice measures.

Streets: supports participants to deliver better balanced, more civilised street environments in busy urban locations. It will also provide them with the tools to address a range of significant contemporary challenges, such as finance, technical details, and legal issues.

Course content:

Full details can be found at:

www.ptrc-training.co.uk/events.php

Learning outcomes:

On completion of both courses, delegates will:

- Have an understanding of broad urban planning principles and their applications for spatial planning and patterns of movement
- Understand of the relationship between urban structure, form, land use and the effects on movement patterns, network performance and sustainability outcomes
- Understand how network layout, hierarchy, function and permeability can affect network performance for all modes
- Gain an understanding of link and place methods to street classification and their application in network strategies, planning documents and design codes
- Have a firm grasp of the principles underlying the design of better balanced streets
- Know how to begin to deliver appreciable benefits for little cost in any street
- Have confidence in addressing issues related to risk, safety and liability
- Understand better how to assess and communicate value for money in street design
- Know where to find helpful information, guidance and exemplar schemes

Benefits:

- The course has been designed to support delegates working on the TPS Professional Development Scheme or towards the TPP qualification
- Course tutors are experienced practitioners
- Course will be delivered using presentations, illustrated real-life examples, hands-on exercises, group discussions and question and answer sessions
- Both modules can be booked separately. However, together they would provide delegates with a more integrated overview of urban design principles in relation to transport.

Who this course is for:

- These courses are aimed at practitioners, central and local government officials or anyone who is involved in transport policy, transport planning, urban planning, development control, regeneration and urban transport design.
- They would also be of benefit to stakeholders and charitable organisations campaigning on planning and transport issues with an emphasis on the urban realm.

Venue:	London
Course duration:	Two days (one day per module)
Dates:	November 2011 See PTRC website for details
Fees:	
One module	£275 + VAT Standard fee £225 + VAT CILT/TPS Member fee
Both modules	£495 + VAT Standard fee £405 + VAT CILT/TPS Member fee

Professional
Sector relevance



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 website, 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.

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.

Professional
Sector relevance



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
- Social Media for Professionals

Managing Yourself and Others

- Leadership Skills
- Managing High-performing Teams
- Managing Workload

An overview of each course is given below and is also available to download from the website: www.ciltuk.org.uk

BUSINESS THINKING

• Business Performance Management

Overview: 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.

Learning outcomes: Managers will be able to achieve control of their processes and improve the performance of their team and the business.

Who this course is for: Professionals and managers in functional areas such as sales, operations, commercial and shared services.

• Key Performance Indicators

Overview: 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 a reality, Robin Tidd's advice is always firmly based in reality.

Learning outcomes: By linking short term results to longer term goals, KPIs are shown to be the key tool for management control.

Who this course is for: Senior managers or advisors who want to take on introducing KPIs into the medium sector business.

• Making Budgeting Work in the Real World

Overview: Budgeting seems so simple in the textbooks. So why does it often fail in practice? Stuart Warner'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.

Learning outcomes: Enables learners to create and manage more successful budgets and apply budgeting theory and knowledge in their own organisation.

Who this course is for: This course is designed to appeal to professionals, both in finance functions and other areas, who are looking for a practical course.

• Managing Through a Recession

Overview: Whether you are concerned about your own business or want to support your clients going through difficult times, this course is designed to work through the process of understanding what is going on, assessing the damage, planning under pressure and making it happen. Robin Tidd's experience in helping a variety of clients informs both his ideas and the stimulating questions he raises to provoke the debate.

Learning outcomes: This course will provide you with the skills and techniques to enable you to think through your approach to managing a business in turbulent financial times

Who this course is for: 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.

Professional Skills Online

PROFESSIONAL SKILLS

• **Communicating Complex Ideas**

Overview: 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. 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.

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

Who this course is for: Professionals in a wide range of disciplines who want to sharpen their communication skills to augment their technical expertise.

• **Customer Service**

Overview: The fundamentals of good customer service are the delivery of high standards of service and being focused on and understanding customers' needs. Good customer service is about paying attention to the detail and action, not promises.

Learning outcomes: This course assists the learner in building relationships, communicating effectively, handling difficult situations as well as the elements of procedures and processes.

Who this course is for: 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**

Overview: 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.

Learning outcomes: 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

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

• **Negotiation Skills**

Overview: Negotiation is a 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.

Learning outcomes: It will help you to plan for negotiations, make sure the outcomes are successful and handle difficult situations when they arise.

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

• **Networking Skills**

Overview: 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.

Learning outcomes: 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.

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

• **Problem Solving**

Overview: 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.

Learning outcomes: This course provides a systematic approach to solving problems that will equip you to overcome barriers and move forward.

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

• **Project Management**

Overview: 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. 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.

Learning outcomes: This course will give you the skills and techniques to handle a project successfully, ensuring deadlines and objectives are met. It will help you to ensure that the work you put into your project results in lasting positive change.

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

• **Social Media for Professionals**

Overview: Social media is a powerful tool for supporting your professional activities. It can help you build networks, enhance organisational processes and work practices and boost your personal career development.

Learning outcomes: You'll consider how social media can help you achieve your own professional goals, explore some of the most common social media platforms and discover how other organisations and individuals use social media in a professional context. You'll develop your own personal social media brand, start to build an online professional network and discover diverse new sources of specialist information. Finally, you'll

Professional Skills Online

consider how social media can be used for marketing, organising events or managing collaborative and remote-working projects.

Who this course is for: If you've ever wanted to exploit the power of social media but didn't know where to start, this course is for you.

MANAGING YOURSELF AND OTHERS

• Leadership Skills

Overview: 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.

Learning outcomes: This course will help you to develop your leadership skills and use them to provide clear direction for your team.

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

• Managing High-performing Teams

Overview: 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.

Learning outcomes: 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.

Who this course is for: 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

Overview: 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.

Learning outcomes: 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.

Who this course is for: Professionals at all levels will profit from this course, which is designed to help learners to manage their workload more efficiently and effectively.

Open University

CILT works closely with the Open University (OU) to deliver customised training courses and programmes that meet specific organisational objectives. In addition, the OU offers CILT members over 50 flexible online professional development courses that feature the distinctive strengths of the OU from its years of expertise in work-based learning.

Each course is divided into one-two-hour chunks of learning around your chosen subject. The package of learning builds over the weeks into about 20 hours and the course completes with a work-based assignment that reinforces learning to give a total of up to 30 hours. These can be started, studied and completed at your own convenience, when and where suits you, providing structured and evidenced professional development.

Each course comes with support and personal feedback from expert learning advisors and upon successful completion you are awarded an OU Certificate that makes a welcome addition to your CV and contributes to your CPD.

Affordably priced at just under £450, including a 10% discount for CILT Members, the courses build over several months to provide up to 30 hours of professional skills development linked directly to your work and practice.

Courses are available on a variety of topics, offered across the following categories:

- Leadership, strategy and other management topics
- Travel planning
- Food production
- Marketing
- IT

For more information visit: www.ciltuk.org.uk/pages/ou



'The Open University (OU) is delighted to work in partnership with CILT as the leading professional body for individuals working in logistics, supply chain and transportation. We are pleased to be able to support CILT members with their professional development in the provision of bespoke training opportunities for corporate members or to individuals. Drawing on years of experience providing high-quality learning, the OU has developed a portfolio of over 50 flexible online courses in management, leadership, strategy and other skills areas – for example, travel planning. These courses support professionals with their skills development, contributing to your CPD requirements. CILT members also benefit from a 10% discount.'

David Robinson
Business Development Manager –
Professional Bodies
Open University

