

Level 2 Professional Qualifications (RQF) Syllabus

April 2023 | Version 1



Sectors



Version Control

Please refer to appendix 1 for details on any changes made to each version of the syllabus after Version 1.

Document Version	Date Version Introduced
Version 1	April 2023

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Introduction

About Us

The Institute of Supply Chain Management (IoSCM) provide professional qualifications designed to reflect the needs of the modern supply chain. From Entry level through to Strategic and Entrepreneurial level skillsets, our courses can be tailored to match the needs of each individual and their organisations. With flexible study options and a variation of assessment methods, IoSCM are driving positive change and professional advancement in all sectors of the global supply chain.

As an International Institute and renowned membership body, we work at the forefront of the global supply chain to drive positive change, improve standards, and expand the professionalism of the wider supply chain industry to create a sustainable future.

Through publications, qualifications, resources, toolkits, and in-house expertise, IoSCM educate professionals at all stages of their careers while supporting businesses with meeting their strategic objectives.

With initiatives such as The Sustain Chain, and Choices, IoSCM are committed to the longevity and future of the supply chain.

The Objective of the Level 2 Qualifications

The Level 2 qualifications are designed to support the learning needs of individuals entering in to their first role within the supply chain, professionals moving into a new role they are not familiar with, and for those individuals who would like to broaden their knowledge of sectors, areas, and objectives within the global supply chain and the industries within it.

The Level 2 qualifications provide a ground-level understanding of the topics and are a firm base to enable learners to establish themselves within their professional vocation.

Level 2 Qualifications have been designed for job roles such as,

- Production Operative
- Driver / Drivers Mate / Forklift Driver
- Import / Export Clerk
- Logistics / Operations Co-ordinator - Team Leader

The IoSCM team have consulted with a large range of organisations from all sectors of the supply chain to ensure the level 2 qualifications address the skills and knowledge expectations of individuals working in the aforementioned roles, and similar, in a wide range of businesses.

Key Learning Objectives at Level 2 include:

- Gaining insight in to new topics or enhance existing knowledge.
- The ability to transfer learning to real-life job roles.
- Understanding the importance of tasks and responsibilities in line with business objectives.

Accreditation and Regulation of IoSCM Professional Qualifications

The IoSCM level 2 qualifications are industry recognised across the globe. Each unit of study available within the level 2 courses was designed and developed by industry experts to provide first class learning materials that meet National Occupational Standards (NOS).

What are National Occupational Standards?

The NOS framework specifies the UK standards of performance that people are expected to achieve in their work, and the knowledge and skills they need to perform effectively which are approved by UK government regulators.

Essentially, meeting the NOS framework means that with IoSCM you will learn exactly what is required to succeed in your job role and become a more valued asset than someone completing a more academic-based programme.

Awarding Organisation

IoSCM partner with SFEDI Awards to ensure each of our qualifications are accredited by a UK-regulated Awarding Organisation.

Upon successful completion of an IoSCM Level 2 qualification, each learner is awarded with a globally recognised professional qualification from SFEDI Awards, who are also an Ofqual-regulated awarding Organisation.

SFEDI[®] AWARDS

What is Ofqual?

Ofqual is the government organisation that regulates qualifications and the organisations offering them, maintaining standards and, therefore, confidence in education across England. Because we are Ofqual regulated, you can be assured that every qualification we produce is of a high-quality, valid, and fit for purpose.

The Regulated Qualifications Framework (RQF)

The Regulated Qualifications Framework (RQF) is the vehicle for regulating qualifications within England and vocational qualifications within Northern Ireland. The framework provides a single, simple system for cataloguing all qualifications regulated by Ofqual by both level and size.

Qualifications on the Regulated Qualifications Framework (RQF) have both a level and a size allocated to them in order to support individuals in making an informed choice about the most appropriate qualification for them.

Each RQF qualification title contains the following:

The level of the qualification (from Entry level to Level 8)

- The size of the qualification (Award/Certificate/Diploma/Extended Diploma)
- Details indicating the content of the qualification

Each qualification has a published structure setting out what must be achieved by an individual to demonstrate their knowledge/understanding and competence/skills to meet the required standard as part of the delivery and certification process.

Qualification Level

The level of a qualification relates to the complexity and difficulty associated with the development of knowledge and skills in a particular subject. Qualifications start at entry level and progress through to Level 8

IoSCM Suite of Qualifications

Qualifications are expressed using the terms Award, Certificate, Diploma or Extended Diploma. The type of qualification is an indication of the total amount of time a qualification will take to complete and is labelled,

Total Qualification Time (TQT)

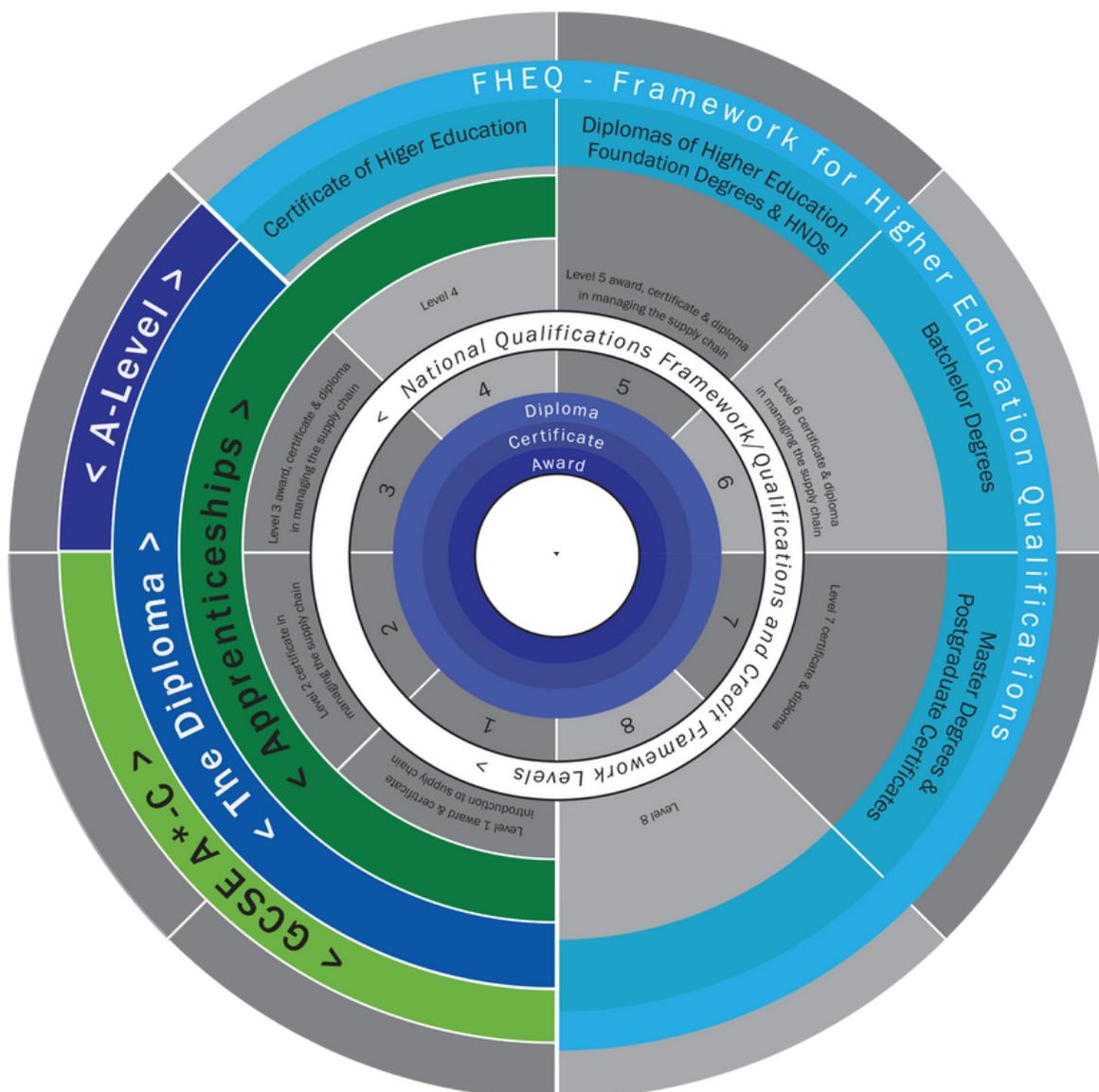
Total Qualification Time (TQT) is a guide to the average time it takes to complete a qualification and can be broken down into two types of activity:

- Guided Learning (GL) – is made up of activities completed by the learner under the direct instruction or supervision of a lecturer, supervisor, or tutor through in situ learning and/or online learning - means and is a measurement of time in hours.
- Total Qualification Time (TQT) – is Guided Learning (GL) and preparation, research, study, or any other form of participation in education or training but not under the direct supervision of a lecturer, supervisor or tutor provided and the total measurement of time in hours.

WHAT ARE IoSCM LEVEL 2 QUALIFICATIONS EQUIVALENT TO?

IoSCM Level 2 qualifications are equivalent to NVQ Level 2, BTEC Level 2, and GCSE's C - A* (Levels 4 – 9) qualifications. They are internationally recognised and much sought-after qualifications by employers and businesses and offer realistic, industry-specific knowledge and skills tailored made for learners, giving everyone the best opportunity of gaining employment within their chosen sector or industry.

Where do IoSCM Level 2 qualifications sit on the Education Framework?



Qualification Titles and Reference Numbers

There are a number of qualifications available at level 2, and each one is allocated a unique reference number to ensure learners are registered on to their chosen programme of study. The titles listed below will appear on the learner's certification from the awarding body upon successful completion on their learning journey. The QRN is the number allocated to the qualification by the Regulator at the time of submission. This acts as confirmation that the qualification is regulated, as it appears on both the Regulated Qualifications Framework and the Register.

Qualification Title	Qualification Reference Number
Award in Introduction to Supply Chain	610/2389/9
Certificate in Introduction to Supply Chain	610/2390/5
Diploma in Introduction to Supply Chain	610/2391/7
Extended Diploma in Introduction to Supply Chain	610/2392/9
Diploma in Introduction Logistics and Transport	610/2393/0
Diploma in Introduction to Manufacturing and Production	610/2395/4
Diploma in Introduction to Procurement	610/2396/6
Diploma in Introduction to Ports and Shipping	610/2397/8
Diploma in Introduction to Leadership and Management	610/2398/X
Diploma in Introduction to Business Management	610/2400/4
Diploma in Introduction to Warehousing	610/2401/6

Qualification Registration Dates

The Level 2 qualifications listed above are regulated from the 1st of April 2023. The projected qualification review date will be the 1st of March 2026.

Entry Requirements for the IoSCM Level 2

The IoSCM Professional qualifications are available for learners aged 16 years and over and are designed to meet the needs of learners from every sector of the global supply chain. There are no official entry requirements for Level 2; however, centres registering learners onto any of the qualifications at this level need to ensure learners have the capabilities to independently achieve the assessment requirements of their course.

To facilitate this, centres and IoSCM Employees are required to;

- Encourage learners to study the right level of course to meet their needs and abilities.
- Provide accurate information to support learners with their course selection process.
- Enable access to IoSCM-created or approved learning materials.
- Deliver a supportive learning journey for every individual learner.
- Provide opportunity for progression.
- Ensure learning and achievement opportunities match the integrity of IoSCM.

All IoSCM qualifications are offered in English (spoken and written), including the assessment processes for each of the IoSCM study modules.

IoSCM and any delivery centres will need to ensure,

- Information relating to IoSCM, and the associated programme of study is accurate and informative with advice and guidance available to each learner, enabling them to select the most appropriate course and subjects for their requirements.
- Learners are enrolled with integrity, and in turn, centres must demonstrate this.
- Each learner is provided with an induction to their professional qualification, which details
 - How their learning is structured
 - How to access their learning and assessment materials
 - How to progress through their learning in line with course time requirements
 - How to access any additional support

IoSCM presents every learner with further opportunities to enhance their learning and offers individual, direct progression routes upon successful completion of their current qualification.

Qualification Structure

The IoSCM Level 2 qualifications have been designed to meet the needs of modern business. Employees are often required to understand how their job responsibilities fit within the wider organisation, how the business operates, and how their supply chain functions.

In addition to this, employees often take on responsibilities outside of their usual job role or change career paths to a new sector or industry. To address a skills gap, advance employee capabilities and expand career opportunities within the global supply chain, IoSCM Level 2 qualifications can be structured in multiple ways to match the learning expectations of each individual or business.

There are set requirements each learner must achieve to successfully complete their IoSCM Level 2 qualifications. These requirements have been established using guidance and regulations set by the UK Regulator Ofqual.

The requirements detailed by Ofqual include, but are not limited to, Guided Learning Hours, Credit Values and Total Qualification Times.

Level 2 Supply Chain Qualifications

Award in Introduction to Supply Chain

Learners must achieve a combined minimum credit value of ten and guided learning hours of ten to successfully complete their qualification. Learners may select one or two units of study to achieve the award qualification.

Certificate in Introduction to Supply Chain

Learners must achieve a combined minimum credit value of thirty or more and combined guided learning hours of thirty or more to successfully complete their qualification. Any combination of the level two units available can be selected to achieve the certificate.

Learners may select a maximum of four units to achieve the Level 2 Certificate.

Diploma in Introduction to Supply Chain

Learners must achieve a combined minimum credit value of forty or more and combined guided learning hours of forty or more to successfully complete their qualification. Any combination of the level two units available can be selected to achieve the diploma. Learners may select a maximum of five units to achieve the Level 2 Diploma.

Extended Diploma in Introduction to Supply Chain

Learners must achieve a combined minimum credit value of sixty and combined guided learning hours of sixty to successfully complete their qualification. Any combination of the level two units available can be selected to achieve the extended diploma. Learners may select a maximum of 7 units to achieve the Level 2 Extended Diploma.

Sector Specific Qualifications

In addition to the Supply Chain study route at level 2 learners have the ability to select a qualification tailored to specific sectors of the supply chain. Each successful learner receives certification reflecting their specialist subjects of study.

These qualifications each have a core unit of study. In addition to the core unit, learners are required to select additional units. To achieve any of the Diplomas listed, learners need to successfully complete units of study with a minimum credit value of forty and guided learning hours of forty. Learners cannot exceed this requirement by more than one units credit value. I.E A learner can select 3 units with a credit value of 10 and 2 with a credit value of 5. They would not be able to select another unit within their course fee as they have met the required credit value (additional units will be available to purchase).

Diploma in Introduction to Logistics and Transport

Learners need to successfully complete the core unit; Introduction to Logistics, plus additional units of study from the optional units available to achieve a minimum credit value of 40 and 40 minimum guided learning hours.

Diploma in Introduction to Manufacturing and Production

Learners need to successfully complete the core unit; Introduction to Manufacturing and Production plus additional units of study from the optional units available to achieve a minimum credit value of 40 and 40 minimum guided learning hours.

Diploma in Introduction to Procurement

Learners need to successfully complete the core unit; Introduction to Procurement plus additional units of study from the optional units available to achieve a minimum credit value of 40 and 40 minimum guided learning hours.

Diploma in Introduction to Ports and Shipping

Learners need to successfully complete the core unit; Introduction to Ports and Shipping plus additional units of study from the optional units available to achieve a minimum credit value of 40 and 40 minimum guided learning hours.

Diploma in Introduction to Leadership and Management

Learners need to successfully complete the core unit; Introduction to Leadership and Management plus additional units of study from the optional units available to achieve a minimum credit value of 40 and 40 minimum guided learning hours.

Diploma in Introduction to Business

Learners need to successfully complete the core unit; Introduction to Business fundamentals plus additional units of study from the optional units available to achieve a minimum credit value of 40 and 40 minimum guided learning hours.

Diploma in Introduction to Warehousing

Learners need to successfully complete the core unit; Introduction to Warehousing plus additional units of study from the optional units available to achieve a minimum credit value of 40 and 40 minimum guided learning hours.

The Units of Study Available at Level 2

To enable learners to create a personalised study journey which meets their individual learning needs, whilst simultaneously supporting businesses with the development of their employee capabilities, there is a vast array of units available within the level 2 suite of qualifications.

Spanning the length of the supply chain, the subjects covered within the units of study provide entry-level insight and learning relevant to the responsibilities, processes, and requirements at this level within modern business environments.

Each unit of study is registered with the SFEDI Awards, assigned a unique reference number, a Credit Value (CV) and specific Guided Learning Hours (GLH).

Qualification Title	Qualification Reference Number
Introduction to Supply Chain Operations	F/650/6471
Introduction to Business Fundamentals	L/650/6475
Introduction to Costs and Resources in Business	M/650/6476
Introduction to Procurement Principles	K/650/6474
Introduction to Warehousing & Inventory Processes	J/650/6473
Introduction to Customer Service Principles	Y/650/6497
Introduction to Logistics Operations	T/650/6478
Introduction to the Principles of Team Leadership	H/650/6472
Introduction to Manufacturing, Planning and Control Operations	R/650/6477
Introduction to Ports & Shipping Operations	J/650/6482

The Units of Study Available at Level 2

Qualification Title	Qualification Reference Number
Introduction to the Principles of Team Development and Performance	R/650/6495
Introduction to Supplier Selection and Product Sourcing	M/650/6494
Introduction to International Trade & Freight Operations	Y/650/6479
Introduction to the Principles Supplier Relationships	T/650/6496
Introduction to the Purpose and Value of Internal Quality Assurance	A/650/6498
Introduction to the Movement of Goods Operations	L/650/6500
Introduction to the Principles of Health & Safety in a Warehouse Environment	D/650/6499
Introduction to Technologies used within Manufacturing Operations	F/650/6480

Delivery and Learning Methods

IoSCM Qualifications offer learners the ability to study and be assessed in a flexible and supportive manner. This means IoSCM Approved Centres can deliver the qualifications in a variety of methods, including but not limited to,

- Online Distance Learning
- Classroom Based
- Blended Learning

Learners studying directly with the Institute will be provided with an online distance learning programme, designed to offer a first-class study experience to each individual.

IoSCM Approved centres will need to ensure their method of delivery does not unlawfully or unfairly discriminate against any individual registering to their programme of study.

IoSCM Approved centres will need to confirm that any training methods or learning materials developed themselves meets the quality requirements of IoSCM. The IoSCM Quality Assurance team will review and approve all programmes of learning before delivery to any learners registering with an IoSCM Approved partner or centre.

Accessibility of IoSCM Learning Programmes

Learners studying for their professional qualifications directly with the Institute will be provided with unique log-in details for our online learning platform. The core method of learning delivery is text-based, supported by video's, images, infographics, and other relevant resources and all assessments and learning are presented and carried out in English. Minor adjustments can be made to the platform to enable text/background colour changes and/or text to be larger in scale. We are unable to provide an audio version of this online distance learning programme.

In addition to the learning resources provided at higher levels of study there is a requirement for learners to carry out independent research or to provide evidence-based documentation from the workplace that demonstrates their understanding of the topics described within the study unit.

Reasonable Adjustments

There may be occasions where a learner requires special consideration or reasonable adjustments to the delivery and/or assessment of their IoSCM Qualification. Prior to the commencement of enrolment to an IoSCM Professional qualification any such requests should be discussed and confirmed with the Quality Assurance Team at the Institute. The IoSCM team will endeavour to find a supportive solution to any requests for special considerations or reasonable adjustments in line with the requirements and restrictions of the Awarding Organisation.

Qualification Assessment

To successfully achieve each IoSCM unit of study, a learner is required to produce an assessment. Each assessment is available via one of the approved methods highlighted below. All completed assessments are submitted by the learner to their IoSCM tutor for marking and in turn moderation.

Learners must competently evidence their understanding of the assessment criteria detailed within the unit by utilising one of the approved assessment methods to demonstrate their knowledge.

To ensure fair and unbiased treatment of learners studying for an IoSCM Professional Qualification, each unit of study has a detailed assessment brief that demonstrates what the tutor is looking for within the learner's completed assessment submission.

Each unit of study is also broken down into sections containing multiple assessment questions. Learners can choose the assessment method(s) that best suits their individual requirements, utilising as many options as they wish throughout their learning; for one unit of study; a learner could select one assessment method, or they could choose multiple.

Assessment Methods available for each assessment criteria are,

- Written Assignment
- Product evidence
- Learner statement
- Case study
- Pre-approved worksheets
- Professional Discussion
- Recognition of prior achievement
- Recognition of prior learning
- Witness testimony
- Blended Assessment

When submitting their assessments for marking, learners are required to use IoSCM approved submission documents which are provided to learners upon commencement of their learning.

These documents must be completed and submitted in-line with the requirements of IoSCM and the Awarding body.

Assessment submissions must be a learner's original work and cannot be plagiarised from other sources. Failure to adhere to the submission requirements could result in work being returned to the learner for re-submission.

Explanation of Assessment Methods

Written Assignment

The most popular choice of assessment method, a written assignment enables the learner to reflect upon their learning and detail their knowledge/understanding to the Assessor. Each assessment question will detail key objectives such as 'identify, describe, explain'. There will be a minimum and maximum word count requirement for each assessment question. The learner will be required to adhere to the assessment guidelines to demonstrate their capability to read, interpret and follow instructions. Dependent upon the level of study, learners may be required to carry out independent research which they will need to list utilising the Harvard referencing system.

Professional Discussion

This is a documented report and discussion between the learner and Assessor and should give real examples, where possible, of completed activities. This is a planned assessment and is normally recorded by the Assessor. A Professional Discussion is not a question-and-answer session and should be led by the learner. A template for the collection of a Professional Discussion will be held by the Assessor. The document and format for this assessment method will be discussed with the learner prior to the Professional Discussion and a pre-agreed date and time will also be scheduled for the assessment to take place.

Product evidence

This is a work product, for example a letter or research, that has been produced which can support the evidencing of performance. When using this form of evidence, it is important to ensure that confidentiality is adhered to, and no information is provided that may compromise this. It may be appropriate to reference the location of product evidence within a Professional Discussion so that, if the Internal Quality Assurer wishes to view it, then they can request a copy.

Recognition of Prior Learning

Prior learning can form part of the assessment process where the learner is able to demonstrate that they meet the assessment requirements for a unit through knowledge, understanding or skills that they already possess. In this instance the learner must provide evidence to show that the assessment criteria have been met. The Assessor will make a professional judgement about the evidence presented, which could be in a variety of forms, including, a statement or professional discussion to explain what prior activity has taken place and how this links to the standards to be achieved.

Recognition of Prior Achievement.

Voluntary work, performance at work and/or a professional certificate to practice can be used in terms of recognition of prior achievement – e.g. a case which led to a successful promotion, evidence to demonstrate achievement of objectives within a personal development plan or an assessment undertaken to gain a certificate that was required to practice in a profession.

Explanation of Assessment Methods

Learner statement or Case study

For assessment by the method, the learner could provide a written statement demonstrating their knowledge or understanding or setting the context of some other evidence. It could also be an explanation of the application of their skills. However, if used to support a competency-based claim (i.e., a practical skill) then this statement can only be provided in support of that claim. For competency-based criteria the learner must be observed in some way.

For example, if the learner submitted minutes of a meeting, they might write a statement explaining their involvement in this activity. Did they simply attend the meeting or were they involved in more detail such as instigating the meeting, generating the agenda, writing minutes etc.) Where statements are used to demonstrate knowledge and understanding and/or to set the context of something they must be signed and dated by the learner. Signatures for colleagues in a more senior position to the learner to corroborate their statement are required and should be provided on letter headed paper with their full name and job title. The statement could also be provided from a more senior person within the business instead of the learner writing their own. Again, a full and detailed explanation would be required.

A Case study is a version of the learner statement. The learner writes a statement, but it is based upon a particular scenario which they have experienced. For example, if they were involved in a slightly more complicated customer service inquiry or complaint there may be a number of activities which happened, and they can outline their involvement in a chronological order.

Pre-approved Worksheets

This assessment method is available for some units of study. Learners are required to complete pre-approved worksheets that reflect the learning criteria of the unit of study. Further information on this assessment will be provided upon request to any learner, client or delivery partner who would like to offer this assessment method.

Witness Testimony

These are provided by external people because the IoSCM Delivery/Assessment team cannot be present at all times when a learner completes a task that could be used as evidence. The testimony will be expected to detail who and what the activity entailed and where the activity took place. A Witness testimony will need to be provided by a professional from within the employee's organisation who holds a position of responsibility higher than the learners, for example the learner's Line Manager.

Blended Assessment

Learners can utilise a range of the assessment options available to them, presenting their work to the Assessor in a way that clearly evidences their understanding or experience of the topics listed within the assessment criteria.

Assessment and Verification

IoSCM Approved Centres will need to confirm which assessment methods they would like to utilise for the learners. Any assessment method not currently available will require approval from The IoSCM Quality Assurance Team.

Assessment and Verification

In addition to meeting the assessment criteria for the unit of study, learners will be required to ensure their work meets the expected standards for their level of study. Information is presented in a way that clearly demonstrates their capabilities in line with assessment criteria and that all work submitted for assessment is accurate and authentic.

A learner must be able to demonstrate their ability to link the theory behind their learning to practical situations and if utilising an assessment method based on workplace experience, they must be able to accurately detail how this practical experience within one organisation meets and matches the expectations of the wider sector or industry.

The assessor reserves the right to discuss any work submitted as part of the assessment process with the learner to seek clarification of their understanding or experience. This discussion could be verbally or in writing.

Verification of Learners Assessment Submissions

To maintain the standards of professional qualifications, IoSCM Assessors must be confident that the work they are assessing is a true reflection of the learners' understanding of their topics of study.

Learners are required to submit a statement of authenticity with each assessment submission that certifies the work submitted is their own, it has not been completed by a third party, is not plagiarised from other sources, has not previously been submitted anywhere else* and accurately reflects their personal experiences.

Statements of authenticity are signed and dated by the learner or can be completed as part of their online submission.

Making an inaccurate statement of authenticity can result in a learner being withdrawn from their professional qualification.

**If a learner is submitting Approved Prior Learning, they are required to utilise the relevant assessment template which explains how to provide this information.*

Unit Assessment for IoSCM Professional Qualifications

Units are marked internally on a Pass or Referral basis; the learner must Understand, Know how to and/or Be able to demonstrate knowledge/understanding and/or competence/skills against all the relevant assessment criteria to achieve the unit.

Pass

If the work is passed, the learner has successfully completed the learning objectives for this section of study. This means they are able to move on to their next learning module or study unit. The IoSCM Assessor will include detailed feedback describing why the learner has successfully met the assessment criteria within their submission. A Pass is subject to any Internal or External Quality Assurance checks.

Refer

If the work is referred, the learner has failed to meet the learning objectives detailed within the assessment brief. This means they are required to address any areas of concern highlighted by the Assessor, updating their assessment ready for resubmission. The IoSCM Assessor will provide detailed feedback which the learner should utilise to strengthen their work submission. A learner can receive a Referral for a number of reasons such as, failing to reference their work correctly, plagiarising material from other sources, not answering each of the assessment criteria to a level 2 standard, poor presentation, or insufficient depth within the information provided.

When a learner receives a Refer the Assessor will highlight what was done well within the submission and areas for improvement.

After making the required changes a learner will have the opportunity to resubmit their work for remarking. This process can be repeated multiple times*; however, learners would be advised to speak with their Assessor before a third submission to ensure they understand why they are failing to meet the assessment criteria.

**A learner can have a maximum of three attempts to submit an assessment before being required to select a new unit of study. The Learning Support Team would confirm any costs involved in doing this.*

Ensuring Quality and Fairness within the Assessment Process

To ensure the Assessment team are upholding the standards of IoSCM Professional Qualifications and our Awarding Organisation, all assessments are subject to Internal and External Quality Assurance checks. This means all work is Passed subject to these checks being carried out and the decisions of the Assessor upheld. This is standard practice for final assessment of all professional qualifications.

IoSCM Approved Centres and Partners

Learners studying for IoSCM Professional Qualifications through an approved centre or partner will be required to meet the minimum standards expected from the Institute as detailed within the assessment criteria for each unit of study. The IoSCM Quality Assurance team will work with each centre or partner to agree a programme of assessment and quality assurance. In some cases, partners will be required to submit their learner's work directly to the Institute for marking and feedback. Approval can be requested for centres or partners to carry out the marking of their learner's work. In these instances, the IoSCM Quality Assurance team will carry out rigorous quality assurance checks on the assessment standards being implemented by the centre or partner.

All assessment submissions and decisions must be readily available for inspection by the IoSCM Quality Assurance Team, the awarding organisation SFEDI Awards or the UK Regulator Ofqual. Failure to produce any requested documentation within specified time-periods could result in IoSCM withdrawing the Centre or partner's approval to deliver IoSCM Qualifications.

Appeals and Reviews

If at any time a learner disagrees with an Assessor's decision, they have the right to appeal that decision.

A learner should make this appeal directly with the assessor in the first instance. Upon receipt of the appeal, the Assessor will discuss the request with the IoSCM Quality Assurance team who will provide an unbiased view of the work submitted and assessment decision provided. If the Quality Assurance Team uphold the decision of the Assessor, the learner will be provided a detailed explanation of the decision. If the learner is still unhappy with the decision and/or explanation, they can submit a formal complaint at any time.

Learners studying through IoSCM Approved Centres or partners must in the first instance raise an appeal directly with their learning provider. If all appeal procedures have been exhausted and the learner is still unhappy with the decision, they may raise a formal complaint directly with the Institute.

IoSCM formal complaints process can be accessed at any time via the learning support team or requested from an IoSCM Approved Centre of partner.

Appeals and Reviews

Learners studying for IoSCM Professional Qualifications through an approved centre or partner will be required to meet the minimum standards expected from the Institute as detailed within the assessment criteria for each unit of study. The IoSCM Quality Assurance team will work with each centre or partner to agree a programme of assessment and quality assurance. In some cases, partners will be required to submit their learner's work directly to the Institute for marking and feedback.

Approval can be requested for centres or partners to carry out the marking of their learner's work. In these instances, the IoSCM Quality Assurance team will carry out rigorous quality assurance checks on the assessment standards being implemented by the centre or partner.

All assessment submissions and decisions must be readily available for inspection by the IoSCM Quality Assurance Team, the awarding organisation SFEDI Awards or the UK Regulator Ofqual. Failure to produce any requested documentation within specified time-periods could result in IoSCM withdrawing the Centre or partner's approval to deliver IoSCM Qualifications.

Unit Specification Breakdown

For each unit of study within the level 2 qualification, there is a Unique Reference Number assigned by the awarding organisation to ensure learner certification accurately details the units of study completed, a Credit value for each unit, and Guided Learning Hours.

Learner's competencies are assessed using pre-determined assessment criteria with assessments taking place throughout each unit of study.

To ensure learners select the most appropriate unit(s) of study for their individual development aims or those of their employer, IoSCM provide a detailed breakdown of the learning objectives for each unit, the assessment criteria, and what topics the learner will be competent in upon successful completion of their learning journey.

Development, Maintenance and Modifications of the Level 2 Qualifications

IoSCM frequently consult with a variety of businesses and professionals from across all sectors and professions within the supply chain. Where consultation highlights a need for a new topic of learning or changes to current units to reflect real-world developments, the IoSCM Quality Assurance and Development team will add new units to the qualification specification or modify existing units to reflect the latest methodologies, processes, or best-practice to ensure learners gain knowledge and understanding that accurately reflects modern industry.

Introduction to Supply Chain Operations

Unit Reference Number: F/650/6471

Credit Value: 10

Guided Learning Hours: 10

Unit Introduction

Supply Chain activity involves the extraction or transformation of raw products, natural resources and components into a finished product that can be delivered to the end user/customer. For a Supply Chain to be successful both the customer and supplier need to ensure that they are connected in a way that allows the exchange of information, demand data and the visibility of the status of inventory, product, and service.

The Introduction to Supply Chain level 2 unit of study is wide-ranging and provides the learner with a clear overview of the characteristics and activities of the supply chain, enabling the identification of key functions. The Supply Chain can be described as a system of organisations, people, activities, resources, information, and services involved in supplying a product to the end user or customer.

Unit Overview

The Introduction to Supply Chain unit will provide an understanding of the foundations and principles of Supply Chain Operations. By exploring the purpose, roles, and responsibilities found within the supply chain, the requirement for effective communication and potential barriers and risks associated with the operation of a supply chain. Upon completion of the unit learners will have the knowledge of,

- The characteristics of a Supply Chain
- The different functions, and their purpose, in a supply chain
- Relationships between the links of a Supply Chain
- The importance of communication in a Supply Chain

Learning Outcomes	Value
1.Understand the characteristics and links within a Supply Chain	1.1 Describe the characteristics of a supply chain and explain the relationship between the links of a supply chain
2.Understand the roles of other organisations in the supply chain	2.1 Define the roles organisations play within a supply chain 2.2 Explain the organisation of a supply chain
3.Understand the communication methods used within a supply chain	3.1 Outline the methods used within a supply chain 3.2 Identify the potential barriers to effective communication within a supply chain
4.Understand the key functions and inter-relations of a typical supply chain.	4.1 Describe an end to end supply chain that you are familiar with 4.2 Describe the main functions required within that supply chain to operate successfully

Indicative Content

A modern supply chain combines multiple teams, departments and businesses working in tandem to ensure they each meet their objectives. Within the Introduction to Supply Chain a learner will gain an understanding of,

- The Main Components of the Supply Chain – Supply, Manufacturing & Distribution.
- The Different Stakeholders within the Supply Chain – Customers, Retailers, Wholesalers and Distributors, Manufacturers, Material Suppliers
- Typical Supply Chain Activities
- Internal and External Supply Chains
- Common Types and Forming of Supply Chain Relationships
- The organisation of the Supply Chain
- Risk Management within the Supply Chain
- Effective communication within an internal and external supply chain

Introduction to Business Fundamentals

Unit Reference Number: L/650/6475

Credit Value: 8

Guided Learning Hours: 8

Unit Introduction

The Introduction to Business fundamentals unit enables the learner to understand various business concepts, techniques, and theories. Key learning objectives include understanding the purpose and functions of numerous organisations, examining the importance of communication skills in a business environment, and exploring the scale and scope of quality management systems.

Unit Overview

This unit will allow the learner to develop their understanding of fundamental business principles and techniques.

- Different types of businesses, their purposes and the roles and responsibilities of departments
- The types, and use, of communication within organisations and the importance of effective communication in the overall business strategy
- The scale and scope of Quality Management Systems

Learning Outcomes	Value
<p>1. Understand the purpose and functions of a range of businesses.</p>	<p>1.1 Explain the purpose of a range of different types of businesses. 1.2 Describe the various functions or departments within those businesses.</p>
<p>2. Understand the importance of effective communication skills within a business.</p>	<p>2.1 Identify a target audience based on the information required for communication. 2.2 Assess what techniques and methods can be used to communicate information effectively according to the target audience.</p>
<p>3. Understand the scale and scope of quality management systems.</p>	<p>3.1 Discuss the importance of quality management systems. 3.2 Explain the benefits of two different types of quality management standards. 3.3 Evaluate the quality objectives required to achieve a successful quality management system.</p>

Indicative Content

This Introduction to Business fundamentals unit intends to provide the learner with a broad understanding of management systems, communications theories, and successful quality management systems. Upon completion of this unit, the learner will be able to.

- Understand the purpose and functions of a range of businesses and look closely at the functions within an organisation.
- Appreciate the importance of communication skills within business environments and understand the audience.
- Explain the scale and scope of quality management systems, standards, and objectives.

Introduction to Costs and Resources in Business

Unit Reference Number: M/650/6476

Credit Value: 5

Guided Learning Hours: 5

Unit Introduction

The Introduction to Costs and Resources in Business unit enables the learner to understand customer expectations and satisfaction, the safe utilisation and management of resources, and the importance of cost accounting in business.

Unit Overview

This unit will allow the learner to develop their understanding of essential business principles, methods, and procedures.

- Identification and the safe management of key resources
- Cost accounting in business

Learning Outcomes	Value
<p>1. Know how to identify and manage key resources safely.</p>	<p>1.1 List five important resources within a business. 1.2 Discuss ways to maintain and safeguard those resources.</p>
<p>2. Understand the importance of cost accounting efficiently in business</p>	<p>2.1 Explain the importance of a business's cost recording system. 2.2 Describe the components of cost accounting. 2.3 Evaluate the value of preparing a basic balance sheet and profit and loss account.</p>

Indicative Content

The Introduction to Costs and Resources in Business unit intends to provide the learner with a broad understanding of the importance of productive resource management and cost accounting. Upon completion of this unit, the learner will be able to.

- Identify how to utilise, manage, and safeguard a business's resources.
- Understand the significance of efficient cost accounting

Introduction to Procurement Principles

Unit Reference Number: K/650/6474

Credit Value: 10

Guided Learning Hours: 10

Unit Introduction

The Introduction to Procurement level 2 unit of study provides the learner with a clear understanding of Procurement and Purchasing functions and responsibilities. This unit explains the various stages involved in the Procurement process and describes how effective management of the Procurement operations adds value to the entire supply chain. It covers the supply analysis techniques used to identify the market characteristics for specific goods or services. The analysis provides valuable information to develop effective procurement strategies and assist in managing supply-related risks.

This unit explains the importance of Supplier Management to ensure organisations are receiving maximum value from suppliers. To get the maximum out of the supplier, it is vital for the organisation to track and monitor the supplier's performance periodically with regular communication and feedback; an organisation can develop a transparent relationship with the supplier, enabling an organisation to find areas of improvement.

The Total Acquisition Cost (TAC) section of this unit will enable the learner to evaluate the Total Cost of Ownership (TCO) of a product or service to assess the quotations better and negotiate favourable contracts with selected suppliers.

Unit Overview

This unit will allow the learner to obtain an understanding of the foundations and principles of Procurement. Indicative content will cover:

- Key features of the procurement and purchasing function
- Different stages of the purchasing process
- Gain an understanding of the supply market
- Contracting in Purchasing
- The importance of monitoring supplier performance

Learning Outcomes	Value
<p>1. Understand the role of the procurement and purchasing function</p>	<p>1.1 Explain the key features of the procurement function. 1.2 Discuss the role purchasing plays in the procurement function.</p>
<p>2. Understand the stages of the purchasing process</p>	<p>2.1 Identify the stages of the purchasing process. 2.2 Explain the order processing cycle and lead time.</p>
<p>3. Understand the concept of supply market information</p>	<p>3.1 Identify how a SWOT analysis could aid in gaining information. 3.2 Discuss the supply market and its types, explaining methods used to gain information about the supply market.</p>
<p>4. Be able to follow the requirements and processes of monitoring supplier performance</p>	<p>4.1 Outline how organisations select suitable suppliers. 4.2 Justify the importance of monitoring supplier performance. 4.3 Evaluate the information required to monitor supplier performance.</p>
<p>5. Be able to evaluate the importance of a purchasing contract and define its purpose within an organisation</p>	<p>5.1 Outline what is meant by a contract. 5.2 Communicate the standard terms of contracts within your business or one you are familiar with. 5.3 Evaluate the consequences of not fulfilling contract terms.</p>

Indicative Content

Modern procurement combines multiple teams and technologies, departments and businesses working together to ensure they each meet their objectives. Within the Introduction to Procurement level 2 unit, a learner will gain an understanding of,

- The Stages of Procurement
- Supplier Selection, Evaluation, Development and Performance Monitoring
- Managing Supplier Relationship
- Procurement Contracts and Compliance
- Total Acquisition Cost (TAC)
- Spend Management
- Inventory, Management Demand Forecasting & Material Requirement Planning
- Purchase order Processing Cycle time
- Purchasing KPIs
- Strategic Tools in Purchasing (SWOT)
- Analysis of Product or Service Price Through Various Methods and Market Research

Introduction to Warehousing and Inventory Processes

Unit Reference Number: J/650/6473

Credit Value: 10

Guided Learning Hours: 10

Unit Introduction

The Introduction to Warehouse and Inventory level 2 unit is designed to provide the learner with an understanding of the purpose and characteristics of inventory and the importance of inventory control to an organisation. Warehouses are an integral part of the wider supply chain and their efficiency and effectiveness contribute towards an organisation's profitability and competitive advantage. This study unit covers the processes, activities, equipment, and legislation applicable to a typical warehouse operation.

Unit Overview

This unit will allow the learner to obtain an understanding of the foundations and principles of Warehouse and Inventory. The unit content will cover:

- Description of inventory, its purpose, and the importance of inventory control.
- Goods receiving, verification and storage processes.
- Warehouse operation activities.
- The use of Manual Handling Equipment.
- Understanding the employer's and employee's responsibilities for Health and Safety (H&S) within the workplace.
- H&S legislation and regulations applicable to a warehouse operation.

Learning Outcomes	Value
1. Understand the purpose of inventory	1.1 Define the term Inventory. 1.2 Discuss the purpose of inventory.
2. Understand how goods are received in a warehouse	2:1 Explain the processes used to receive and verify goods that arrive in a warehouse.
3. Understand key warehousing activities and the importance of Manual Handling Equipment	3.1 Identify four warehouse activities 3.2 Discuss the importance of Manual Handling Equipment.
4. Understand the health and safety responsibilities in a warehouse environment	4.1 Explain the employer's and the employee's responsibilities for health and safety in a warehouse.
5. Be able to evaluate the purpose and main functions of a warehouse	5.1 Outline the purpose and key functions of a warehouse within a Supply Chain. 5.2 Evaluate how a warehouse can deliver a competitive advantage within a supply chain.

Indicative Content

The main function of a warehouse is to store products or goods before moving them to another location. This involves multiple teams, departments, specialist equipment, systems, policies, and processes to achieve an efficient and effective operation. Within the Introduction to Warehouse and Inventory a learner will gain understanding of,

- What is inventory, the different types, and uses of inventory.
- What are stock outs, safety stock and make to stock.
- Why it is important to control inventory using methods such as ABC analysis, demand and averages, stock rotation and inventory coding.
- What is a warehouse and the importance of warehouse location and layouts
- Warehouse flow types, design, and storage.
- Warehouse goods receipt process.
- Warehouse departments/processes.
- The importance of manual handling equipment.
- Employer and employee health and safety responsibilities within the workplace.
- Health and Safety regulation and legislation applicable to a warehouse operation.

Introduction to Customer Service Principles

Unit Reference Number: Y/650/6497

Credit Value: 8

Guided Learning Hours: 8

Unit Introduction

This Level 2 Introduction to Customer Service unit is focussed on the importance of Customer Service to an organisation, the employee and ultimately the customer. The basic principles and techniques of customer service are explained, enabling you to demonstrate an understanding of this important element of the modern relationship with consumers, where an excellent level of service goes beyond the idea of having satisfied customers with a view to retaining customers in a highly competitive market.

Unit Overview

This unit will allow the learner to obtain and demonstrate an understanding of basic customer service principles and techniques. This includes,

- Explaining the importance of customer service to all parties involved, from the supplier, employees within the organisation through to the customer.
- Explaining the difference between internal and external customers.
- Understand the organisation's policies and procedures for developing and maintaining effective relationships with customers.
- Explain the significance of developing and maintaining effective customer relations and the effects of not doing so.
- How to utilise customer feedback to improve service quality.

Learning Outcomes	Value
<p>1. Understand the principles of customer service</p>	<p>1.1 Explain the principles of internal and external customer service. 1.2 Describe the importance of effective customer service to internal and external stakeholders.</p>
<p>2. Understand how to meet the needs of a diverse range of customer types</p>	<p>2.1 Identify how to deal with customers from different cultures and age ranges. 2.2 Discuss how to deal with challenging customers.</p>
<p>3. Understand an organisation's policies and procedures for developing and maintaining effective relationships with customers</p>	<p>3.1 Outline organisational policies for developing and maintaining customer relationships. 3.2 Evaluate the advantages and disadvantages of developing and maintaining effective customer relations.</p>
<p>4. Understand how to support customer service improvements within a business.</p>	<p>4.1 Define the importance of evaluating customer service. 4.2 List the most common methods used to evaluate customer service. 4.3 Describe ways to support customer service improvements.</p>

Indicative Content

This comprehensive unit has been designed to provide the learner with a clear understanding of the importance of customer service, along with developing knowledge in the principles and techniques which underpin an organisation's approach to its customers. Upon completion of this unit the learner will be able to,

- Provide an explanation of the principles of customer service and importance to an organisation, employee, and customer
- Differentiate between internal and external customers
- Provide an explanation of how to support customers from different age ranges and cultures
- Describe how to deal with customers who are angry, distressed, violent or upset
- Describe the points included within an organisation's customer care policy
- Demonstrate an understanding of the significance of developing and maintaining effective customer relations and the effects of not doing so
 - Demonstrate a clear understanding of the importance of an organisation maintaining an excellent customer service image
- Provide a description of the most common methods used to evaluate customer service
- Explain how the feedback from customers can be used to improve the quality of service.

Introduction to Logistics Operations

Unit Reference Number: T/650/6478

Credit Value: 10

Guided Learning Hours: 10

Unit Introduction

The Introduction to Logistics unit will allow learners to understand the function of logistics as well as identifying activities within logistics used by organisations such as transportation, warehousing, internal movements, inventory, and the IT infrastructure that supports it. Furthermore, the learner will understand the effective contribution to a business in the logistics sector.

The purpose of logistics is to get the right product to the right customer in the right condition, at the right place, at the right time, and at the right cost.

If managed correctly, logistics ensures that supply and product inventory are not needlessly accumulated or wasted thus adding value to a business.

Unit Overview

This unit will allow the Learner to understand how production and procurement methods can impact logistics, the different types of logistics services and the role they play in the supply chain. Upon completion of this unit, the learner will have a comprehensive understanding of,

- Different types of logistics activities including air, sea, road, and rail.
- The challenges and legislation concerning different modes of transportation.
- The most appropriate methods used to monitor performance.
- Health & Safety, policies and procedures affecting logistics operations.

Learning Outcomes	Value
<p>1. Understand the function of logistics</p>	<p>1.1 Define the term logistics. 1.2. Explain the purpose and function of logistics.</p>
<p>2. Understand the logistics activities used by organisations</p>	<p>2.1 List the types of logistics activities carried out in a range of organisations. 2.2 Explain the performance measures used in logistics activities.</p>
<p>3. Understand how organisational policies and procedures affect logistics operations</p>	<p>3.1 Describe the following organisational policies and procedures that support an effective logistics operation,</p> <ul style="list-style-type: none"> • Health Safety & Security • Personal protective clothing • The work role • Quality standards <p>3.2 Discuss communication methods that can positively impact a business within the logistics sector.</p>
<p>4. Be able to support improvements to the logistics function within a business</p>	<p>4.1 Carry out research on your organisation, or one you are familiar with, to identify the logistics activities carried out. 4.2 Reflect on the purpose of these activities and provide suggestions of two changes the business could make to improve its logistics function.</p>

Indicative Content

Logistics is described as the detailed organisation and implementation of a complex operation. In a general business sense, logistics is the management of the flow of things between the point of origin and the point of consumption to meet the requirements of customers or corporations. Within the Introduction to Logistics, learners will study:

- The different types of logistic activities, including inbound and outbound.
- The relationship between procurement, planning, and forecasting and the role logistics plays.
- Logistics activities in the transport industry.
- The specific requirements of sending goods by air, sea, road, and rail.
- The importance of storage and warehousing.
- How logistics is impacted by the Health & Safety at Work Act.
- Security Policies and Procedures.
- The applicable quality standards such as ISO9001 and ISO4001.
- The types of IT infrastructure that support logistics operations.

Introduction to the Principles of Team Leadership

Unit Reference Number: H/650/6472

Credit Value: 8

Guided Learning Hours: 8

Unit Introduction

Team leading involves the providing of guidance and support in the role of a communicator, problem-solver, motivator, and performance monitor to ensure a team can complete their roles and achieve their objectives successfully.

The Understanding the Role & Responsibilities of a Team Leader Level 2 Unit of study provides the learner with a clear overview of the concept of team leadership, levels of authority, how to create cohesion within the team and the importance of a team achieving the expectations of the business.

Unit Overview

This unit will allow the learner to obtain an understanding of the principles of Team Leading. Indicative content will cover:

- The roles and responsibilities of a team leader
- The authority and accountability of a team leader
- How to build a shared sense of purpose within the team
- The importance of communication

Learning Outcomes	Value
<p>1. Understand the role and responsibilities of a team leader</p>	<p>1.1 Describe the attributes of a team leader.</p> <p>1.2 Discuss the role and responsibilities of a team leader.</p> <p>1.3 Explain the team leader's role in the development of team members.</p>
<p>2. Understand the authority and accountability levels of a team leader</p>	<p>2.1 Explain the levels of authority of a team leader.</p> <p>2.2 Describe what is meant by accountability within a team leader role.</p> <p>2.3 Compare the differences in the relationship between authority and its responsibility.</p>
<p>3. Understand how a team leader builds a shared sense of purpose with a team</p>	<p>3.1 Define what is meant by a shared sense of purpose.</p> <p>3.2 Describe how effective communication methods contribute to a shared sense of purpose.</p> <p>3.3 Explain how a team leader can communicate a clear vision and shared values.</p>
<p>4. Understand how to communicate effectively within a team</p>	<p>4.1 Identify the potential barriers to effective communication in the workplace</p> <p>4.2 Evaluate the principles of effective communication within a team.</p>

Indicative Content

A team leader will provide support and guidance to team members to ensure they meet their objectives. Within this level 2 unit of study the learner will gain an understanding of:

- What is a team leader – their roles and responsibilities
- How a team develops – Tuckman Stages of Team Development Model
- Styles of leadership used by a team leader – John Adair, Kurt Lewin
- Authority and Accountability of a team leader
- Effective Communication – methods to be used and barriers that are encountered
- Teamwork and Motivation– benefits to team and organisation
- Preventing and dealing with discrimination, harassment, and conflict

Introduction to Manufacturing, Planning and Control Operations

Unit Reference Number: R/650/6477

Credit Value: 10

Guided Learning Hours: 10

Unit Introduction

The Introduction to Manufacturing, Planning & Control (MPC) Level 2 unit of study is wide ranging and provides the learner with a clear overview of the processes involved in the planning of production whilst identifying the key functions.

The Introduction to Manufacturing, Planning & Control unit provides the learner with an understanding of the basic principles of Manufacturing, Planning & Control. This includes an overview of the process involved in the planning of production and the layouts that can be used on a shop floor to ensure production is efficient. Processes used in the manufacturing process of engaging external organisations and how to determine if a Make or Buy decision is required are shown.

The importance of production planning and the inputs to the process are explored whilst also looking at manufacturing improvement techniques that can be utilised to ensure resources are utilised in the manufacturing process.

Unit Overview

This unit will allow the learner to obtain an understanding of the foundations and principles of Manufacturing, Planning & Control. Indicative content will cover:

- The Manufacturing Process
- The process of engaging external organisations to participate in the manufacturing process
- The importance of production planning
- Manufacturing improvement techniques

Learning Outcomes	Value
<p>1. Understand the manufacturing process</p>	<p>1.1 Identify the key features of the manufacturing process, and the procedure of converting inputs into outputs. 1.2 Explain the main stages of the assembly process.</p>
<p>2. Understand the process of engaging external organisations to participate in the manufacturing process</p>	<p>2.1 Identify why it may be appropriate to engage external organisations in the manufacturing process. 2.2 Describe how external organisations are engaged in the manufacturing process. 2.3 Discuss how conclusions are made that may lead to a 'Make' or a 'Buy' decision in the manufacturing process.</p>
<p>3. Be able to evaluate effective production planning</p>	<p>3.1 Identify two examples of effective production planning that your business uses or one that you are familiar with. 3.2 Evaluate the benefits of a business's manufacturing planning and control system.</p>
<p>4. Understand manufacturing improvement techniques</p>	<p>4.1 Compare the benefits of two manufacturing techniques utilised in a business. 4.2 Reflect on the value of introducing improvement techniques for a business.</p>

Indicative Content

A manufacturing plant will use a range of manufacturing and production techniques to ensure that their production runs effectively and efficiently to utilise their resources to provide optimum results. Within the Introduction to Manufacturing Planning & Control the learner will gain an understanding of:

- Manufacturing processes – levels of planning, inputs to manufacturing,
- Factory Layouts – fixed position, functional, cell, and product
- Functions to Manufacturing – quality, warehousing, procurement, human resources
- External Organisations involved in manufacturing – procurement, subcontracting, and outsourcing
- The Procurement Cycle
- Make or Buy Decisions

Introduction to Ports & Shipping Operations

Unit Reference Number: J/650/6482

Credit Value: 10

Guided Learning Hours: 10

Unit Introduction

The Introduction to Port and Shipping Level 2 unit provides complete knowledge and understanding of the fundamentals of Ports and Shipping including the role and functions of Ports and Shipping in international trade. The Unit also explains the importance of Ports and Shipping from an economic point of view. The significant impact of ports and shipment in context to an organisation's logistical activity for the fast and efficient flow of goods is also explained in the section.

Ports offer various services to shipping lines, including loading, and unloading, reception facilities, control assistance, cranes, pilotage, navigation, etc. This unit provides the primary advantages and disadvantages of Ports and Shipping.

The section also explains how the policies and procedures affect Ports and Shipping within an organisational context.

The Unit provides a detailed understanding of the prominence of Shipment Monitoring and Tracking accompanied by the different methods and tools used by organisations to keep track of their shipments in transit.

Unit Overview

This unit will allow the learner to obtain an understanding the basics of Ports and Shipping. The learning content will also cover:

- The Key Functions of Ports and Shipping Containers
- The role of Ports and Shipping in an organisation
- Understand the policies and procedures that affect the efficient operation of Ports and Shipping
- Recognise the importance of tracking and monitoring Ports and Shipping and ways of doing this

Learning Outcomes	Value
<p>1. Understand the function of ports and shipping</p>	<p>1.1 Define the terms ports and shipping. 1.2 Describe the key elements of ports and shipping.</p>
<p>2. Be able to evaluate the role of ports and shipping</p>	<p>2.1 Outline how ports and shipping operate within an organisational context. 2.2 Evaluate the advantages and disadvantages of ports and shipping.</p>
<p>3. Understand the policies and procedures that affect ports and shipping</p>	<p>3.1 Explain the policies and procedures that affect ports and shipping within an organisational context.</p>
<p>4. Be able to support the monitoring of ports and shipping within an organisational context.</p>	<p>4.1 Communicate how a business monitors ports and shipping. 4.2 Assess the impact on an organisation of monitoring ports and shipping effectively.</p>

Indicative Content

The Introduction to Ports and Shipping covers the basic knowledge of Maritime transportation, a learner will gain an understanding of the following concerning Ports and Shipment:

- A detailed explanation of the meaning of Ports and Shipping
- Importance of Ports and Shipments in International trade and Global outsourcing
- The key elements, functions and primary role of Ports and Shipping in the adequate flow of goods concerning organisations and Key Players
- Advantages and Disadvantages of Ports and Shipping
- Value-added services available at Ports
- Knowledge of the different ways and importance of monitoring Ports and Shipping
- Terminology, Policies, Procedures, Documents, Legal requirements, and monitoring

Introduction to the Principles of Team Development & Performance

Unit Reference Number: R/650/6495

Credit Value: 9

Guided Learning Hours: 9

Unit Introduction

The Introduction to Team Development & Performance Level 2 unit of study provides the learner with an overview of the activities involved in ensuring that team performance is achieved.

The introduction to Team Development & Performance unit provides the learner with an understanding of the basic principles of team development and managing team performance. This includes an understanding of the importance of induction and training programmes for new team members and new employees.

The setting of SMART objectives for individuals and teams to ensure they align with organisational requirements whilst ensuring any skills and knowledge gaps are identified and addressed through the use of training plans. Methods to engage team members and review and monitor the teams progress against objectives, whilst providing constructive feedback is also explored.

Unit Overview

This unit will allow the learner to obtain an understanding of the principles used in Team Development & Performance. Indicative content will cover:

- The role of an employee induction programme and training plans
- The communication and setting of team objectives that meet the organisations needs
- Supporting team members and how to promote opportunities and handle difficulties
- The monitoring and evaluation of team performance against agreed objectives

Learning Outcomes	Value
<p>1. Understand employee induction programmes and ongoing training plans</p>	<p>1.1 Identify how training plans are compiled.</p> <p>1.2 Describe the need for an induction programme for new team members.</p> <p>1.3 Explain how to obtain the relevant information to compile an induction programme.</p>
<p>2. Be able to support organisational aims through team goal setting and effective communication.</p>	<p>2.1 Develop a plan that incorporates SMART objectives to meet organisational aims.</p> <p>2.2 Outline how to allocate tasks to a team to achieve SMART objectives.</p> <p>2.3 Communicate the skills and knowledge required by a team to meet SMART objectives.</p> <p>2.4 Illustrate the importance of effective communication in meeting organisational aims.</p>
<p>3. Understand how to promote team opportunities and alleviate challenges</p>	<p>3.1 Describe ways to engage and support team members from the initial planning stages.</p> <p>3.1 Assess various challenges that could occur within a team and including ways to deal with them.</p>
<p>4. Know how to monitor and evaluate team performance against agreed objectives</p>	<p>4.1 Identify appropriate methods to monitor team progress in achieving agreed objectives.</p> <p>4.2 Evaluate how to give feedback to a team on their performance.</p>

Indicative Content

Team Development & Performance plays an important role in an organisation meeting their objectives. Within the Introduction to Team Development & Performance unit a learner will gain an understanding of:

- Induction Process
- Training Cycle
- Setting SMART objectives
- Planning and allocating of tasks – priority, skill sets, responsibilities
- Team Roles – Belbin Model
- Identification of skills and knowledge gaps
- Role of coaching and mentoring
- Dealing with poor performance

Introduction to Supplier Selection and Product Sourcing

Unit Reference Number: M/650/6494

Credit Value: 8

Guided Learning Hours: 8

Unit Introduction

The Introduction to Team Development & Performance Level 2 unit of study provides the learner with an overview of the activities involved in ensuring that team performance is achieved.

The introduction to Team Development & Performance unit provides the learner with an understanding of the basic principles of team development and managing team performance. This includes an understanding of the importance of induction and training programmes for new team members and new employees.

The setting of SMART objectives for individuals and teams to ensure they align with organisational requirements whilst ensuring any skills and knowledge gaps are identified and addressed through the use of training plans. Methods to engage team members and review and monitor the teams progress against objectives, whilst providing constructive feedback is also explored.

Unit Overview

This unit will allow the learner to obtain an understanding sourcing of products after evaluating and selecting qualified suppliers and the internal processes required. Indicative content will include,

- Product scheduling and management
- Sourcing strategies
- Resource Management
- Stock controls methodologies
- Supplier identification, evaluation, and selection methods

Learning Outcomes	Value
<p>1. Understand how to prepare a schedule of the supplies needed for your business</p>	<p>1.1 Identify utilities, equipment (including IT), tools, and materials that may be needed for a business</p> <p>1.2 Explain how to prepare a schedule of what and when supplies may be needed for the business</p> <p>1.3 describe how to use the schedule to decide the resources that may be required, such as staff, time, storage space, and costs.</p>
<p>2. Understand how to purchase supplies for a business</p>	<p>2.1 Define different suppliers and purchase options for utilities, equipment, tools, and materials</p> <p>2.2 Compare costs and benefits of possible suppliers and choose the most favourable for a business</p> <p>2.3 Explain how to keep accurate records of agreements with suppliers</p>
<p>3. Be able to contribute to effective stock control of a business's supplies</p>	<p>3.1 Research your own business or one you are familiar with to identify how and where different supplies are likely to be stored</p> <p>3.2 Develop a plan of how the supplies should be managed and maintained.</p>

Indicative Content

In the Introduction to sourcing products & selecting supplier's level 2 unit, a learner will gain an understanding of the following:

- Product scheduling for optimising the use of resources
- Stock control and inventory levels including material requirement planning
- Evaluating resource capabilities and planning before sourcing products
- Supplier identification and selection
- Supplier evaluation and management methods (including cost comparisons)
- Contract agreement and compliance
- Record keeping and accessibilities control

Introduction to International Trade and Freight Operations

Unit Reference Number: Y/650/6479

Credit Value: 9

Guided Learning Hours: 9

Unit Introduction

This Introduction to International Trade & Freight Level 2 qualification is designed to provide the learner with an understanding of international trade and freight.

International trade allows countries to expand their markets and access goods and services that otherwise may not have been available domestically. As a result of international trade, the market is more competitive.

This ultimately results in more competitive pricing and brings a cheaper product home to the consumer. Freight transportation increases the value of goods by moving them to locations where they are worth more and encourages competition and production by extending the spatial boundaries of commodity and labour markets. Freight transportation also stimulates demand for goods and services and employs millions of people.

This unit enables learners to look at the links between trade and freight within their own country and across international borders from a range of transport modes within this sector. It covers legislation and regulations associated with moving goods across borders including customs processes, also the importance of correct documentation and insurance.

Unit Overview

This unit will allow the learner to obtain an understanding of the foundations and principles of International Trade & Freight. The course content covers:

- The link between, trade, freight, goods, and transport,
- An explanation of trade legislation and regulations for customer and supplier requirements,
- Advantages and disadvantages of different modes of transport
- A description of carriage, legislation, insurance, and costs involved with international trade and freight,
- International Trade and Freight risks and associated issues

Learning Outcomes	Value
<p>1. Understand Trade and Freight</p>	<p>1.1 Define the terms Trade and Freight. 1.2 Compare the difference between local and international Trade, including the various elements that make local and international trade possible 1.3 Explain the links between Trade, Freight, Goods and Transport</p>
<p>2. Understand how to identify the goods to be traded</p>	<p>2.1 Discuss how to identify the goods to be traded. 2.2 List current legislation and regulations that need to be considered for goods to be traded.</p>
<p>3. Understand how to identify, select, and recommend suitable modes of transporting goods</p>	<p>3.1 Identify various methods for transporting goods including their advantages and limitations. 3.3 Explain Trade terms and International Standards for Freight Carriage, Insurance and Cost.</p>
<p>4. Understand the national and international legislation and regulations relevant to the transportation of goods</p>	<p>4.1 Identify national legislation and regulations for the transportation of goods by road, rail, sea, and air. 4.2 Explain INCOTERMS in relation to international trade. 4.3 Assess how to obtain all relevant information to transport goods.</p>
<p>5. Be able to identify risks that can occur in international trade</p>	<p>5.1 Research your business or one you are familiar with to identify potential risks that exist in international trade 5.2 Evaluate ways a business can effectively mitigate risk.</p>
<p>6. Be able to support effective planning for international trade</p>	<p>6.1 Outline the planning considerations for the successful international trade of dangerous goods. 6.2 Evaluate customer needs, preferred method(s) for transportation, supplier information, and customer regulatory requirements for international trade.</p>

Indicative Content

The main purpose of trade and freight is the movement of different goods through a complex supply chain from supplier to customer to facilitate manufacturing or sale to the appropriate marketplace. This involves multiple stakeholders working together to move the goods efficiently and effectively across international borders whilst satisfying the legislation and regulations of different countries. Within this unit the learner will gain an understanding of the following:

- What are trade and freight both national and international.
- The four main modes of transport and the link between trade, freight, goods, transport, and documentation.
- Goods to be traded including perishables, dangerous, and bulk goods.
- The stakeholders involved in the modern international supply chain including freight forwarders and 3PLs.
- Trade requirements including, customer need, supplier information, preferred transport, customer regulations, and freight systems and procedures.
- Transport mode characteristics covering air, sea, rail, and road freight including legislation and regulations.
- International trade and freight risks and methods of mitigation.
- The movement of dangerous goods, including the identification, notification, licenses, and permits required.

Introduction to the Principles of Supplier Relationships

Unit Reference Number: T/650/6496

Credit Value: 7

Guided Learning Hours: 7

Unit Introduction

The Introduction to Understanding Supplier Relationships Level 2 unit of study will provide you with a comprehensive overview of the types of relationships that exist between buyers and suppliers and understand the role that these relationships can play in business.

A buyer-supplier relationship can be defined as a business relationship, varying in its degree of closeness, between the people of two or more organisations for the supply of goods, works, materials and services.

The unit also provides a useful guide on typical policies and procedures that impact or are impacted by these relationships. Finally, the unit discusses how these relationships are monitored to ensure the service, as expected, is being delivered.

Unit Overview

The Introduction to Understanding Supplier Relationships level 2 unit provides a rounded understanding of the importance of building and maintaining relationships with suppliers. Indicative content will include,

- The different kinds of relationships depending on the supply model.
- How to build supplier relationships, and the key watchouts.
- The main applicable policies and procedures that need to be in place to support the business relationship.
- The most appropriate methods to monitor supplier performance to ensure that the service being paid for is effectively delivered.

Learning Outcomes	Value
<p>1. Understand the role of supplier relationships</p>	<p>1.1 Explain different types of supplier relationships 1.2 Assess relationship models based on the strategic importance of what is being transacted.</p>
<p>2. Understand the importance of effective supplier relationships</p>	<p>2.1 List the advantages and limitations of developing supplier relationships. 2.2 Explain the impact of effective supplier relationships on a business.</p>
<p>3. Understand how policies and procedures affect supplier relationships</p>	<p>3.1 Describe policies relevant to supplier relationships 3.2 Assess how policies affect procedures and supplier relationships</p>
<p>4. Understand effective monitoring of supplier relationships.</p>	<p>4.1 Identify ways a business can assess supplier performance. 4.2 Evaluate the importance of monitoring supplier relationships. 4.3 Reflect on the impact on a business if suppliers are not monitored efficiently.</p>

Indicative Content

Supplier Relationships form the basis for effective collaboration between a buyer and supplier, and when done well, both the supplier and the buying organisation greatly benefit from the process. Conversely, when little effort is placed on establishing a good relationship with a strategic customer or supplier, the lost opportunity can be significant.

The Learner will gain an understanding of:

- The different types of relationships styles
- Appropriate relationship models based on the strategic importance of what is being transacted
- The Kraljic Portfolio Purchasing Model to determine the type of relationship that needs to exist
- What are the key elements of an effective supplier relationship
- How to build those relationships
- Environmental, Ethical, and CSR Policies
- How to develop and use Key Performance Indicators to assess supplier performance

Introduction to the Purpose and Value of Internal Quality Assurance

Unit Reference Number: A/650/6498

Credit Value: 5

Guided Learning Hours: 5

Unit Introduction

Ensuring Internal Quality in the delivery of Products at level 2 provides a complete understanding of how to ensure the supply of quality goods by a range of techniques and documentation. The main features of documents used in controlling and monitoring quality standards are also covered in this unit.

The course explains the primary purpose of expediting and different types of securing the quality and timely delivery of goods at a scheduled time. The unit describes the advantages and disadvantages of expediting concerning monitoring the supplier quality and on-time delivery. The risks involved while sourcing goods and equipment from overseas suppliers is well explained within this unit, including the proactive approach that can enhance the supplier performance.

The module also offers learners the main factors to be considered regarding the disposal of goods when no longer required and explains why a company may choose to take items out of service.

Unit Overview

This unit will allow the learner to obtain an understanding of how to secure quality and timely delivery of goods and services; indicative content will also cover:

- Techniques and processes to ensure the supply of quality goods
- Expediting, Inspection and Management
- Role of feedback to enhance supply chain performance
- Factors to be considered for disposal of goods when no longer required

Learning Outcomes	Value
1 Understand how to ensure the supply of quality goods	1.1 Compare a selection of documents used in the control and monitoring of quality goods. 1.2 Explain the differences between Quality Assurance and Quality control.
2 Understand the purpose of Expediting	2.1 Define the principles of Expediting. 2.2 List the main documents to Expediate goods. 2.3 Explain the advantages and limitations for a business when expediting goods.
3 Understand supply risks and the value of feedback to improve future performance	3.1 Describe supply risks involved with the delivery of equipment from an international supplier. 3.2 Evaluate the value of feedback to increasing supply chain performance.
4 Understand the factors to consider when disposing of goods	4.1 Explain reasons why a company chooses to take items out of service. 4.2 Assess the options for the correct disposal of goods taken out of service.

Indicative Content

In the unit of Ensuring Internal Quality in the delivery of Products, a learner will gain an understanding of the following:

- Quality Assurance and Quality Control
- Primary documents used in the control and monitoring of Quality
- Principles of Expediting
- Advantages and Disadvantages of Expediting
- The key documents needed for Expediting
- Vendor Assessment and Audits
- Risk factors involved in sourcing from an international supplier
- Procedure to Monitor and manage the quality and delivery standards at the supplier end
- Value of feedback information on improving supply chain performance

Introduction to the Movement of Goods Operations

Unit Reference Number: L/650/6500

Credit Value: 9

Guided Learning Hours: 9

Unit Introduction

The Introduction to the Movement of Goods Level 2 unit of study provides the learner with a clear overview of the processes involved in understanding the movement of goods whilst identifying essential functions.

The Movement of Goods unit will show how to control the handling, processing, and flow of goods, to ensure that everything is moved, delivered, or stored in the right place at the right time. The Movement of Goods unit will also show how to effectively utilise people, equipment in route, planning and the scheduling of the movement of goods which is an essential function of production, delivery, and storage.

Unit Overview

This unit will allow the learner to obtain an understanding of the movement of goods and the best processes for handling and processing stock and product. Indicative content includes:

- The characteristics of goods impact their handling process
- The concept of route planning and scheduling for the movement of goods
- The aspects of different modes of transportation
- Collection, storage, and distribution within a business
- Regulatory and enforcement bodies for movement of goods (in own country)

Learning Outcomes	Value
<p>1. Understand how characteristics of goods impact their handling process</p>	<p>1.1 Identify the safety handling principles and security measures for moving different types of goods.</p> <p>1.2 Describe three different types of goods and their characteristics.</p> <p>1.3 Explain the factors that influence the flow of goods.</p>
<p>2. Understand the concept of route planning and scheduling for the movement of goods</p>	<p>2.1 Identify the difference between regular and non-regular service types.</p> <p>2.2 Describe linear or hub and spoke route systems.</p> <p>2.3 Explain different sources and destinations of goods to ensure the appropriate use of resources.</p>
<p>3. Understand the characteristics of different modes of transportation</p>	<p>3.1 Define the characteristics of four main modes of transportation.</p> <p>3.2 Describe what is meant by inter-modal, intra-modal, and combined transport.</p> <p>3.3 Explain how to select an appropriate mode, or combination of modes, for any movement of goods.</p>
<p>4. Be able to evaluate the role of collection, storage, and distribution centres.</p>	<p>4.1 Identify the reasons for having a collection, storage, and distribution centre</p> <p>4.2 Evaluate how a collection, storage, and distribution centre functions within a supply chain network.</p>
<p>5. Be able to follow legal policies and procedures for the movement of goods</p>	<p>5.1 Outline relevant national and international legislation required to move goods.</p> <p>5.2 Assess the procedures involved in moving goods nationally and internationally.</p>

Indicative Content

Throughout this unit, the learner can look forward to taking a deep dive into the meaning of and operational requirements of the Movement of Goods. Throughout the unit the learner will explore:

- How goods are categorised into different types, including - Public and Private Goods, Perishable Goods, Liquid and Dry Bulk, Container and Break Bulk, Dangerous and Hazardous Goods and Indirect Goods
- How to handle goods in a safe manner according to their categorisation
- Different legislation, Customs Procedures, Licensing, Insurances and Documentation affecting the facilitation of the Movement of Goods by mode
- Different modes used to affect the movement of goods (Air, Land, Sea, Intermodal, Intra-modal, and Combined Transport)
- Common Transport Planning and Scheduling Techniques and Processes
- Collection, Storage and Distribution Networks: Reverse Logistics (Collections), Warehouse
- Management Information Systems used within a Movement of Goods Operation (WMS), Electronic Data Interchange (EDI), Route Optimisation Software

Introduction to the Principles of Health & Safety in a Warehouse Environment

Unit Reference Number: D/650/6499

Credit Value: 10

Guided Learning Hours: 10

Unit Introduction

Health & Safety are the laws, rules, and principles that are intended to keep people safe from injury or disease at work and in public places. This unit is designed to provide Learners with an insight into the basics of Health and Safety, Security and Environmental Protection in a warehousing environment. The unit will give an understanding of different types of legislation and how they affect business. It will highlight the necessity for risk assessments and will explore the use of Personal Protective Equipment (PPE) to limit exposure to risk.

Unit Overview

This unit will allow the Learner to identify sources of information about Health & Safety legislation and the role that management plays in this area. Indicative content includes,

- Legislation pertaining to Warehouse operations including COSHH (control of substances hazardous to health),
- DSE (display screen equipment),
- Health & Safety and First Aid regulations.
- Hazardous materials and
- How to identify risks in the workplace and perform risk assessments.
- Procedures to follow in the event of an accident.

Learning Outcomes	Value
<p>1. Understand the role of legislation within a warehousing and storage environment</p>	<p>1.1 Identify appropriate sources of information about health and safety legislation. 1.2 Discuss the importance of protecting confidential information relating to health and safety. 1.3 Explain how key health and safety legislation impacts on the job role.</p>
<p>2. Understand the legal requirements for the storage and distribution of specific goods and materials</p>	<p>2.1 Identify where information can be obtained for advice about the storage and distribution of specific goods and materials, 2.2 Explain the legal requirements required for the distribution of specific goods and materials.</p>
<p>3. Be able to identify workplace Health, Safety and Security risks</p>	<p>3.1 Outline the aim and objectives of undertaking risk assessments in the workplace. 3.2 Identify various Health, Safety and Security risks in your workplace or a workplace you are familiar with. 3.3 Evaluate the roles and responsibilities of employees in preventing and reducing Health, Safety, and Security risks in the workplace.</p>
<p>4. Understand how to respond effectively to incidents in the workplace</p>	<p>4.1 Identify the key procedures to be followed in the event of an accident within a warehouse. 4.2 List the appropriate safety equipment to be used according to the type of incident. 4.3 Explain the organisational and legal reasons for reporting and recording accidents and incidents at work.</p>
<p>5. Understand the role of Personal Protective Equipment within a warehousing and storage facility</p>	<p>5.1 Identify an employer's legal requirements in relation to Personal Protective Equipment. 5.2 Explain the correct use and control of PPE within your own country. 5.3 Assess the risks that can be controlled or minimised by using Personal Protective Equipment.</p>

Indicative Content

The Health & Safety at Work Act requires that workplaces provide adequate training of staff to ensure health and safety procedures are understood and adhered to. Adequate welfare provisions for staff at work, a safe working environment that is properly maintained and where operations within it are conducted safely with suitable provision of relevant information, supervision, and instruction. Within this unit, Learners will understand:

- Management's role in Health & Safety
- Health & Safety legislation in a warehouse context
- Vehicle and pedestrian safety
- Information and advice about the storage and distribution of hazardous materials
- Identification and evaluation of risks within a warehouse environment
- How to keep records and review procedures
- The types of roles and responsibilities associated with Health & Safety
- Enforcement and communication
- How to respond to incidents in the workplace

Introduction to Technologies used within Manufacturing Operations

Unit Reference Number: F/650/6480

Credit Value: 6

Guided Learning Hours: 6

Unit Introduction

The Introduction to Information Technology (IT) in Manufacturing unit provides the learner with an understanding of the basic principles of IT used in the supply chain. This includes an understanding of the importance of the effective use of IT used in manufacturing and the impact this has on the overall success of a business.

The roles, responsibilities and objectives of professionals utilising IT within a manufacturing environment is explored along with the importance of effective communications within the supply chain. Exploring potential issues that may arise, factors that influence results and guidance to achieve success. The unit is the perfect choice for anyone responsible for the use of or those utilising technology in manufacturing or the wider-supply chain.

Unit Overview

Throughout this unit the student will gain foundation and understanding of IT in Manufacturing, influencing factors and ways to achieve results. Indicative content will include,

- The development and evolution of IT in the Manufacturing and Supply Chain Sectors
- Process Planning and Computer aided Process Planning
- Manufacturing to Scheduling
- Planning and Real Time Control Systems
- Potential downfalls and how to overcome them
- Control of data and data flow
- Legislation, measures, and monitoring of IT

Learning Outcomes	Value
1. Understand the function of IT in manufacturing	1.1 Define what is meant by IT in manufacturing 1.2 Describe the key elements and importance of IT in a manufacturing environment.
2. Understand the role of IT in manufacturing	2.1 Explain how IT in manufacturing operates within an organisational context. 2.2 Identify the advantages and limitations of IT in manufacturing.
3. Understand the policies and procedures that affect IT in manufacturing	3.1 Evaluate the impact that IT policies and procedures have on manufacturing operations

Indicative Content

IT in manufacturing is a vast subject and at this level we aim to give the learner the foundation to progress with their career in Manufacturing and Supply Chain. This unit of study will gain knowledge in the following areas:

- What is meant by IT in manufacturing, its key components, and different elements.
- Key platforms, applications used in the IT manufacturing environment.
- The importance of IT to manufacturing, its evolution and how it has developed over time.
- How IT works in a manufacturing capacity its involvement in the process flow in an operational context from input as material, through production to finished product.
- Policies and procedures that govern IT in the manufacturing environment.

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