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OUTSOURCE

Skills for Growth
Logistics Skills

Accredited Training Offer

SKILLS FOR GROWTH
DOING THINGS DIFFERENTLY FOR GREATER MANCHESTER'S WORKFORCE

European Union
European Social Fund

Course title:

(Click on course title below to view course details)

- Provide leadership for your team in logistics operations
- Supervise the receipt, storage or dispatch of goods
- Take responsibility for health, safety and security in your team
- Allocate and check work in your team in logistics operation
- Manage your own professional development in logistics operations
- Improve performance in logistics operations
- Recruit, select and keep colleagues in logistics operations
- Build and manage teams in logistics operations
- Schedule logistics operations to meet customer requirements
- Arrange the transportation of goods using multiple transport modes
- Organise the preparation of documentation for the transportation of goods
- Ensure compliance with legal, regulatory, ethical and social requirements in logistics operations
- Optimise the use of logistics resources
- Respond to problems in logistics operations
- Minimise the environmental impact of logistics operations
- Apply technology in logistics operations
- Manage the traffic office

Provide leadership for your team in logistics operations

What this unit is about?

This unit is about providing leadership for your team. It deals with planning team's objectives, motivating team members, communication and steering the team through difficulties.

Who this unit is for?

This unit is relevant for team leaders, supervisors and managers working in logistics operations. Team leaders, supervisors and managers could, for example, be working in warehousing and storage, transport or freight forwarding.

From completing this course, you will understand and be able to:

- Explain and follow the relevant organisational policies and procedures, in relation to providing leadership for own team, that relate to: roles, responsibilities, information, and management systems, setting objectives, equality and diversity, and inclusion, monitoring work activities;

- Explain different leadership styles;

- Communicate the purpose and objectives of the team to all members;

- Set and plan individual work objectives and the achievement of these with each member of the team;

- Encourage team members to achieve team objectives;

- Motivate and provide support to team members;

- Encourage creativity and innovation to achieve team objectives;

- Encourage team members to take the lead when they have the knowledge and expertise to do so;

- Ensure that any conflict is dealt with promptly;

- Monitor the activities and progress of the team; and

- Record work according to organisational procedures.

Supervise the receipt, storage or dispatch of goods

Course Duration: 20 hours

What this unit is about?

This unit is about supervising the areas and processes for receipt, storage and dispatch of goods. It deals with ensuring the correct equipment is used, that areas are safe and appropriate for the receipt of goods, and that information in relation to monitoring the receipt, storage or dispatch of goods is communicated.

Who this unit is for?

This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

From completing this course, you will understand and be able to:

- Explain and know the relevant organisational policies and procedures for supervising the receipt, storage or dispatch of goods in logistics operations, that relate to: - health, safety and security - environmental factors - special requirements - stock rotation - monitoring and testing;

- Explain sources of information required to determine the capacity and limitations of the storage facility;

- Describe the equipment that can be used for the receipt, storage or dispatch of the goods;

- Identify problems that can occur when monitoring the receipt, storage or dispatch of goods;

- Explain appropriate action when dealing with identified problems;

- Inspect the type, condition, quantity of the goods being received, stored or dispatched;

- Check the storage conditions and equipment required to receive, store or dispatch the goods;

- Organise the movement or rotation of goods to assist receiving, storing or dispatching goods;

- Demonstrate how to use the organisation's resources effectively;

- Communicate effectively with others; and

- Complete records for supervising the receipt, storage or dispatch of goods accurately.

Take responsibility for health, safety and security in your team

This unit is aimed at people working within the logistics environment

It covers two main areas:

- Health, Safety and Security; and
- The correct use of Personal Protective Equipment.

From completing this course, you will understand and be able to:

- Describe organisational policies and procedures that relate to health, safety and security;
- Identify people and items that are vulnerable to safety and security risks in the workplace;
- Explain the approved precautions that can be used to minimize safety and security risks;
- Identify appropriate Personal Protective Equipment;
- Explain action that can be taken to prevent harm to individuals;
- Explain action that can be taken in response to accidents and emergencies;
- Identify the approved process for undertaking risk assessments according to organisational policies;
- Explain the required site protection for a particular job;
- Evaluate the safety and own security risks and those that effect the team;

- Report any safety and security risks using organisational procedures;
- Wear the correct Personal Protective Equipment according to organisational requirements;
- Demonstrate how to inform visitors to work areas what the correct safety and security procedures are;
- Demonstrate how to prevent unauthorized access to hazardous areas;
- Demonstrate the organisation of site protection to own team;
- Undertake risk assessments according to the site and organisational procedures;
- Evaluate safety and security issues that have occurred in the recent past; and
- Make recommendations to improve site health, safety and security.

Allocate and check work in your team in logistics operation

What this unit is about?

This unit is about allocating and checking work in your own team in a logistics operation. It deals with planning; confirming work activities, allocating work activities fairly amongst team members, motivating and supporting team members to achieve work activities and monitoring the achievement of work activities.

Who this unit is for?

This unit is relevant for team leaders, supervisors and managers working in logistics operations. Team leaders, supervisors and managers could, for example, be working in warehousing and storage, transport or freight forwarding.

From completing this course, you will understand and be able to:

- Explain the relevant organisational policies and procedures, in relation to allocating and checking work in own team in logistics operations, that relate to: Health, safety and security - roles, responsibilities, information and management systems - use of sustainable resources - equality and diversity, and inclusion - monitoring work activities;

- Explain the principles of effective communication;

- Explain methods for motivating, supporting and encouraging team members to complete allocated work;

- Explain methods for improving the performance of the team and recognizing achievement;

- Confirm the work required of the team with own line manager;

- Plan the work of the team, identifying priorities and critical activities and available resources;

- Allocate the work to team members fairly;

- Brief team members on the standard of work required;

- Encourage team members to make suggestions and seek clarification in relation to work allocated;

- Check the progress and quality of work activities;

- Provide feedback to team members on work performance;

- Ensure that any conflict is dealt with promptly; and

- Record work according to organisational procedures.

Manage your own professional development in logistics operations

What this unit is about?

This unit is about managing own professional development. It deals with understanding own learning style, values, personal and work goals, obtaining feedback, improving own performance through the development of a personal development plan.

Who this unit is for?

This unit is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

From completing this course, you will understand and be able to:

- Explain and follow the relevant organisational policies and procedures, in relation to managing own resources and professional development, that relate to: Health, safety and security - legal requirements - operating requirements;

- Develop own professional development plan and explain own learning style;

- Explain the current and future requirements of own work role;

- Explain own values, career and personal goals in relation to work role;

- Explain sources of feedback used to evaluate performance;

- Explain how to update work objectives and development plans in the light of performance, feedback received, any development activities undertaken and any wider changes;

- Explain how to monitor the quality of own work and progress against development plans;

- Agree personal work objectives with appropriate people;

- Agree how progress will be measured with appropriate people;

- Produce own development plan to take account personal learning styles and gaps between current and future requirements of work role and current knowledge, understanding and skills;

- Review activities undertaken in development plan in relation to performance; and

- Review feedback received and update own development plan in light of feedback and performance.

Improve performance in logistics operations

What this unit is about?

This unit is about identifying areas of the operation which can be improved. It deals with consulting colleagues to identify problems and the impact of improvements, and how to evaluate the effect improvements have on the operation.

Who this unit is for?

This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

From completing this course, you will understand and be able to:

- Explain and follow the relevant organisational policies and procedures, in relation to improving performance in logistics operations, that relate to: health, safety and security – compliance - roles, responsibilities, information and management systems;

- Describe the different sources and types of information required for improving performance in logistics operations;

- Explain improvements methods that are used in the organisation and industry;

- Explain methods used for evaluating improvement methods;

- Identify problems that can occur when improving performance in logistics operations;

- Explain appropriate action when dealing with identified problems;

- Assess improvement methods appropriate for the logistics operation;

- Recommend suitable methods for improving performance;

- Develop success criteria to be used to evaluate application of the improvement methods;

- Implement the improvement methods;

- Monitor and evaluate the application of the improvement methods; and

- Record work according to organisational procedures.

Recruit, select and keep colleagues in logistics operations

Course Duration: 16 hours

What this unit is about?

This unit is about recruiting, selecting and keeping colleagues in logistics operations. It deals with determining staff turnover, recruiting and selecting procedures, the importance of exit interviews and reviewing the effectiveness of internal procedures for recruiting, selecting and keeping colleagues.

Who this unit is for?

This unit is relevant to those managing or engaged in the recruitment, selection or keeping of colleagues in logistics operations. This could relate to warehousing and storage, transport or freight forwarding.

From completing this course, you will understand and be able to:

- Explain and follow the relevant organisational policies and procedures, in relation to recruiting, selecting and keeping colleagues in logistics operations, that relate to: Health, safety and security - legal requirements - equality and diversity, and inclusion - accessing specialist expertise;

- Explain the following in relation to staff turnover: The importance of undertaking exit interviews - sensitively - types of reasons colleagues may give for leaving - how to measure staff turnover - causes and effects of high and low staff turnover - measures that can be taken to address staff turnover issues;

- Explain how to undertake a skills analysis exercise to: Review the workload to identify shortfalls in the number of colleagues and/or skills, knowledge, understanding and experience - identify actual skill and avoid stereotyping - different options for identified shortfalls their advantages and disadvantages;

- Explain the purpose of job descriptions and person specifications: What they should contain - the importance of consulting with others when producing or updating them;

- Undertake exit interviews with colleagues who are leaving;

- Review the work undertaken to identify any shortfall in the number of colleagues and/or the pool of skills, knowledge, understanding and experience;

- Review options for dealing with shortfalls in staffing;

- Consult with others to produce or update job descriptions and person specifications;

- Demonstrate how to identify a vacancy;

- Consult with others to agree the stages in the recruitment and selection process including: Methods to be used - associated timings and those to be involved;

- Ensure that: All information on vacancies is fair, clear and accurate before it goes to potential applicants the skills required by the applicant to succeed in the recruitment process are no more than are required to perform the job;

- Participate in the recruitment and selection process to ensure that: The process is fair, consistent and effective - applicants offered positions are likely to work effectively with colleagues;

- Review the recruitment and selection process to identify improvements.

Build and manage teams in logistics operations

Course Duration: 18 hours

What this unit is about?

This unit is about building and managing teams in logistics operations. It deals with developing good communication skills, selecting team members according to the purpose of the team and the teams' goals and reviewing how the team performs against its purpose and goals.

Who this unit is for?

This unit is relevant to those building and managing teams in logistics operations. This could relate to warehousing and storage, transport or freight forwarding.

From completing this course, you will understand and be able to:

- Explain and follow the relevant organisational policies and procedures, in relation to building and managing teams in logistics operations, that relate to: health, safety and security - legal requirements - equality and diversity, and inclusion - operating requirements;

- Explain the: principles of effective communication and how to apply them - maximize communication methods when managing remote teams - the stages of team development;

- When building a team explain the importance of: identifying a clear team purpose - identifying diversity of expertise, knowledge, skills and attitudes to achieve the team purpose - selecting team members with the required expertise, knowledge and skills - developing complementary roles - agreeing with team members the behaviours that can help achieve the team purpose and those that may hinder - ensuring team members understand their unique contribution to achieving the team purpose - ensuring team members understand how each role complements and supports other roles - building mutual trust and respect and open communication;

- Explain how to provide constructive feedback to team members in order to enhance the performance of the team as a whole;

- Identify problems that can occur when building and managing teams and explain the appropriate action to take, in order to deal with identified problems;

- Identify the diversity and expertise, knowledge, skills and attitudes required to achieve the team's objectives;

- Select team members that have the expertise, knowledge, skills and attitudes to achieve the team purpose;

- Build the team by: agreeing with team members behaviours that can help the team achieve - agreeing roles and responsibilities with team members to ensure each complements and supports other roles - providing opportunities to build mutual trust and respect;

- Encourage the team to seize opportunities presented by changes to the team composition;

- Provide opportunities for open communication and feedback to improve performance of team; and

- Review the performance of the team in relation to its purpose.

Schedule logistics operations to meet customer requirements

Course Duration: 18 hours

What this unit is about?

This unit is about identifying the type of operation required and producing schedules to meet the customer's needs. It covers the requirements for good planning, scheduling methods and with dealing with problems with the schedule.

Who this unit is for?

This unit is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

From completing this course, you will understand and be able to:

- Explain and follow the relevant organisational policies and procedures, in relation to scheduling logistics operations to meet customer requirements, that relate to: health, safety and security – compliance - roles, responsibilities, information and management systems;

- Describe the different sources and types of information required for scheduling logistics operations to meet customer requirements;

- Explain the importance of good communication methods;

- Explain the methods and tools used for scheduling logistics operations to meet customer requirements;

- Explain the factors that need to be taken into account when scheduling logistics operations to meet customer requirements;

- Describe the activities that need to be taken into account when scheduling logistics operations to meet customer requirements;

- Identify problems that can occur when scheduling logistics operations to meet customer requirements;

- Explain appropriate action when dealing with identified Problems;

- Comply with logistics operations that are required to meet customers' requirements;

- Agree with customers the timings and deadlines for the provision for the logistics operations;

- Apply scheduling methods and tools according to organisational procedures;

- Apply logistics resources and sequence of tasks required to provide the logistics operations;

- Review all relevant factors and risks that could affect the schedule;

- Plan the logistics operations to ensure that the supply chain continues to function effectively;

- Monitor the provision of logistics operations against the schedule; and

- Record work according to operational procedures.

Arrange the transportation of goods using multiple transport modes

Course Duration: 26 hours

What this unit is about?

This unit is about arranging the transportation of goods using multiple transport modes. It deals with identifying criteria for arranging transportation of goods using multiple modes, identifying service providers, rates and terms and conditions and legislation and regulations that apply.

Who this unit is for?

This unit is relevant to those working in an administrative role within international trade and logistics operations.

From completing this course, you will understand and be able to:

- Identify all relevant details on the goods to be transported to include: health, safety and security - environmental factors - special requirements;
- Identify criteria for selecting service providers to include: systems for selecting service providers - systems for placing orders - advantages and disadvantages of different modes of transport - major routes, hubs and destinations - rates and terms of conditions - legislation and regulations;
- Identify organisational procedures to complete required selection;
- Confirm with appropriate people the criteria required;
- Confirm with appropriate people relevant details of the goods;
- Explain the advantages and disadvantages of each mode of transport;
- Determine the most appropriate combination of modes of transport;
- Place and confirm the order according to organisational procedures;
- Complete all documentation accurately in accordance with organisational procedures and legislation;
- Ensure that all documentation is filed and stored according to organisational procedures and legislation;
- Pass on documentation to appropriate people at the right time according to organisational procedures and legislation;
- Identify problems that can occur arranging the transportation of goods using multiple modes of transport; and
- Show how to take appropriate action to deal with the problems.

Organise the preparation of documentation for the transportation of goods

Course Duration: 26 hours

What this unit is about?

This unit is about organising the preparation of documentation for the transportation of goods. It deals with identifying routes and destination, international borders and restrictions that may apply to the goods.

Who this unit is for?

This unit is relevant to those working in an administrative role within international trade and logistics operations.

From completing this course, you will understand and be able to:

- Identify all relevant details on the goods to be transported to include: health, safety and security, environmental factors and special requirements;
- Identify the route and destination for the goods;
- Identify any international borders and restrictions that impact on the goods;
- Identify all organisations that require the documentation and all documentation required;
- Identify resources required to prepare the documentation;
- Identify organisational procedures to complete required Documentation;
- Confirm with appropriate people relevant details of the goods and transportation instructions to include: route and destination, international borders and any restrictions that apply, the correct documentation to be completed, the organisations that require the documentation;

- Allocate resources to prepare the documentation;
- Schedule the preparation of the documentation to meet critical dates and time for delivery;
- Ensure all documentation is completed accurately in accordance with organisational procedures and legislation;
- Ensure that all documentation is filed and stored according to organisational procedures and legislation;
- Pass on documentation to appropriate people at the right time according to organisational procedures and legislation;
- Identify problems that can occur when organising the preparation of documentation for transporting goods; and
- Show how to take appropriate action to deal with the problems.

Ensure compliance with legal, regulatory, ethical and social requirements in logistics operations

Course Duration: 15 hours

What this unit is about?

This unit is about ensuring compliance with organisation's policies and procedures in order to meet legislative, regulatory, ethical and social requirements.

Who this unit is for?

This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

From completing this course, you will understand and be able to:

- Explain and follow the relevant organisational policies and procedures, in relation to compliance with legal, regulatory, ethical and social requirements in logistics operation that relate to: - monitoring developments in legislation and regulation – governance - non-compliance - maintaining policies and procedures - risk management - ethics and values - confidentially;

- Describe the different sources and types of information that are used for current organisational and operational procedures;

- Describe the organisation's approach to current and emerging social attitudes to management and leadership practice;

- Describe regulatory, ethical and operational requirements, both national and international that affect own logistics operation;

- Describe ways in which other organisations in the logistics sector deal with current and emerging social concerns and expectations;

- Explain the importance of implementing the policies and procedures;

- Obtain information from suitable sources on the current organisational and operational policies and procedures;

- Ensure the organisation's policies and procedures are implemented;

- Monitor, assess, review, report and recommend changes on the organisation's policies and procedures;

- Assess the impact of failure to comply with the organisation's policies and procedures;

- Provide feedback on the implementation of the organisation's policies and procedures;

- Provide information to those that require it promptly;

- Encourage the sharing of information within the constraints of confidentiality; and

- Record work according to organisational procedures.

Optimise the use of logistics resources

Course Duration: 26 hours

What this unit is about?

This unit is about identifying the appropriate resource and planning how to use it and monitoring its use to improve performance.

Who this unit is for?

This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

From completing this course, you will understand and be able to:

- Explain and follow the relevant organisational policies and procedures, in relation to optimizing the use of logistics resources, that relate to: health, safety and security – compliance - roles, responsibilities, information and management systems - legislation and regulations;

- Describe the different sources and types of information required for optimizing the use of logistics resources;

- Explain the importance of good communication methods;

- Explain the methods used for optimizing the use of logistics resources;

- Explain the factors that need to be taken into account when optimizing the use of logistics resources;

- Explain methods for improving or developing used logistics resources;

- Identify problems that can occur when optimising the use of logistics resources;

- Explain appropriate action when dealing with identified problems;

- Identify the availability and demand for logistics resources in the organization;

- Determine the level and type of resources used for the logistics operation;

- Use logistics resources effectively and efficiently;

- Plan the use of logistics resources to achieve a balance between usage and performance;

- Monitor the use of logistics resources to identity any positive or negative effects on the environment; and

- Record work according to organisational procedures.

Respond to problems in logistics operations

Course Duration: 15 hours

What this unit is about?

This unit is about using previous experience to deal with problems. Identifying the most appropriate response and monitoring its effectiveness.

Who this unit is for?

This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

From completing this course, you will understand and be able to:

- Explain and follow the relevant organisational policies and procedures, in relation to responding to problems in logistics operations, that relate to: health, safety and security – compliance - roles, responsibilities information and management systems;
- Explain the importance of good communication methods;
- Describe the different types of information required for responding to problems in logistics operations;
- Explain factors that could lead to problems in logistics operations;
- Explain contingency planning methods;
- Explain risk assessment methods used;
- Develop procedures for identifying problems;
- Respond to problems within logistics operations;
- Review problems that have occurred previously and the factors that led to them;
- Assess the impact of previous problems on the logistics operation;
- Plan the activities and resources that are required to respond to a particular problem;
- Implement the plan in response to a particular problem and obtain feedback on the plan;
- Develop and review the effectiveness of implementing contingency plans;
- Obtain feedback from others on the use of contingency plans; and
- Record work according to organisational procedures.

Minimise the environmental impact of logistics operations

Course Duration: 15 hours

What this unit is about?

This unit is about monitoring the environmental impact of the operation and identifying ways of reducing that impact. It deals with how energy and materials are used and identifying ways of using them more effectively.

Who this unit is for?

This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

From completing this course, you will understand and be able to:

- Explain and follow the relevant organisational policies and procedures, in relation to minimising the environmental impact of logistics operations, that relate to: Health, safety and security – compliance - roles, responsibilities, information and management systems - environmental protection - systems to assess environmental impact - recycling and disposal of materials.

- Describe the different sources and types of information required for improving performance in logistics operations.

- Explain environmental issues affecting the logistics sector.

- Identify ways to reduce the effects on the environment.

- Identify ways to use energy and materials more effectively and efficiently.

- Implement the organisation's environmental policy.

- Monitor the use of energy and materials to deliver logistics operations

- Assess the environmental risks of specific logistics operations before implementation.

- Report on the effects of logistics operations on the environment.

- Ensure that surplus materials are disposed of or recycled correctly.

- Brief visitors and sub-contractors of environmental responsibilities according to organisational policies.

- Recommend ways to minimise the environmental impact of logistics operations.

- Record work according to organisational procedures.

Apply technology in logistics operations

Course Duration: 18 hours

What this unit is about?

This unit is about using technology that is effective and efficient. Checking that colleagues know how to use technology and identifying possible improvements.

Who this unit is for?

This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

From completing this course, you will understand and be able to:

- Explain and follow the relevant organisational policies and procedures, in relation to applying technology in logistics operations, that relate to: Health, safety and security – compliance - roles, responsibilities information and management systems;
- Explain the importance of good communication methods;
- Describe the different sources and types of information required for applying technology in logistics operations;
- Explain the resources and systems that can be applied in logistics operations;
- Explain the latest technological advances that may be applied in logistics operations;
- Explain the impact of new technology in the logistics operation;
- Identify problems that can occur when applying technology in logistics operation;

- Check that the technology is applied;
- Check that maintenance schedules are undertaken;
- Check that colleagues using the technology can operate it competently;
- Monitor colleagues in the safe use of the technology;
- Identify and respond to colleagues' training needs;
- Report on how the technology has improved logistics operations;
- Make recommendations for further improvement to logistics operations;
- Overcome any failures in the technology; and
- Record work according to organisational procedures.

Manage the traffic office

What this unit is about?

This unit is about managing the traffic office. It deals with recording feedback, communicating it to relevant people and advising them of likely outcomes. It involves evaluating performance, effectiveness and efficiency to identify trends.

Who this unit is for?

This unit is relevant to those managing or supervising staff engaged in road transport operations. This could relate to warehousing and storage, transport or freight forwarding.

From completing this course, you will understand and be able to:

- Explain and follow the relevant organisational policies and procedures, in relation to managing the traffic office, that relate to: Health, safety and security - environmental factors – legal requirements - operating requirements - route, destination, delivery and collection schedules - review systems;

- Explain the following: The type of load and characteristics of the consignment being moved - different modes of transport - types of vehicles and equipment that can be used for carrying different loads - sources of feedback information;

- Explain how to manage colleagues within the operation;

- Identify problems that can occur when managing the traffic office;

- Explain the appropriate action take, to in order to deal with identified problems;

- Manage colleagues to plan the transportation of loads;

- Monitor the use of resources;

- Support colleagues' decisions where problems arise;

- Advise customers and relevant personnel of any changes in the resources allocated or the delivery schedules;

- Maintain records making any changes according to operational procedures;

- Evaluate feedback obtained on the use of resources;

- Review actual performance against the operational plan;

- Evaluate the effectiveness and efficiency of completed operations;

- Formulate an action plan based on patterns or trends in actual performance in order to improve performance; and

- Propose amendments to operational and organisational procedures.