

## IoSCM Management and Business Academy

### WHY IoSCM?

Guarantee success in your industry with IoSCM. We offer every student much more than just a qualification, we provide the opportunity to grow, learn and progress as a professional with our unrivalled support network.

- The most **flexible** distance learning package in the industry, adapt the course to study at your **own pace** and in your **own time**
- An **easy to use**, accessible online learning platform which provides **unlimited access** to customised resources and course materials
- Self-assessments, assignment preparation and **tailored tutor feedback** available at any time to provide you direction and guidance in your progress
- Access to **premium** revision and **study tools** such as timetables, planning guides, real life industry examples and useful websites
- Unlimited **1 to 1 support**, guidance and feedback from IoSCM's **industry expert tutor** team
- **First class** study materials designed and developed by **subject specialists**
- Individually assigned Student Support Liaison **dedicated** to handling all enquiries or issues throughout your studies and acting as your **personal mentor**
- **Communicate** with your appointed support team through a **range of methods** including Whatsapp, Skype, Facetime, text, email or phone call
- **Free monthly 1 to 1 workshops** available to attend in person or online
- An impressive **98% pass rate** across all qualifications
- Connect with students and **professionals across the globe**, interact on forums, offer or receive peer support and **expand your network** with IoSCM's online platforms
- Access even **more benefits** when you become a certified member of the Institute of Supply Chain Management, including **discounts and free short courses**

Spend less time and less money when you study with IoSCM. We offer the best possible chance to pass your qualification first time. In fact, we're so confident in your ability to succeed, we guarantee that if you fall into the 2% that don't pass first time, you can re-sit your study period, fully inclusive of IoSCM's signature support package, for **FREE**.

Attend **monthly workshops** for additional study support and

**1 TO 1 TUTORING**

available **free of charge** to all students

Communicate with your **dedicated support team** through

**WHATSAPP, SKYPE, FACETIME, TEXT, EMAIL OR CALL**

at any time



**UNLIMITED SUPPORT, GUIDANCE AND FEEDBACK**

from IoSCM's **industry expert tutor** team

# IoSCM Level 2 Management and Business

## ABOUT THIS COURSE

The IoSCM management and business academy is dedicated to helping those within the management industry develop and grow their knowledge and expertise. This level 2 qualification means whether you are new to the industry, or are at an operator level, here at IoSCM we can still develop and teach you valuable topics which you can apply to your career/business.

\*Through completion of the IoSCM level 2 - Management you will receive certification from IoSCM and also a regulated qualification, Level 2 in Supply Chain and Operations, via our partnership with SFEDI Awards as the Ofqual regulated Awarding Organisation.

### Course Breakdown

A

#### Award Requirements

To gain the award you must complete 1 core unit

C

#### Certificate Requirements

To gain the certificate you must complete 1 core unit and any other 2 units

D

#### Diploma Requirements

To gain the diploma you must complete 1 core unit and any other 3 units

### Equivalent

The level 2 qualification is of the same level as a GCSE Grade A\*- C qualification.

All IoSCM  
qualifications are  
**INDUSTRY RECOGNISED**



Level 2 job title and  
salary expectations:

**CUSTOMER  
CO-ORDINATOR**  
£17,000

**TEAM LEADER**  
£15,000

**JUNIOR PURCHASING  
ANALYST**  
£14,000

**OFFICE  
ADMINISTRATOR**  
£12,000

**OFFICE ASSISTANT**  
£12,000

\*Salaries are based on national averages  
and may vary depending on location

# IoSCM Level 2 Management and Business

## UNIT SELECTION

### Core Units

#### Team Leader

- Teams and groups
- Team development
- Team roles
- Leadership styles

### Optional Units

#### Introduction to Sales

- Sales environments
- Characteristics of sales market
- Unique selling points
- Market position and competition
- Product, customer and sales focus
- Barriers to achieving customer focus
- Effective time management
- Role and use of IT in sales
- Different media used in customer communication

#### Introduction to Business

- Range of business
- Business functions and departments
- Communication in business
- Quality management systems
- The customer

#### Introduction to Customer Service

- Customer service
- Cultures of customers
- Points in a customer care policy
- Evaluating customer service
- Using customer feedback

#### Effective HR Practices

- Knowledge, skills and behaviour of effective HR
- HR Services
- Development needs
- Continuous Professional Development (CPD)

#### Introduction to Account Management

- Duties of account management
- Attributes of a key account
- Role of an account manager
- Account management language
- Client/consultant life cycle
- Common problems and difficult clients
- Strategy for key accounts
- SWOT client analysis
- Setting goals and objectives

#### Introduction to Supply Chain

- Supply chain
- Successful supply chains
- Relationships between the links of a supply chain
- Roles organisations play

# IoSCM Level 2 Management and Business

## UNIT SELECTION

### Optional Units

#### Introduction to Warehousing and Inventory



- Inventory
- Control inventory levels
- Types of costs
- Location coding
- Warehouse

#### Introduction to Purchasing



- Functions of a purchasing system
- Stages of the life cycle
- Stages of the purchasing process
- Methods used to gain information
- Supplier development

#### Introduction to Movement of Goods



- Types of goods
- Safe handling of goods
- Movement methods
- Appropriate modes of transport

#### Introduction to Manufacturing Planning and Control



- Business core function
- Manufacturing process components
- Support functions
- Manufacturing requirements
- Information required
- Production planning
- Improvement technique

#### Introduction to Logistics



- Logistics type
- Service
- Supply chain in a logistics environment
- Types of logistics activities

#### Introduction to International Trade and Freight



- Trade
- Freight
- Goods identification
- Freight organisations
- Trade legislation and regulations

## Management and Business Academy Support

### SUPPORT

#### Unlimited Access to Industry Expert Tutors

IoSCM's Tutor Team are an amalgamation of some of the industry's finest talent. All experts within their field, the team provide preparation for your distance learning experience, assistance with your qualification and support you during each unit. Because we have tutors specialising in every sector of the industry, we have a strong perception of the requirements needed to succeed and progress within every field.

#### Accessible Online Delivery and Assessment

You'll gain access to a customised learning platform in which you can take mock tests, utilise a huge library of resources and interact with other students across the globe. As well as unlimited first class materials, there are self-assessments available online show the results immediately to give you direction on what you're doing well and what you might need to take another look at. You can take and retake the practise self-tests as many times as you like. By doing this, we're increasing your confidence in your ability to succeed and therefore, also ensuring you pass first time.

#### Flexibility and Study Methods

Because IoSCM qualifications can be studied entirely online, you can study in your own time and in the comfort of your own home. You can revisit materials and resources as often as required, simply log in to your personal learning platform. We do however, offer free monthly face to face or online workshops for you to attend if necessary. We understand that every individual is different, so we encourage you to learn at your own pace and in a way that suits you.

#### Pass First Time

Our support package is so important, not only because there isn't currently anyone who offers such a high level, but because we're dedicated to changing the industry statistics, IoSCM's current pass rate across our qualifications is 98%. With the unbeatable support we provide, you can spend less time and less money by increasing your chance of gaining your qualification first time. Our entire approach to learning is to guarantee your success.

### INDUSTRY EXPERT TUTOR



#### MANAGEMENT TUTOR PROFILE

A 25 Year Career in Management

- Level 7 Qualified in Leadership
- SFEDI Verification Course
- Education in Training Level 5 Certificate

"I'm passionate about supporting our learners throughout their distance learning journey. The level of support we provide, teamed with our customised approach and flexibility, guarantees success."

## Management and Business Academy Guarantee



### GUARANTEE

IoSCM are honoured to hold a reputation as an influential institution representing the supply chain. Renowned for the quality, expertise and talent behind our qualifications, we're determined to continue our success. Which is why we strive to preserve our impressive **98% pass rate** with an unrivalled support package for every professional.

IoSCM are confident in the standard of our qualifications, the delivery of our curriculum and the support from tutors and mentors combined with your hard work; we know it will lead you to success, first time around. So much so, that we can guarantee that if you are unsuccessful in the passing of your course, we will offer you a second opportunity to achieve your qualification free of charge

There are some conditions to the IoSCM qualification guarantee:

- You must have submitted all assignments on time
- You must have monthly contact with your assigned student mentor to ensure we have given you our full support throughout your course
- You have two years from beginning your distance learning course in order to be eligible for this guarantee. If you have studied for longer than two years, you do not qualify for a free retake
- You must book your free course within 6 weeks of your first unsuccessful attempt
- Institution fees including membership renewal and any possible examination fees are not covered by this guarantee
- Course materials will not be re-issued
- IoSCM's interpretation of these conditions shall be binding
- We reserve the right to change or withdraw this offer at any given time

We strive to preserve  
our impressive

**98% PASS RATE**

with an unrivalled  
support package  
for every professional



With the achievement of  
each level, you will

**EXPAND YOUR  
EARNING POTENTIAL  
AND EVOLVE YOUR  
CAREER.**

Speak to us today about our  
progression routes on  
**0800 1422 522**

