The Guide to Careers in Logistics and Transport

for everyone from school age and beyond
## Contents

### Search Section
- Planning a career in logistics and transport
  - What are my options?
  - Page 6
  - Page 7

### Logistics, Transport and Supply Chain Sector Jobs
- Aviation
  - Page 9
- Professional Drivers
  - Page 11
- Ministry of Defence
  - Page 15
- Humanitarian Logistics
  - Page 16
- Information and Communications Technology (ICT)
  - Page 17
- Logistics Service Providers
  - Page 18
- Manufacturing Logistics
  - Page 20
- Passenger Transport
  - Page 21
- Ports and Inland Waterways
  - Page 22
- Procurement
  - Page 23
- Rail Transport
  - Page 25
- Retail Logistics and Home Delivery
  - Page 27
- Road Transport - Motor Vehicle Technician to Fleet Engineer
  - Page 29
- Shipping
  - Page 30
- Supply Chain and Inventory Management
  - Page 31
- Transport Management
  - Page 32
- Transport Planning
  - Page 33
- Warehousing
  - Page 34

### Qualifications
- Regulated Qualifications Framework
  - Page 36
- CILT Qualifications: Level 1 – Level 6 and MSc
  - Page 37
- Humanitarian Logistics Qualifications
  - Page 39
- University accredited Degrees and MSc
  - Page 40

### Next Steps
- Apprenticeships
  - Page 42
- Disability
  - Page 47
- The Work Programme
  - Page 48
- Traineeships
  - Page 49
- Work Placements
  - Page 50

### Get the Job
- Job Hunting
  - Page 52
- Specialist Logistics and Supply Chain Management and Transport Management Recruitment Consultants
  - Page 53
- Useful Careers and Job Hunting Websites
  - Page 54
- CV Tips
  - Page 55
- Application Forms and Covering Letters
  - Page 56
- Interviews
  - Page 57

### Appendix
- Airports – UK
  - Page 60
- Awarding Organisations
  - Page 60
- Bus and Coach Companies
  - Page 61
- Contract Distribution Companies
  - Page 61
- Contract Hire Companies
  - Page 62
- Freight and Parcel Services
  - Page 62
- Freight Trade Associations
  - Page 62
- Light Railway, Metro Underground
  - Page 63
- Rail and Station Catering
  - Page 63
- Rail Companies – Track Maintenance and Renewal Companies
  - Page 63
- Rail Rolling Stock Leasing Companies
  - Page 63
- Sea Transport – UK Ports
  - Page 63
- Shipping Companies
  - Page 64
- Train Builders, Maintenance and Repairs
  - Page 66
- Train Operating Companies
  - Page 66
- UK based Airlines
  - Page 67
- Other
  - Page 67
It is important in today’s world to plan ahead if you want to be successful, find a job that you enjoy and keep up to date with what is available to you. If you don’t know what your choices are – and there are so many available – it becomes difficult to plan your next step. This careers guide gives details of your options within the logistics and transport profession.
Planning a career in logistics and transport

Lifelong learning will ensure that you are always kept up to date with skills and knowledge for your job, as well as offering you opportunities to get better jobs, better benefits and to earn more.

Further education
There are many courses, qualifications, training and degree options available in logistics and transport. It is worth taking time to contact colleges and universities to ask them to send you information on the qualifications they run before making your decision, so that you can be sure you choose the best option for you.

Work placements
Work experience looks great on your CV and can help to prove that you are genuinely interested in a particular sector or company. If nothing else, it will help you to decide if a particular career is really the one for you.

Apprenticeships
Apprenticeship programmes are routes into skilled employment. Primarily for young people, apprenticeships provide the benefit of participation in structured training programmes that enable individuals to develop the skills needed for a successful career.

Graduate development schemes
Many companies offer graduates training at work on their graduate development schemes. This means that you gain experience and receive training at the same time. Graduate schemes offer real opportunities to build successful careers.

What are my options?
What are my interests?

<table>
<thead>
<tr>
<th>Career Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Further Education</td>
</tr>
<tr>
<td>-----------------</td>
</tr>
<tr>
<td>16 with no GCSEs/Standard Grade</td>
</tr>
<tr>
<td>16 with GCSEs/Standard Grade</td>
</tr>
<tr>
<td>18 with A-levels/Highers</td>
</tr>
</tbody>
</table>

Aviation
RAF, Pilots, Cabin Crew, Operations, Ground Handling, Passenger Services, Management, Maintenance, Engineers, ICT, Marketing, Cargo Management, Procurement, Stores, Supply Chain Management, Travel and Tourism

Driving
Coach, Bus, Lorry, Train, Taxi, Van, Chauffeur, Road Rescue, Lift Truck, Courier

HM Forces
Army, Navy, RAF, RFA, Reserves

Humanitarian Logistics
Work, Abroad, UK Social Work, Housing Developments, Fundraising, Care, Education, Health, Disaster Relief, Africa Support, Air Transportation

Information and Communications Technology (ICT)
Technical Support, Servicing, Maintenance Development, Customer Services, Sales, Management, Training, Analysts, Design, Consultancy, Administrators, Database Management, Smart Couriers

Manufacturing Logistics

Outsourcing

Supply Chain and Inventory Management
Planning, Management, ICT, Analysing, Sales, Marketing, Engineering, Operations, Warehousing, Inventory Control, Freight Forwarding, Contract Management, Reverse Logistics, Environmental Control, E-commerce

Transport Management

Transport Planning

Warehousing
Operations, Management, Sales, Storekeeping, Administration, Customer Services

Each section that follows contains further information on each of the areas above.
Logistics, Transport and Supply Chain Sector Jobs

Nearly 200,000 people work at airports or in airlines in the UK. It’s a fast-growing industry, offering a variety of exciting and rewarding career prospects across a surprisingly wide range of activities to those with no qualifications or many.

Aviation is truly global. Whether for business travel, leisure and visiting friends, or shipping cargo and freight around the world, airlines and airports are at the heart of 21st-century activity. The UK is a world leader in this sector, with Heathrow currently the busiest international airport in the world, and with Gatwick, Manchester, Stansted, Birmingham and many other airports providing essential services to their local and regional communities.

Key Skills and Requirements
You need to be:
• Very safety conscious
• Able to work under pressure
• Willing to work as part of a team
• Able to work shifts (typically 75% of airport/airline staff work shifts)
• Reliably minded and willing to take on new tasks frequently
• Computer literate
• A problem-solver in a fast-moving business

Types of Work
These fall into three main areas of activity - airports, airlines and third-party work such as freight handling. Of the some 200,000 people who work at airports, about 60% are employed by the airlines or their handling agents, 11% by the airport operator, 9% in concessions such as shops and restaurants, 6% by control agencies such as Customs and Immigration and 4% by freight and cargo handlers. There are dozens of interesting jobs to be found in aviation.

Airports and airlines have many jobs in common. Typically:
• Airside operations, involving the handling of aircraft, engineering, maintenance and baggage, both at the operating level and in management
• Ground transportation, motor transport operations and vehicle maintenance
• Cabin services (specific to airlines) and ground handling passenger services
• Procurement, ICT services, marketing and cargo management
• Stores and purchasing, and an increasing emphasis on supply chain management

Airports provide:
• Safety and security functions
• Terminal baggage systems
• Fire services
• Retail operations, including catering, car parking and shops
• Field operations, including stand allocation and marshalling

There are many third-party functions provided at the airports, in support of airline activities. This is why, for example, Heathrow has some 440 companies on the airport site, and Stansted over 140. Their activities include cargo handling and freight forwarding, courier traffic, mail transhipment, engineering and transport services, and a whole series of supply chain and distribution activities.

Prospects
Prospects are what you make of your chances. Once employed at an airport you are able to assess the opportunities for change, to see how your particular skills can best be employed.

Training
In some areas, such as engineering and ICT, there is a skills shortage and a number of organisations have set up their own training programmes, either directly or in association with local colleges.

For certain types of careers A-level, diploma or degree standard is needed, but there are many jobs where common sense, enthusiasm and a willingness to work hard and learn on the job will take you well up the management ladder. Many companies are willing to provide extra training on the job or on release to keen employees.

Courses
In such a diverse sector, with such a wide range of jobs and geographical spread all over the UK, it is impossible to provide accurate details of what training may be available. We suggest that you discuss opportunities with potential employers, seek out information on appropriate websites or enquire at your local careers centre. A number of diploma and degree courses are available in the transport sector, including aviation options.
Further Contacts

Contacts

- AEPS
  www.aeps Ltd.com
- Airport Operators Association
  www.aoa.org.uk
- AviaNation
  www.avia nation.com
- Aviation Job Search
  www.aviationjobs search.com
- Avjobs
  www.avjobs.com
- British Air Transport Association
  www.bata.uk.com
- British Airport Services and Equipment
  www.basea.org.uk
- British Airways
  www.britishairways.com
- Civil Aviation Authority
  www.caa.co.uk
- College Board
  www.collegeboard.org
- DHL
  www.dhl.co.uk
- Guild of Air Pilots and Air Navigators
  www.gapan.org
- International Air Transport Association
  www.iata.org
- Royal Aeronautical Society
  www.aerosociety.com
- Royal Air Force
  www.raf.mod.uk
- UPS
  www.ups.com
- Virgin Atlantic
  www.virginatlantic.com
- Royal Aeronautical Society
  www.aerosociety.com
- Royal Air Force
  www.raf.mod.uk
- UPS
  www.ups.com
- Virgin Atlantic
  www.virginatlantic.com
- Please refer to Appendix for further contacts

Professional Drivers

Lorry Driver

Lorry driving is a job that can offer a lot of freedom and variety, travelling around the country, and even going abroad.

There are some things you need to think about. Being a lorry driver may mean staying away from home or working at night, which may not suit everyone. Working conditions, in bad weather especially, can be difficult and hazardous. Not every journey will take you somewhere new and exciting, and you may have to cover the same delivery route every day.

General tasks include:
- Loading and unloading goods
- Planning and keeping records of routes
- Maintaining the vehicle while on the road
- Working with Customs and Excise officials to check the goods
- Recording hours worked and breaks taken
- Meeting customers

Drivers can work for haulage firms, large industrial or retail companies, or they may be self-employed.

Key Skills and Requirements
- To pass a medical and be in good health
- Have very good eyesight
- To be able to work on your own and concentrate for long periods
- To be able to cope with emergencies if they arise
- ICT literate – to operate the in-cab computers used to manage delivery schedules and stock levels
- To have customer care skills
- To be over 18 years old
- To hold an LGV licence

Training

The Category C1 and E licence enables you to drive light goods vehicles up to 7.5 tonnes, towing a trailer.

Lorry drivers can work alone, as part of a team, or with a truck and trailer. Many Lorry Driver jobs are available in the United Kingdom, as well as abroad. There are some things you need to think about when deciding whether to become a lorry driver.

Key Skills and Requirements
- To be 21 years old or older – although many employers prefer you to have one. Because of health and safety rules, employers must make sure that all their lift truck drivers are aged 17 years or older and are trained properly to use lift trucks safely without supervision. The legal minimum age is 17, but the recommended age is 18.
- To have customer care skills
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Professional Drivers (continued)

From the age of 18 and with a clean licence, you can apply for your Large Goods Vehicle (LGV) licence, enabling you to drive any large rigid vehicles over 7.5 tonnes (Category C). A further test leads to the Category C+E licence, which allows you to drive articulated lorries and lorries towing trailers.

Training for the LGV licence could be as an employee of a large firm that employs its own instructors, or by going to an LGV driving school. Training is also available privately.

Taxi and Hire-Car Driver

Taxi and hire-car drivers have to be licensed by the local authority of the area where they work. Taxis are tightly controlled, but have the advantage that they can wait on taxi ranks and pick people up on the streets with a sign on the taxi.

Drivers may own their own taxi or drive for a fleet and pay the owner a percentage of the money they get. Mini-cabs or private hire vehicles can only work through telephone or radio-controlled bookings.

The rules and regulations can vary from area to area. In London, for example, drivers must be familiar with all the thousands of streets and major buildings within central London. Out of London, this is less difficult.

**Key Skills and Requirements**

- To be 21 years old
- To hold a current driving licence
- To undergo a police check and a medical examination
- To be tested in their knowledge of the area
- To expect vehicle inspections for mechanical condition and suitability for use as a taxi or hire-car
- To have the correct insurance

Consult your local authority for details of the licensing rules in your area. Taxi and hire-car drivers are usually self-employed, so their earnings vary and they also earn tips.

Train Driver

Train drivers are responsible for transporting both passengers and freight. They drive trains that may operate on local or national rail networks and they may also spend time manoeuvring engines in sheds or yards. Train drivers perform an important role in the transport industry today. Traveling by train is one of the most popular forms of public transport and thousands of commuters depend on rail services on a daily basis.

Trains that transport freight also need to be controlled by train drivers and they will also be expected to shunt engines in sheds or yards. The trains operated by train drivers may be diesel, electric or a combination of the two.

**Key Skills and Requirements**

- Good mechanical knowledge
- The ability to concentrate for long periods of time
- Good communication and interpersonal skills, especially when dealing with the general public
- Excellent awareness of health and safety regulations and emergency procedures
- The ability to remain calm under pressure
- A responsible attitude
- Good judgement and decision-making skills

Van Driver

Van drivers work for a variety of different companies. They deliver a vast range of goods to shops, businesses or homes.

Delivery drivers have to:
- Load and unload vans
- Check the goods
- Plan routes
- Deal with delivery paperwork

Van drivers may also sell goods from their vans, e.g. fast food, ice cream, milk, fish or groceries. They are often self-employed or own a franchise.

**Key Skills and Requirements**

- To hold an appropriate licence for the size of van
- To have very good eyesight
- To be able to cope with emergencies if they arise
- To have customer care skills

**Qualifications**

CILT(UK)
- Level 2 Certificate in Driving Goods Vehicles
- Level 3 Diploma in Driving Goods Vehicles
- Level 3 in Transport Freight by Road

www.cilt.org.uk

DVLA (Driver & Vehicle Licensing Agency)
www.dvla.gov.uk

Professional Drivers (continued)

Contacts

**The Chartered Institute of Logistics and Transport**
www.ciltuk.org.uk

**AICTT (Association of Industrial Truck Trainers)**
www.aictt.co.uk

**The Army**
www.army.mod.uk

**Arriva Passenger Services**
www.arriva.co.uk

**Arriva Trains Wales**
www.arrivatrainswales.co.uk

c2c
www.c2c-online.co.uk

**Careers in Logistics**
www.careersinlogistics.co.uk

**Chiltern Railways**
www.chilternrailways.co.uk

**Driving Instructors’ Association**
www.driving.org

**Driving Standards Agency**
www.driving-tests.co.uk

**DVLA (Driver & Vehicle Licensing Agency)**
www.dvla.gov.uk

**The Go-Ahead Group plc**
www.go-ahead.com

**Merseyrail**
www.merseyrail.org

**Northern Rail**
www.northernrail.org

**RHA (The Road Haulage Association)**
www.rha.net

**East Yorkshire Motor Services Group Ltd**
www.eyms.co.uk

**Great Western Railway**
www.gwr.com

**Firstgroup plc**
www.firstgroup.com

**FORS (Fleet Operator Recognition Scheme)**
www.fors-online.org.uk

**FTA (Freight Transport Association)**
www.fta.co.uk

**Gatwick Express**
www.gatwickexpress.com

**The Go-Ahead Group plc**
www.go-ahead.com

**Merseyrail**
www.merseyrail.org

**National Express**
www.nationalexpress.com

**North East Motor Services Group Ltd**
www.army.mod.uk

**The Army**
www.army.mod.uk

**Arriva Passenger Services**
www.arriva.co.uk

**Arriva Trains Wales**
www.arrivatrainswales.co.uk

**Chiltern Railways**
www.chilternrailways.co.uk

**Driving Instructors’ Association**
www.driving.org

**Driving Standards Agency**
www.driving-tests.co.uk

**DVLA (Driver & Vehicle Licensing Agency)**
www.dvla.gov.uk

**The Go-Ahead Group plc**
www.go-ahead.com

**Merseyrail**
www.merseyrail.org

**National Express**
www.nationalexpress.com

**North East Motor Services Group Ltd**
www.army.mod.uk

**The Army**
www.army.mod.uk

**Arriva Passenger Services**
www.arriva.co.uk

**Arriva Trains Wales**
www.arrivatrainswales.co.uk

**Chiltern Railways**
www.chilternrailways.co.uk

**Driving Instructors’ Association**
www.driving.org

**Driving Standards Agency**
www.driving-tests.co.uk

**DVLA (Driver & Vehicle Licensing Agency)**
www.dvla.gov.uk

**East Yorkshire Motor Services Group Ltd**
www.eyms.co.uk

**Great Western Railway**
www.gwr.com

**Firstgroup plc**
www.firstgroup.com

**FORS (Fleet Operator Recognition Scheme)**
www.fors-online.org.uk

**FTA (Freight Transport Association)**
www.fta.co.uk

**Gatwick Express**
www.gatwickexpress.com

**The Go-Ahead Group plc**
www.go-ahead.com

**Merseyrail**
www.merseyrail.org

**National Express**
www.nationalexpress.com

**North East Motor Services Group Ltd**
www.army.mod.uk

**The Army**
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**Arriva Passenger Services**
www.arriva.co.uk

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**The Go-Ahead Group plc**
www.go-ahead.com

**Merseyrail**
www.merseyrail.org

**National Express**
www.nationalexpress.com

**North East Motor Services Group Ltd**
www.army.mod.uk

**The Army**
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**Arriva Passenger Services**
www.arriva.co.uk

**Arriva Trains Wales**
www.arrivatrainswales.co.uk

**Chiltern Railways**
www.chilternrailways.co.uk

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www.driving.org

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www.driving-tests.co.uk

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**The Go-Ahead Group plc**
www.go-ahead.com

**Merseyrail**
www.merseyrail.org

**National Express**
www.nationalexpress.com

**North East Motor Services Group Ltd**
www.army.mod.uk

**The Army**
www.army.mod.uk

**Arriva Passenger Services**
www.arriva.co.uk

**Arriva Trains Wales**
www.arrivatrainswales.co.uk

**Chiltern Railways**
www.chilternrailways.co.uk

**Driving Instructors’ Association**
www.driving.org

**Driving Standards Agency**
www.driving-tests.co.uk

**DVLA (Driver & Vehicle Licensing Agency)**
www.dvla.gov.uk
To succeed in working for HM Forces you will need to be organised and determined, and have the drive and resourcefulness to perform at the highest level.

**Army**

**Royal Logistic Corps**
The Royal Logistic Corps currently has over 16,000 soldiers and officers, and wherever in the world you find the army, you will find the Royal Logistic Corps. It is divided into five main areas of operation:
- Distribution
- Supply Chain
- Maritime
- Catering
- Specialists

Other areas where logistics applies within the army are:

**Corps of Royal Engineers:**
Military Engineer Resource Specialists take care of the administration side of obtaining, maintaining and issuing the large range of equipment the Royal Engineers needs. Using the latest computer systems, you will ensure everything is always in the right place at the right time.

**Royal Electrical and Mechanical Engineers:**
The Regimental Specialists are responsible for designing and delivering training courses and the technical supply workers distribute equipment.

**Royal Corps of Signals:**
The Royal Signals lay and test field cables, and the technical supply specialists are responsible for stock control of technical communications equipment.

**Army Air Corps:**
Army Air Corps give specialist aviation support to other units.

**Royal Regiment of Artillery:**
Gunner Artillery Logistics ensures fuel and ammunition are available for vehicles and weapons of the Royal Artillery.

**Contact**
www.army.mod.uk

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**Navy**

**Royal Navy Careers**
Within the Royal Navy, the Logistics Brand is responsible for fuelling, preparing, supporting and equipping everyone on board. This can range from providing meals to despatching bullets. It has a key role to play.

Supply chain and personnel logisticians provide essential services such as Human Resources, pay and cash facilities, clothing and the movement of stores for maintenance or support, sometimes around the world. They can be found assisting on the flight deck with the movement of troops and also make up part of the ship’s fire-fighting and damage teams.

**Contact**
www.royalnavy.mod.uk

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**RAF**

**Royal Air Force**
The RAF has many jobs within its logistics area, including stock controlling, transporting equipment and managing budgets. Without the logistics and equipment section, the RAF cannot operate. It is needed to move everything from nuts and bolts to weapons. Roles within the RAF include:

**Supplier:**
Suppliers are responsible for handling the movement, storage and stock control of various equipment ranging from food to fuel. This role could see you working in any area of the RAF. A Supply Officer is responsible for managing the team of suppliers and ensuring that all movement of stock is managed effectively.

**Mechanical Transport Driver:**
These people drive and operate the fleet of RAF ground vehicles, which range from large goods vehicles to mobile cranes. They are responsible for having the correct equipment in the right place.

**Movement Controller:**
Movement Controllers handle the movement of personnel and equipment by road, rail and sea.

**Civil Service**
The Civil Service does the practical and administrative work of government.

**Defence Equipment and Support:**
The DE&S plays a vital role in maintaining military operational capability by acquiring and supporting a wide range of world class equipment and services. Employees need diverse backgrounds and disciplines. These include: project management, engineering, information technology, finance, procurement and logistics.

**Contact**
www.raf.mod.uk

Please refer to Appendix for further contacts
### Humanitarian Logistics

Parts of the world have no food, no clean water, poor sanitation, no education and the threat of deadly diseases. Some places are devastated by natural disasters such as floods, droughts and hurricanes. Most countries have homeless and unemployed people.

By working in humanitarian logistics, you can help.

There are so many jobs available for charity work in the UK and all over the world. Anyone can get involved. It doesn’t matter what you do, there will be a chance for you to help either by applying for jobs on charity websites, applying for volunteer positions or by helping to raise money.

Humanitarian logistics can take you all over the world and is one of the most rewarding experiences you are likely to have. You have a chance to help those who are in need.

#### Types of Work

- Camp Manager
- Emergency Health Officer
- Logistician
- Protection Advisor
- Team Leader
- Youth Education Officer
- Health Advisor
- Food Programme Assistant

#### Contacts

**The Chartered Institute of Logistics and Transport**
[www.ciltuk.org.uk](http://www.ciltuk.org.uk)

**Charities Aid Foundation**
[www.caфонline.org](http://www.caфонline.org)

**Humanitarian Logistics Association**
[www.humanitarianlogistics.org](http://www.humanitarianlogistics.org)

**Humanitarian Logistics Certification Program**
[www.hlcertification.org](http://www.hlcertification.org)

**Job Search**
[www.charityjob.co.uk](http://www.charityjob.co.uk)

**Transaid**
[www.transaid.org](http://www.transaid.org)

Please refer to Appendix for further contacts

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### Information and Communications Technology (ICT)

ICT is one of the fastest growing functions in everyday life. It brings you closer to anyone in the world through internet communication. With more and more people using computers at home and at work, this is an area that will keep on developing until who knows what computers will be able to do for us! People are needed in all stages of ICT servicing, maintenance and development, so this is an industry that will offer you a wide range of exciting jobs and the opportunity to work with all sorts of leading technologies.

#### Key Skills and Requirements

- Good people and communication skills – knowing what your customers want, knowing how to work in a team, knowing how to get the best out of your workmates
- Technical skills – provided by external or in-house training
- Organisation skills – how to get all the different people and parts to work together
- Business skills - making the best use of the things you control and being able to satisfy your customers
- Flexibly minded and willing to take on new tasks all the time
- Analytical skills and ability to solve problems in a fast-moving business
- Creativity

#### ICT and Logistics

ICT offers fantastic career opportunities in logistics and transport, such as technical support within companies, consultancy placements, computer analyst work and software development opportunities, to name just a few. Logistics skills give companies a competitive advantage, because logistics helps companies to improve service in a shorter time and aid management of large quantities of information, such as having stocks of spare parts available, getting the right person and the right part to the correct destination at the same time, and getting the parts back and returned to the system at the right price to the company and customer. Logistics operators are better equipped for this function, so ICT service groups are keen to outsource work to logistics providers, ensuring better customer service and lower maintenance costs.

#### Types of Work

- Technical support
- Systems administrators
- Database management
- Consultancy
- Training experts
- Software development
- Spares inventory
- Equipment installation
- Smart couriers
- Repair of parts
- Parts distribution
- Transport
- Warehousing
- Technical couriers
- Field engineering

#### Prospects

You can expect an exciting and rewarding career in a rapidly developing environment with every opportunity to progress. There are fantastic opportunities to improve your training, qualifications and experience to get high-earning jobs in the ICT sector.

#### Training

Education and training in all areas of ICT is widely available from a variety of sources, including in-company, private providers, local colleges and universities.

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**Contacts**

- The Chartered Institute of Logistics and Transport
  [www.ciltuk.org.uk](http://www.ciltuk.org.uk)

- Careers in Logistics
  [www.careersinlogistics.co.uk](http://www.careersinlogistics.co.uk)

- BCS The Chartered Institute for IT
  [www.bcs.org](http://www.bcs.org)

- CW Jobs
  [www.cwjobs.co.uk](http://www.cwjobs.co.uk)

- Just IT
  [www.justit.co.uk](http://www.justit.co.uk)

- National IT Learning Centre
  [www.nationalitelarningcentre.com](http://www.nationalitelarningcentre.com)

- Pitman Training
  [www.pitman-training.co.uk](http://www.pitman-training.co.uk)

Please refer to Appendix for further contacts
Outsourcing is the term used to describe the practice in which companies contract out part of their business operations to a specialist third party. The most commonly outsourced operations are payroll, computer systems and customer service. When telephoning our bank or gas and electricity company, many of us speak to an individual not directly employed by the company concerned. Indeed, the person on the end of the phone may not even be in the same country, but based in a remote call centre.

More and more companies in the manufacturing and retail sectors have given all or part of their logistics operations to a logistics service provider (LSP). These outsourced operations may include the provision of transport of raw materials into production, the distribution of finished goods to storage to the final customer, the warehousing of raw materials or finished product, the provision of computer systems that cover all operations and provide the customer with information, the management of stock and even the ordering of products from suppliers.

While there are many LSPs in the market, there has been increasing consolidation in the industry and within Europe there are only around 20 major players. Some of the largest offer their services globally and thus their customers tend to be large multinationals.

The main reasons why companies outsource their logistics are:
• To reduce costs
• To concentrate on their main strengths, such as production, marketing, research and development
• To obtain improved performance and customer service
• To minimise investments in logistics activities

Working for an LSP can offer a number of challenges and exciting opportunities. The nature of the sector means that you will be involved with many different customers and industries. The larger LSPs have a large geographical presence and working overseas is a definite possibility.

Types of Work
• Operational roles in transport and warehousing
• Managing fleets of vehicles or distribution centres
• Business development and sales
• Commercial marketing
• Systems design, implementation and management
• Project management

Key Skills and Requirements
• Numeracy and ICT literacy
• Strong analytical skills
• To be flexible, creative and problem-solvers
• Good communication skills
• Customer-orientated focus
• Financial awareness
• To be good at negotiating
• To be multilingual

Prospects
Prospects for promotion and career development are very good for the right individual, as there is a shortage of experienced employees.

Training
It is possible to start a career in outsourcing from the ground floor, with few formal qualifications. Some transport and warehouse managers often began as drivers or in administration and clerical roles, where they acquired vocational training such as the Certificate of Professional Competence or one of the career development programmes offered by CILT.

Smaller LSPs may recruit junior managers with GCSEs at grades A*–C in relevant disciplines, such as business management, economics, computer science, maths and languages.

However, it is more common that the larger firms seek to recruit candidates as management trainees with a good university degree (minimum of 2:1) in any subject, possibly augmented with a postgraduate degree in transport or logistics. Language skills are advantageous.

Courses
A number of universities offer degree courses in transport, logistics and the supply chain at undergraduate and postgraduate level.

Logistics Service Providers

Contacts
The Chartered Institute of Logistics and Transport
www.ciltuk.org.uk

Careers in Logistics
www.careersinlogistics.co.uk

Please refer to Appendix for further contacts

Logistics Service Providers (continued)
Manufacturing Logistics

Manufacturing logistics will give you the chance to solve problems every day. Manufacturing logistics ensures, for example:
- That food in supermarkets is always available and to the highest standard possible
- That hospitals receive life-saving equipment on time
- That there are sufficient skilled people available to cope with orders of all sizes
- The collection and organisation of raw materials to create components of some parts that have never been made before

There are at least 20 different ways of planning and controlling the flow of manufactured items, ranging from the most sophisticated computer systems to the very simplest visual controls. Doing all that at once, with no room for error, is a real challenge. Manufacturing logistics can cover a range of activities, including:
- Manufacturing relies on materials and resources, so manufacturing logistics provide the answers, analysing or forecasting demand, optimising throughput to meet the customer requirements and deadlines
- Sizing resource requirements, materials flows and logistics, organising maintenance, quality planning, measurement and control
- Moving or setting up a manufacturing plant
- Managing the introduction of product, process and technology change
- Establishment of economically feasible and capable manufacturing resources
- Economic evaluations, e.g. product costs
- Strategic site planning – where to place or relocate your manufacturing capability or accommodate scale of operations changes
- Driving improvements in efficiency, flexibility and responsiveness
- Programme and project management
- Environmental, utilities and road infrastructure, or local requirements assessments
- Designing logistics processes and organisations, such as delivery, collection arrangements and setting them up to operate routinely
- Procurement strategy
- Organising construction, installation, commissioning and testing
- Design and implementation of new or revised materials handling
- Cost and quality management

Manufacturing logistics exists in all manufacturing processes, ranging from mass-produced food items to submarines. The above roles may exist in different locations in different businesses, but can typically be found in manufacturing planning or development functions.

Key Skills and Requirements
- Planning
- Numeracy
- Co-ordination
- Organisation
- Communications
- Hard work
- Innovation
- Problem-solving
- C grade or above GCSE Maths and English Language

Prospects
A wide range of opportunities exist, including planner, warehouse and stock control.

Training
CILT offers a range of qualifications from Introductory Certificate to Masters degree level. The Institute of Operations Management also runs Diploma courses.

Contacts
The Chartered Institute of Logistics and Transport
www.ciltuk.org.uk
Institute of Operations Management (IOM)
www.iomnet.org.uk
Manufacturing & Logistics Jobs
www.jobs1.co.uk
Please refer to Appendix for further contacts

Passenger Transport

Transport is a huge part of everyday life for almost everybody. Even if people drive a car, they may still rely on passenger transport.

Working in passenger transport management can involve several modes or combinations of modes, including bus, rail, tram or light rail, air and ferries. Some employers are very small, but many are much larger and form part of multinational, multimodal groups.

The tasks undertaken by passenger transport managers vary from employer to employer, but may include one or a combination of day-to-day operations, service planning, financial control, recruiting and retaining staff, public relations and marketing.

Key Skills and Requirements
- To be flexible, creative problem-solvers
- To be reliable and responsible
- Good negotiation skills
- Logical and practical
- To be good at prioritising and delegating
- A willingness to work long hours at times
- Effective people management
- Computer literacy

Prospects
With experience and professional qualifications, managers can expect to gain promotion to senior positions within large employers.

Training
It is possible to start a career in transport with qualifications ranging from GCSEs at grades A-C (including English and Maths) to a degree or postgraduate qualification in transport or logistics.

Small organisations may recruit clerical staff with qualifications equivalent to GCSEs who could progress, eventually, to management. Large organisations recruit graduates directly into management training.

Transport Managers normally need to hold the Certificate of Professional Competence (CPC).

Courses
Increasingly, transport managers have degrees. There are a number of full-time undergraduate degree courses in subjects such as Transport Management or Transport and Logistics that are particularly relevant. Business or management courses are also useful.

It is possible to enter into higher education and study at degree level in almost any subject, and then apply for a management trainee post or take a relevant postgraduate course before entry.
A number of these management trainee schemes offer training in bus and rail, as many of the large transport groups are operating in both sectors.

Contacts
The Chartered Institute of Logistics and Transport
www.ciltuk.org.uk
The Chartered Management Institute
www.managers.org.uk
Confederation of Passenger Transport UK
www.cpt-uk.org
People 1st Sector Skills Council for Passenger Transport
www.people1st.co.uk
Please refer to Appendix for further contacts
Ports and Inland Waterways

Ports are an essential link in our transport chain. They enable the UK to trade in raw materials, such as oil, chemicals, ores and grain, and in finished goods, for example, vehicles, steel and fresh foods.

Companies you could work for
- Ferry companies
- Cruise line operators
- Transport firms
- Stevedoring companies (companies who load and unload cargoes)
- Freight forwarders
- Warehouse operators
- Catering firms
- Repair and maintenance operators
- Dock police
- HM Customs and Excise

Key Skills and Requirements
- Willingness to work outdoors most of the time
- To be able to work irregular hours in some jobs
- Good communication and team-working skills
- To be fit and healthy – some jobs require lifting
- To be very safety conscious

Types of Work

Ports and Terminals

Britain has a large number of active ports. Many of these offer facilities for the fishing industry or recreational facilities such as yacht marinas, and ferry terminals, besides the more usual trading opportunities. Ports are mechanised, and so only need a small number of workers to deal with cargo. Around 50% of jobs are in port operations; other jobs are in technical work, administration and management.

Inland Waterways

Most of our rivers, canals, lakes and reservoirs are managed by British Waterways, though there are also some rivers and waterways run by other organisations. There is some commercial traffic on inland waterways, but they are mostly used for leisure activities.

British Waterways employs:
- Civil engineers
- Surveyors
- Building inspectors
- Heritage and environment advisors
- Patrol officers
- Maintenance workers

Most canals in the UK are over 200 years old, so maintenance workers are kept busy, repairing banks, lock gates and pumping equipment. There are also commercial, ICT, financial and administrative staff, and people involved in marketing, running and developing the leisure business. British Waterways offers one-year work placements to undergraduates in areas such as engineering, marketing, finance and ICT. Several private companies are involved in providing leisure and facilities in the more popular sections of the canals, on the Thames and on the Norfolk Broads. In addition to hire companies, there are also many boatyards offering services to private boat owners who need moorings, fuel and repairs.

Prospects

On-the-job training can bring promotion to supervisory jobs or junior management for people in operational and technical roles.

Training

Related courses include environmental management, leisure and tourism, heritage and conservation, transport management and engineering, fish farming and waterkeeping. There are also some courses in boat-building available.

Large companies offer graduate management training schemes, and there are graduate apprenticeship opportunities. A Diploma in Port Management can be gained by distance learning. Technical management of port facilities is usually carried out by people with some experience at sea or with engineering qualifications and training. There is a range of jobs on the commercial and administration side that are open to entrants with GCSEs, A-levels or equivalent. With the growth in European trade, language skills are often useful. Due to the potentially dangerous work environment, recruitment is usually restricted to those aged 21 and over. There are NVQs at Levels 1-5 in various aspects of the industry. You would normally need to show evidence of experience or related qualifications when applying for jobs.

Contacts

The Chartered Institute of Logistics and Transport
www.ciltuk.org.uk

British Ports Association
www.britishports.org.uk

Please refer to Appendix for further contacts

Procurement

A buyer or procurement manager controls a company’s commercial relationship with its suppliers.

When you wanted a games console, how did you procure it? Did you research the market and buy a magazine that gave you the different technical details of all the games consoles available? Did you then check the prices on the internet for the best deal? If you did, then you are an informed buyer.

Every company purchases goods and services of some description:
- Engineering spares for buses and trains, and tractor units for heavy goods vehicles
- The trains, buses and vehicles themselves
- Permanent way for the rail system
- Stationery, mobile phones, hotels and plane tickets for administration
- Outsourced services, such as warehousing and distribution, cleaning services and engineering repair services

For each purpose, the buyer needs to:
- Carefully define (specify) with colleagues who will use the goods or services – what is really needed
- Research the market carefully to see whether the specification is too good or not good enough
- Research potential suppliers
- Draft tenders, particularly in the public and utility sectors
- Access and verify tenders
- Assess and credit suppliers
- Negotiate best terms on price, value and supplier resilience
- Ensure that the interface administration works and suppliers are paid
- Decide whether contracts should be one-off or have on going call-off arrangements

Buyers cannot do this all the time for every purchase; they must manage their portfolio. Which goods and services are vital to the company? Which need all the effort above? Which are not that important? These goods and services need a buying framework, but the buyer should only be involved in a crisis and once a year for a review meeting.

Splitting your attention this way is called a procurement strategy.

Key Skills and Requirements

Procurement managers are important to the business. They ensure the steady supply of goods and services needed to allow the company to function and they also help in ensuring competitive margins by buying carefully.

- Good mathematical skills
- Excellent communication skills
- Excellent relationship skills
- Good ethics
- Patience and resilience
- A good understanding of risk
- The ability to negotiate
- An appreciation of contract law and the drafting of contracts

Prospects

Your prospects will depend on the area of procurement you work in, as well as your qualifications and experience.

Buyers in transport companies have generally graduated from universities. There are specialist degree courses offered by some universities.

There are many routes to being a procurement manager:
- You need a suitable good scientific or business degree from any good university; languages are very useful for European and global companies, but you will need an A* in Maths; MBAs are also sought by companies
- Many large companies have graduate training schemes where you can express a preference to become a buyer/procurement manager, which will ensure that you understand the business and see how the supply chain works together before you concentrate on purchasing
- You can join a purchasing department directly from university, particularly where there are no graduate training schemes
- You can join the Civil Service intake with your sights on procurement as your specialty

22 The guide to careers in logistics and transport
23 The guide to careers in logistics and transport
Procurement (continued)

Contacts
The Chartered Institute of Logistics & Transport
www.ciltuk.org.uk
Careers in Logistics
www.careersinlogistics.co.uk
Chartered Institute of Purchasing & Supply
www.cips.org
Inside Careers
www.insidecareers.co.uk
Matchtech Group
www.matchtech.com

People in Procurement
www.peopleinprocurement.com
Supply Chain Recruit
www.supplychainrecruit.com
Supply Chain People
www.supplychainpeople.co.uk
Please refer to Appendix for further contacts

Procurement (continued)

Procurement (continued)

Rail Transport

Want to work with advanced technology and great people?

From Virgin’s Pendolinos to London’s automated Docklands system, rail is the most environmentally friendly way to transport people and freight around the country. Careers range from managing your own patch to designing and building the future. Rail transport is growing fast and needs enthusiastic people with new ideas to meet the challenges ahead.

Key Skills and Requirements
• People skills – knowing what your customers want, knowing how to work in a team, knowing how to get the best out of your colleagues
• Technical skills – some jobs need you to know how to design, build and operate systems, ranging from large structures such as bridges to sophisticated ticketing and control systems
• Organisation skills – how to organise people and parts to work together
• Business skills – making the best use of the things you control and being able to sell them to your customers
• Commercial skills – understanding the market and knowing how to make the product desirable

Types of Work
The railway industry has many organisations and companies and the range of jobs is huge. Train operators such as Virgin, First or National Express run passenger trains and want people who can look after their customers at stations or on their trains. They also want people to drive their high-speed or metro trains and technicians to look after their complex equipment. Network Rail is the national organisation that looks after the tracks and signals and needs people who understand how to make a complex system work efficiently. Many other organisations supply goods and services, such as caterers, consultants and contractors. Designing and building trains is an international industry, with multinational companies using their worldwide experience. London has its own organisation running the Tube. If you want to be in charge of it all, then you need to work for the Government or one of its agencies, such as the National Transport Agency for Scotland.

Prospects
With experience and professional qualifications, managers can expect to gain promotion to senior positions.

One of the benefits of working in the rail industry is that you get discounts on rail travel.

The guide to careers in logistics and transport
Rail Transport (continued)

Training
There are so many different jobs in rail transport that you can enter the industry in many ways, but business and technical qualifications are most often the best.

At GCSE and A-level, the sciences will help you into the technical parts of the industry, while business studies and vocational qualifications are a good way to get into management. Many courses cover the whole transport and travel industries, after which you can specialise in rail.

Courses
Aston University
www.aston.ac.uk
Birmingham University
www.birmingham.ac.uk
Institute of Railway Operators
www.railwayoperators.co.uk
Kingston University
www.kingston.ac.uk
Newcastle University
www.ncl.ac.uk
Newham College of Further Education
www.newham.ac.uk
Sheffield Hallam University
www.shu.ac.uk

Contacts
Careers in Rail
www.careersinrail.org
ETS Engineering and Project Services
www.ets-group.com
The National Skills Academy
Railway Engineering (NSARE)
www.nsare.org
Network Rail
www.networkrail.co.uk
Rail Freight Group
www.rfg.org.uk
Rail Personnel
www.railpersonnel.com
Railway People
www.railwaypeople.com
Please refer to Appendix for further contacts

Retail Logistics and Home Delivery

If you have a real passion for customer service and ensuring that stores are stocked or individual customer orders are delivered to home or for Click & Collect, then you should consider a career in one of the fastest moving and most exciting parts of the industry.

Since the turn of the new millennium, retail has been undergoing something of a revolution, driven by the internet, and the UK is leading the world in multichannel and omni-channel retailing. Currently, around 10% of all retail sales in the UK are made online, and this is set to grow further in the next decade. No longer do customers solely visit stores to select items; their shopping journeys travel from catalogues to the web to stores to contact centres and back again as consumers research, buy and acquire their much-needed purchases.

This means that traditional retail supply chains where manufacturers shipped goods from source to wholesale distribution operations or retailer distribution centres and from there on to the high street stores have been disrupted forever. In many cases the shelf edge is virtual, and getting stock in the right place to support consumer demand is a real science, demanding agility in execution whilst maintaining leanness in operation.

The fast pace of central retail distribution operations is a key feature of the high street replenishment operations in distribution centres that are increasing in size – a million square feet of warehousing on a single site shipping more than a million cases per week across national or regional delivery operations is not uncommon. The planning, staffing, management and execution requirements across such business operations require sophisticated systems and processes – not a challenge for the faint-hearted.

Home delivery presents an even greater challenge. Every customer order presents the opportunity for 100% customer satisfaction – or 100% failure, with no in-between. This is service operations management on a vast scale, but with a necessity for delivery of a perfect solution every time and in an environment that is always on – 24 hours a day, 365 days a year: an exhilarating and high-intensity world where you can really see the impact of your activity on the end-customer. In an area that is seeing enormous levels of innovation and invention, this is the world of the future – and of the ultimate logistics challenge!

Key Skills
• Numeracy and ICT literacy
• Good analytical skills
• Strong customer service orientation
• Flexibility, creativity and with a disposition to solve problems
• Great communication skills
• Inquisitive nature, and desire to learn and add value to the business
• To be financially capable
• Negotiation skills
• People skills
• Can-do attitude with real energy and drive
• Ability to work in a team

Types of Work
Working in retail logistics, either in store distribution or home delivery, can offer a variety of roles with a breadth of exciting opportunities and real challenges. Whilst the UK is leading the world, our insights and experience are increasingly valuable as retailers take their offerings overseas, or ship internationally. As a result, international travel or placements are increasingly available, working often as innovators in new markets. Positions in planning, inventory control, warehouse/fulfilment operations, customer service, transport, home delivery operations, contract management and system control are amongst a wide array of possible roles.

Prospects
Working with some of the largest retailers in the business can offer very attractive packages, and often comes with early responsibility for the more talented recruits.

Prospects for promotion and career development are very good for the right people.

Training
Joining at the operational level and working your way up the organisation with limited formal qualifications is a real option in retail. Many senior operational managers in transport and warehousing began their careers in this way, and there are many directors who started in junior operational roles where they learned the ropes and often acquired vocational qualifications, such as a Certificate of Professional Competence or a Certificate in Logistics, whilst learning on the job skills.

Many retail organisations or their service providers (see LSPs) recruit for apprentice schemes, and at post GCSE or A-level entry. Good qualifications in subjects such as Mathematics, Economics, Business Studies, ICT, languages, Geography, English and the sciences would be useful at these points of entry.

Larger firms also recruit graduates directly into their logistics functions, often as part of a broader cross-functional graduate scheme. For these roles, a good university degree (2:1 typically) in any of a wide range of disciplines would be necessary, possibly with a Masters in Logistics, Business or similar discipline. Relevant work experience during holidays is always welcome as an added item on a candidate’s CV.

Courses
A number of universities offer undergraduate degrees in logistics and transport and several postgraduate specialist programmes are also available in the UK and overseas.
Retail Logistics and Home Delivery (continued)

Contacts
Most retail organisations describe the positions available and the entry programmes on their websites.
Similarly, most recruitment agencies have specialist divisions focused on the retail logistics market.

The Chartered Institute of Logistics and Transport
www.ciltuk.org.uk

British Retail Consortium
www.brc.org.uk

Collect+
www.collectplus.co.uk

UK Warehousing Association
www.ukwa.org.uk

Please refer to Appendix for further contacts

Road Transport - Motor Vehicle Technician to Fleet Engineer

Currently there are more than 34 million vehicles registered and licensed to travel on UK roads; 27 million are private cars and 4 million are commercial vehicles and buses.

Of the 4 million, light commercial vehicles and vans (under 3.5T GVW) account for 3.3 million and are often maintained by car technicians.

Approximately 730,000 vehicles (including semi trailers) are classed as ‘O-licensed’ and are repaired and maintained on a regular basis depending on the type of work being undertaken and the annual mileage covered. The local Traffic Commissioner, with guidance from other Government Agencies (DVSA) will determine the exact criteria and timing for safety inspections.

Currently there are an estimated 30,000 technicians repairing these O-licensed vehicles. Many aspiring technicians leave school between the ages of 16 and 18 and complete a technical apprenticeship that would normally include a four-year enhanced learning option at a nearby technical college to gain recognised qualifications. In recent years, technician licensing has become a popular addition for responsible fleet operators and since 2011, over 5,000 technicians have obtained an irtec licence.

A career pathway now exists for high-status Master Technicians. At this level, technicians require advanced knowledge of the most modern technologies, which would include extensive diagnostic skills to repair high specification Euro 6 power units, and often hybrid and electric vehicles.

When experienced Master Technicians have an opportunity to study further, The Engineering Council offers a programme to register individuals as EngTech/IEng (Incorporated Engineer) before qualifying as an IEng. The candidate will be required to prepare a technical report and attend a technical panel review with a Professional Engineering Institute (PEI).

Modern vehicles have very clean exhaust emissions compared to 20 years ago. Design Engineers have met the significant challenges set by EU legislation. More than 90% of the harmful gases have been removed and Euro 6 engines are now quieter and more efficient. Improvements with multiplex wiring and electronic developments have made these improvements possible.

Workshop Managers and Fleet Engineers often play an important role as part of the larger supply chain. Key responsibilities include keeping legal fleet compliance, effective fleet management, budgeting whole life costs, fuel and carbon monitoring, vehicle specification and design.

CILT is collaborating with industry trade associations and PEs, and value the role undertaken by technicians and fleet engineers to keep vehicle fleets moving.
Supply Chain and Inventory Management

Have you ever tried to buy something and it was not available? Did this leave you frustrated, or did you just go and buy something else in another shop? Supply chain management (SCM) is the management discipline that aims to satisfy customers every time, everywhere.

SCM is about managing the flow of goods from the point of origin (a factory anywhere in the world) to its final destination, in a shopping basket or delivered to your home address.

SCM is a relatively new management discipline and has developed from bringing together more traditional roles such as buying, transport, freight forwarding, manufacturing and retailing. It is increasingly making use of new technologies such as the internet, satellite communications, radio frequency identification (RFID) and global positioning systems (GPS).

This is a highly complex environment:
- Thousands of products are travelling to thousands of destinations
- Timing is critical: too early and it may not be possible to make a delivery; too late and a sale might be lost
- The range of skills required is wide, from ICT to management
- There are many interested parties, all with their own objectives, so the ability to work in highly charged environments is very useful

More importantly, it requires good managers who can analyse and understand complex issues, motivate multidisciplinary teams and work comfortably with people at many levels in an organisation.

As a result of the breadth of SCM, there are many routes in. These include:
- Working for a retailer, either in the stores or in head office as a buyer and merchandiser
- Working for a logistics company
- Working in a manufacturing environment, either in the factory or as a planner and inventory manager
- Working for an ICT company that provides software and services to support supply chain operations
- Working for a consultancy as an analyst

Increasingly, sales and marketing roles are seen as having an SCM dimension.

Key Skills
The list of skills required is equally wide, and few people will possess all of them. However, they include:
- Numeracy and analytical abilities
- ICT skills
- Technical knowledge of a specific area (such as transport or warehouse operations)
- Team management
- Motivational skills
- Influencing and persuasion

Training
It will be obvious from the comments above that there are a wide range of training opportunities available. Good A-levels and a wide range of degrees are good starting points. There are a number of specialist logistics degrees available from various universities. Degrees in retailing are also available.

After completing a degree, a period of work experience will be necessary. Some major manufacturers, retailers and logistics companies offer SCM programmes for graduates, ranging from one to three years.

Prospects
Only in recent years has SCM been recognised as a core management discipline. It is complex and requires a wide range of skills. Most senior supply chain managers have developed from a more conventional discipline, such as retailing, buying or manufacturing. Even accountants become supply chain managers.

It is possible to enter the profession through a number of routes and still get to the very top of the management tree. For those not destined for the very top, there are many opportunities that suit a wide range of skills and capabilities. The key requirement is to be able to work with people who will have an equally wide range of skills and backgrounds.

Contacts
The Chartered Institute of Logistics and Transport
www.ciltuk.org.uk
Novus
www.novus.uk.com
Please refer to Appendix for further contacts

The Merchant Navy is the collective term for the British shipping industry. A career in the industry offers the chance of a unique and adventurous lifestyle packed with exciting career prospects. With the ocean as your backdrop and the most advanced and sophisticated ships in the world as your workplace, there really is nothing to compare with a life at sea.

Opportunities exist in navigation, engineering, catering and hospitality for enthusiastic and hard-working people. With a training scheme that is second to none, you will have the potential to succeed to the levels of Captain, Chief Engineer or Hotel Services Manager. Training is conducted in a nautical college or university and worldwide aboard ships. Once qualified, you will be rewarded with generous pay and leave periods.

British shipping has one of the most efficient and diverse fleets in the world. Over 95% of the UK’s imports and exports go by sea. The ships are operated by individual companies and trade worldwide. They include:

- One of the world’s largest and most modern ferry sectors
- Some of the most prestigious cruise ships in the world
- Container ships carrying a variety of cargo
- High-quality oil, gas and chemical tankers of all sizes
- Modern bulk carriers for ore, grain and coal
- Specialised vessels, including survey and exploration
- Short-sea and specialised vessels, such as offshore oil and heavy lift craft

Types of Work
- Merchant shipping
- Marine equipment manufacturers
- Leisure boating
- Water sports
- Ship classification and surveying
- Underwater technology
- The Royal Navy
- Ports
- Shipyards
- Boat-building
- Ship agency

- Marine insurance
- Naval architecture
- Oil and gas exploration and production
- The Coast Guard
- The RNLI
- Maritime financial and legal services
- Environmental research
- Government departments
- Unions
- Commercial fishing
- Nautical colleges
- Professional institutes and societies
- Voluntary services and associations
- Ship repair
- Ship management

Opportunities for a career in the shipping industry have never been better:
- Simulating and varied work using the latest technology
- Exciting responsibility at an early age
- Unqualified travel opportunities
- Qualifications that are recognised throughout the world
- A variety of options as you develop your career
- Excellent rewards

Prospects
Many seafarers spend their whole career at sea, whilst others choose to advance their careers ashore. Maritime industries require ex-seafarers with practical experience obtained at sea for positions in areas such as ports, ship management/operations, law, education, ship surveying, broking and marine equipment production.

Training
The recruitment of school leavers into the Merchant Navy to train as officer cadets is co-ordinated centrally by the Merchant Navy Training Board. You can choose from a range of entry routes, depending on your qualifications and personal requirements, and can follow deck or engineering options.

You will follow a planned programme of learning and experience, with alternating periods at college and at sea, obtaining the relevant nationally recognised qualifications and professional maritime certificates. Each route provides progression opportunities to the next stage, through the ranks to Master/Captain or Chief Engineer, depending on your chosen option, ability and ambition.

You will be sponsored during your training. The sponsorship package will vary according to the training programme and the company concerned, but in all cases tuition fees will be paid and the total costs of practical training and experience at sea will be met by the company. In some cases, sponsorship will include a salary or training allowance that will more than cover residential costs at college.

During your training you will spend time on board the ships and you could sail to places such as Australia, Asia, through the Panama Canal and the Caribbean. Your living quarters will be comfortable, with some ships having a crew bar and a gym. You will often work with people of different nationalities and make lifelong friends throughout your career.

Contacts
UK Chamber of Shipping
www.ukchamberofshipping.com
Institute of Chartered Shipbrokers
www.iccs.org.uk
Institute of Marine Engineers
www.imar.org.uk
Lloyds Maritime
www.lloydsmaritimeacademy.com
The Marine Society
www.marine-society.org
The Merchant Navy Training Board
www.mntb.org.uk
Nautical Institute
www.nautinst.org
Please refer to Appendix for further contacts

The guide to careers in logistics and transport
Transport Management

Transport management is the process of ensuring that passengers and freight are provided with the services they need and that they are delivered to the right place, at the right time, after the highest possible quality journey and at the right price.

Who employs professional transport managers?
• National and local government
• Passenger transport companies – road, rail, air and sea
• Construction companies
• Freight transport companies – road, rail, air, sea and inland waterways
• Travel and tourism companies
• Coal, oil, steel, gas and electricity companies
• Seaports, airports, Royal Mail and the NHS
• Breweries, supermarkets, clothing and food manufacturers
• Car fleet operators and courier services
• The armed services
• Consultancies

Key Skills and Requirements
• Ability to take responsibility, often at various levels
• Ability to work under widely varying levels of pressure and develop a blend of management skills
• Ability to work to tight deadlines
• Ability to work within teams
• Ability to work well in teams
• Ability to work with people from all walks of life
• Analytical and/or ICT skills at various levels
• Ability to work at all hours of the day and night – it is a 365-days-a-year industry
• Languages – particularly if you want to work in travel and tourism
• Ability to work well in teams
• Ability to work under widely varying levels of pressure and develop a blend of management skills
• The ability to take responsibility, often at quite a young age
• Good all-round GCSEs followed by A-levels – especially those including an introduction to the business world, numerical and analytical skills, plus modern languages
• A good quality degree in any subject – there are specialist transport/distribution degrees available, but degree-level entry is not the only way into the industry

Types of Work
• Planning
• Customer services
• Engineering
• Research and development
• Operations and fleet management
• ICT
• Industrial design
• Analysis
• Health and safety
• Environmental

Prospects
Opportunities vary according to age, experience, qualifications and company size, location, etc. Through qualifications and experience, promotion will occur.

Training
Many companies encourage employees to gain additional professional qualifications to enhance their career prospects. Professional and postgraduate qualifications are available at a number of colleges and universities, and can be studied on a full-time, part-time or distance learning basis. This includes the range of professional qualifications offered by CILT from entry level 1 through to MSc level.

Contact
The Chartered Institute of Logistics and Transport
www.ciltuk.org.uk

Careers in Logistics
www.careersinlogistics.co.uk

National Careers Service
www.nationalcareersservice.direct.gov.uk

Please refer to Appendix for further contacts

Transport Planning

Are you interested in:
• Social interaction
• Environmental issues, climate change and sustainability
• Economic performance and regeneration
• Travel?

Then transport planning might be the career for you.

Transport affects all aspects of our lives - from going to school, to work, to social, leisure and sporting activities.

Key Skills and Requirements
• Imagination and vision
• Lateral thinking skills
• The ability to be analytical and objective
• Problem-solving
• Practical and concerned about detail
• Sensitive to the needs and behaviour of travellers
• Interested in how businesses interact
• Good written and verbal communication skills
• Numeracy and computer literacy

Types of Work
Transport planning concerns all parts of the transport system from walking and cycling, to use of cars, lorries, buses and trains, air and even space travel. There is inevitably a close interrelationship between where activities take place and how and when travel occurs.

The planning involves all stages within a project or scheme:
• Conception
• Feasibility
• Design
• Viability
• Acceptance
• Project management
• Delivery
• Review

There is a shortage of qualified transport planners – a position that both the professional bodies and academia are trying to address – but it does mean that there are vast opportunities to make your mark in a challenging and rewarding area of work. Jobs exist within both the public and private sectors, either within central and local government or with consultancies and other private organisations with a transport interest.

Training
Transport planning is a complex subject and therefore frequently requires more than one university degree. A number of universities and colleges offer specialist MSc courses in various aspects of transport planning. Participants in such courses can come, and are encouraged to come, from a variety of backgrounds and subjects studied at first-degree level, although social science subjects tend to be the usual stepping-stone.

Routes for transport planning technicians are also available with NVQs in Transport Management at Levels 3-5.

In addition, there are professional bodies such as CILT that also offer qualifications and training to keep career progression moving forward and knowledge up to date.

Contact
The Chartered Institute of Logistics and Transport
www.ciltuk.org.uk

The Chartered Institute of Highways and Transport
www.ciht.org.uk

Inside Careers
www.insidecareers.co.uk

Institute of Civil Engineers
www.ice.org.uk

Royal Town Planning Institute
www.rtpi.org.uk

Transport for London
www.tfl.gov.uk

Transport Planning Society
www.tps.org.uk

Please refer to Appendix for further contacts

For further details please refer to Appendix
The handling, storage and onward movement of goods and materials around the country is a vast and complicated business. To ensure that, for example, supermarket shelves are kept full and clothing stores receive their new season’s fashion stocks, warehouses operate by storing a wide variety of products and then despatching them to where they are needed. There is plenty of warehouse work at all levels, from jobs that require no qualifications for entry up to positions for graduates.

- Most goods at some point need to be stored in a warehouse, so warehouses receive goods, store them safely and securely and despatch orders to customers.
- Different types of stocks are stored in warehouses - chemicals, electrical goods, textiles, foodstuffs, furniture, etc – and to manage stocks safely warehouses may need to:
  - Be kept at a certain temperature
  - Have refrigerated areas
  - Maintain particular conditions of light
  - Ensure heightened security

Computer technology has changed the way that warehouses operate by making it possible, to within a few hours of receiving an order, to ensure that items are assembled and delivered to a particular factory or store. All items coming in, stocked and going out are recorded on warehouse computer systems. Some warehouses are so big that computer-controlled cranes and lift trucks are used to move between storage racks and automatically select goods.

Examples of Employers
- Manufacturing companies
- Supermarkets
- Retailers
- Mail order companies
- Wholesalers
- Furniture removers
- Armed forces
- Freight companies
- Specialist warehousing companies

Key Skills and Requirements
- The ability to work accurately and methodically
- ICT and numeracy skills
- The ability to work well within a team
- Problem-solving
- Planning and organisation

Types of Work
There are a lot of different day-to-day functions performed in warehouses, so there are many job opportunities available, including:
- Warehouse assistants
- Warehouse management
- Store keeping
- Stores sales
- Stores administration
- Assembly and packing
- Lift truck driving
- Customer service assistants
- Supervisors

Training
With experience and qualifications, employees can work their way up the ladder to supervisory and management positions in warehousing, although some of the large companies do prefer to recruit candidates with degrees or Higher National Diplomas (HNDs) into trainee management positions, due to the demanding nature of the job. For basic warehouse or storekeeping jobs you do not need any qualifications, but they are always an advantage. Candidates with GCSEs in Maths and English can be successful in getting a job. Some GCSEs, A-levels, vocational A-levels or higher qualifications such as a degree might be required for trainee management posts. It is possible for young people to gain NVQ qualifications in the workplace by taking part in apprenticeship schemes.

There are a number of relevant qualifications available for those wanting to enter the warehousing profession. CILT offers relevant qualifications from entry level 1 through to MSC.

Contacts
The Chartered Institute of Logistics and Transport
www.ciltuk.org.uk
Careers in Logistics
www.careersinlogistics.co.uk
United Kingdom Warehousing Association
www.ukwa.org.uk

Please refer to Appendix for further contacts
Regulated Qualifications Framework (RQF)

The RQF provides a single, simple system for cataloguing all regulated qualifications. It is like a book or a library, with qualifications indexed by their ‘level’ and ‘size’. Qualifications at any specific level can be very different from one another, for example in their content and purpose.

Levels indicate the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels supported by three ‘entry’ levels.

Entry Level 1
The holder progresses along a continuum that ranges from the most elementary of achievements to beginning to make use of knowledge and/or understanding that relates to the subject or immediate environment.

Entry Level 2
The holder has basic knowledge or understanding of a subject and/or can carry out simple, familiar tasks; and knows the steps needed to complete simple activities.

Entry Level 3
The holder has basic knowledge and understanding to carry out structured tasks and activities in familiar contexts.

Level 1
The holder has basic factual knowledge of a subject and/or of facts, procedures and ideas to complete well-defined routine tasks and address simple problems; and is aware of aspects of information relevant to the area of study or work.

Level 2
The holder has knowledge and understanding of facts, procedures and ideas in an area of study or field of work to complete well-defined tasks and address straightforward problems; can interpret relevant information and ideas and is aware of a range of information that is relevant to the area of study or work.

Level 3
The holder has factual, procedural and theoretical knowledge and an understanding of a subject or field of work to complete tasks and address problems that while well-defined, may be complex and non-routine; can interpret and evaluate relevant information and ideas; is aware of the nature of the area of study or work; is aware of different perspectives or approaches within the area of study or work.

Level 4
The holder has practical, theoretical or technical knowledge and understanding of a subject or field of work to address problems that are well defined but complex and non-routine; can analyse and evaluate relevant information and ideas; is aware of the nature of approximate scope of the area of study or work; has an informed awareness of different perspectives or approaches within the area of study or work.

Level 5
The holder has practical, theoretical or technological knowledge and understanding of a subject or field of work to find ways forward in broadly defined, complex contexts; can analyse, interpret and evaluate relevant information, concepts and ideas; is aware of the approximate scope of the area of study or work; understands different perspectives, approaches or schools of thought and the reasoning behind them.

Level 6
The holder has advanced practical, conceptual or technological knowledge and understanding of a subject or field of work to create ways forward in contexts where there are many interacting factors; understands different perspectives, approaches or schools of thought and the theories that underpin them; can critically analyse, interpret and evaluate complex information, concepts and ideas.

Level 7
The holder reformulates and uses practical, conceptual or technological knowledge and understanding of a subject or field of work to create ways forward in contexts where there are many interacting factors; critically analyses, interprets and evaluates complex information, concepts and theories to produce modified conceptions; understands the wider contexts in which the area of study or work is located; understands current developments in the area of study or work; understands different theoretical and methodological perspectives and how they affect the area of study or work.

Level 8
The holder develops original practical, conceptual or technological understanding to create ways forward in contexts that lack definition and where there are many complex, interacting factors, critically analyses, interprets and evaluates complex information, concepts and theories to produce new knowledge and theories; understands and reconceptualises the wider contexts in which the field of knowledge or work is located; extends a field of knowledge or work by contributing original knowledge and thinking; exercises critical understanding of different theoretical and methodological perspectives and how they affect the field of knowledge or work.

CILT Qualifications

Level 1 – Level 6 and MSc

CILT is a recognised provider of professional qualifications for the logistics and transport sector and is designed to provide information to help develop better understanding of green or sustainable logistics.

CILT Qualification

Award in Green Logistics
Provides information to help develop better understanding of green or sustainable logistics.

Certificate in Operations Management
Provides information to help develop better understanding of goods or services in production and operations management, giving a good overview of the necessary elements and providing an excellent springboard to further development and career achievement.

Certificate of Professional Competence for Transport Managers (Road Haulage)
This qualification is developed in accordance with the current EU Directive and is offered on behalf of the Department for Transport (DfT).

Certificate of Professional Competence for Transport Managers (Passenger Transport)
This qualification is developed in accordance with the current EU Directive and is offered on behalf of the Department for Transport (DfT).

Certificate in Road Passenger First Line Management
Designed to provide learners with detailed and specific coverage of the road passenger environment, in particular, local bus service operations and to progress them in their further professional development.

Certificate in Logistics and Transport
Provides knowledge and understanding of the types and functions of ports and terminals and their management, operation and maintenance.

Certificate in Warehousing
Provides learners with the knowledge and understanding of warehousing principles and deliver the skills required by an aspiring warehouse manager to operate effectively.

Certificate in Global Logistics
The Level 3 Certificate leads on from the CILT(UK) Level 3 Award in Global Logistics.

Certificate in Green Logistics
The Level 3 Certificate leads on from the CILT(UK) Level 3 Award in Green Logistics.

Certificate in Local Authority Passenger Transport Planning and Provision
The Level 3 Certificate leads on from the CILT(UK) Level 3 Award in Local Authority Passenger Transport Planning and Provision.

Certificate in Port Operations
The Level 3 Certificate leads on from the CILT(UK) Level 3 Award in Port Operations.

Certificate in Logistics and Transport
Provides knowledge and understanding of current trade patterns and the structure and operation of global and multinational trade, business and supply chains.

Source:
Level requirements – Office of Qualifications and Examinations Regulation (Ofqual) 2015

Certificate of Professional Competence for Transport Managers (Rail) (CILT(UK))
This qualification is developed in accordance with the current EU Directive and is offered on behalf of the Department for Transport (DfT).

Certificate of Professional Competence for Transport Managers (Road) (CILT(UK))
This qualification is developed in accordance with the current EU Directive and is offered on behalf of the Department for Transport (DfT).

Certificate of Professional Competence for Transport Managers (Sea and Air) (CILT(UK))
This qualification is developed in accordance with the current EU Directive and is offered on behalf of the Department for Transport (DfT).

Certificate of Professional Competence for Transport Managers (Offshore) (CILT(UK))
This qualification is developed in accordance with the current EU Directive and is offered on behalf of the Department for Transport (DfT).

Certificate of Professional Competence for Transport Managers (Pipeline) (CILT(UK))
This qualification is developed in accordance with the current EU Directive and is offered on behalf of the Department for Transport (DfT).

Certificate in Road Passenger First Line Management
Designed to provide learners with detailed and specific coverage of the road passenger environment, in particular, local bus service operations and to progress them in their further professional development.

Certificate in Logistics and Transport
Provides knowledge and understanding of the types and functions of ports and terminals and their management, operation and maintenance.

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Certificate in Port Operations
The Level 3 Certificate leads on from the CILT(UK) Level 3 Award in Port Operations.

Certificate in Logistics and Transport
Provides knowledge and understanding of current trade patterns and the structure and operation of global and multinational trade, business and supply chains.
CILT Qualifications (continued)

Level 1 – Level 6 and MSc

CILT(UK) – IOM Level 5
Award in Supply Chain and Inventory Management
Aimed at managers involved with planning and implementation at an operational level, providing learners with detailed and specific coverage of the various elements of supply chain, operations and inventory management within a global environment.

Certificate in Operations Management for the Service Environment
Designed to provide an in-depth knowledge of the service environment and operations management.

Diploma in Operations Management for the Service Environment
Provides learners with more detailed and specific coverage of the service environment and operations management elements.

Diploma in Operations Management
Provides students with detailed and specific coverage of the various elements of supply chain, operations and inventory management within a global environment.

CILT(UK) Level 6
Advanced Diploma in Logistics and Transport
Provides the strategic management skills and tactical insight necessary for professional and business development. It bridges the gap between the undergraduate level of the Level 5 Professional Diploma and the postgraduate standard of a Masters degree.

CILT(UK) – IOM Level 6
Advanced Diploma in Operations Management
Provides the strategic management skills and tactical insight necessary for professional and business development in the operations management industry. It bridges the gap between the undergraduate CILT(UK) – IOM Level 5 Diploma in Operations Management and the postgraduate standard of a Masters degree.

CILT and University of South Wales MSc International Logistics and Supply Chain Management
CILT and the University of South Wales offer an MSc in International Logistics and Supply Chain Management delivered by cutting edge e-learning technology, which enables you to complete your studies wherever you are in the world. Delivered totally online, the programme has all the rigour and quality of traditionally taught courses with the increased flexibility of innovative delivery.

With intakes in April and October each year, CILT and the University of South Wales MSc programme is flexible enough to fit in with your busy schedule.

For further information on the Distance Learning programme, please contact: pd@ciltuk.org.uk

Along with the Qualifications listed, CILT offers a variety of training programmes and short courses in logistics, transport and the supply chain designed to help develop skills needed to plan, implement and sustain improvement at work. For further information, please visit: www.ciltuk.org.uk/trainingCPD

Humanitarian Logistics Qualifications

Qualifications

Fritz/CILT Certification in Humanitarian Logistics
This qualification is suitable for professionals working in operational management positions within humanitarian logistics. It also provides a valuable grounding for those with relevant supply chain experience from the commercial sector who are aiming to enter the humanitarian logistics arena for the first time.

Fritz/CILT Certification in Humanitarian Medical Logistics Practices
This qualification is aimed at humanitarian logisticians and medical specialists involved in medical supply chains. It will increase humanitarian logisticians’ and medical specialists’ ability to plan and operate medical supply, as well as safeguard against the high rate of substandard and counterfeit medical items pervading the international medical supply chain.

Fritz/CILT Certification in Humanitarian Supply Chain Management
The Certification in Humanitarian Supply Chain Management (CHSCM) is the next-level qualification in this range. It is aimed at humanitarian logisticians operating at a tactical level and engaged in the planning, resourcing and management of the supply chain and the implementation of supply chain strategy.

Contact

Humanitarian Logistics Certification Program
www.hlcertification.org

Awards

The following units from the Certification in Humanitarian Logistics (CHL) qualification are available as single unit Awards:

- Warehousing and Inventory
- Procurement
- Transport
- Fleet Management
- Import/Export

An Award is suitable for those working in operational positions within humanitarian logistics. They may be focusing on a specific function only within the humanitarian supply chain, such as, a warehouse operative or procurement assistant.

The Awards are available in English and in French.
University-accredited Degrees and MSc

Accredited degrees, MSc and exemptions are qualifications awarded by universities, further education colleges or other professional bodies that have been assessed for compliance with the requirements for the grades of membership: Member (MILT), Chartered Membership (CMILT) or Chartered Fellowship (FCILT) of CILT, and Member (MIOM) of IOM.

Students who graduate from an accredited degree or MSc will receive an exemption from the academic requirements for membership at either Chartered Member or membership level of CILT or IOM. There may also be a reduction in the length of experience that they would require.

To view the university-accredited listings or for further information about CILT accreditation, please visit www.ciltuk.org.uk/TrainingCPD/UniversityAccreditedDegrees.aspx

You can also contact our dedicated Professional Development Department:

T: 01536 740166
E: pd@ciltuk.org.uk
Apprenticeships

An apprenticeship is a job with an accompanying skills development programme under an apprenticeship agreement designed by employers in the sector. It allows the apprentice to gain technical knowledge and real practical experience, along with the functional and personal skills, required for his or her immediate job and future career. These are acquired through a mix of learning in the workplace, formal off-the-job training and the opportunity to practise and embed new skills in a real work context.

As employees, apprentices earn a wage and work alongside experienced staff to gain job-specific skills. Off the job, usually on a day-release basis, apprentices receive training to work towards nationally recognised qualifications.

Apprenticeships can take between one and four years to complete, depending on the level of apprenticeship, the apprentice’s ability and the industry sector.

There are apprenticeship opportunities in logistics and transport-related occupations, so it is worth visiting the apprenticeship websites to see what is available.

To give you an idea of the types of apprenticeship available, the following list contains those currently available in the logistics sector.

Aviation Operations on the Ground

This apprenticeship covers some of the main jobs involved in supporting the ‘taking off and landing’ part of what happens at an airport. This includes everything from maintaining runways to ensuring passengers receive their luggage at their destination. As an apprentice in Aviation Operations on the Ground, you could be: loading and handling baggage and freight; helping to move an aircraft to the right place for refuelling; checking in passengers; assisting in airfield maintenance; or escorting passengers who are due to board a flight. The aviation industry is heavily regulated, and safety is crucial. You’ll need to work well in a team, be detail-oriented, and react quickly to situations while remaining professional and efficient. Ground handling staff are usually employed by an independent company that works across a number of different airlines.

Bus and Coach Engineering and Maintenance

This apprenticeship deals with the maintenance and repair of buses and coaches, or passenger carrying vehicles (PCVs). Public transport is becoming more and more important as we try to reduce carbon emissions and cut the volume of traffic on the roads, and we need skilled personnel to keep things moving. PCVs that regularly carry large numbers of people get put under a tremendous amount of strain. Modern PCVs are strong and well designed, but they need to be properly maintained and then repaired when they break down. This is where Bus and Coach Engineering and Maintenance (BACEM) staff come in. BACEM staff can do anything from routine maintenance on buses to more technically advanced jobs, like working out where a particular electrical fault has occurred on a bus and repairing it. Apprentices will have the choice of focusing on bodywork, mechanics, electrics or mechelec (a combination of mechanics and electrics). The four pathways involve different training and require different skills, but whatever you end up doing it will be a vital role that results in helping to keep the transport network up and running.

Cabin Crew

This apprenticeship is for anyone interested in becoming an air cabin crew member. Air cabin crew are the people who make sure passengers are safe and comfortable for the duration of their flight. This involves a lot more than just handing out refreshments with a smile – providing customer service in the narrow spaces of an aeroplane takes finesse and skill. Importantly, air cabin crew members must also be trained to deal with a wide range of security and emergency situations. On this apprenticeship, you’ll learn how to prepare the inside of the aircraft for a flight by checking supplies and making sure the right safety equipment is in place. You’ll greet customers onboard, help passengers find their seat and run through safety procedures. Customer service is a big part of the job, whether you’re serving meals or helping people fill out their customs forms. You might also learn about specific things like immigration regulations, cultural awareness and how to complete flight reports and other paperwork. As an apprentice, you’ll always be on the go – don’t expect a 9 to 5 schedule. Depending on your flight route, you could work long shifts and unsocial hours. However, you’ll have the opportunity to travel around the world.

Driving Goods Vehicles

This apprenticeship is for anyone interested in driving large goods vehicles (LDVs) – lorries weighing over 7.5 tonnes. LGV drivers transport and deliver goods between suppliers and customers, travelling across the roads and motorways of the UK and beyond. LGV driving is a skilled job, and doing it safely takes work and training. As an apprentice, you’ll be involved in transporting goods with pick-ups and multi-drop deliveries. Other duties may include planning schedules and routes, supervising the loading and unloading of cargo, completing paperwork and log books – and, of course, lots of driving. LGV drivers need to know the rules of the road and have good time-keeping and planning skills. They can work antisocial hours, often alone, and spend time away from home, but you’ll see the world from behind the wheel. While this apprenticeship is open to people aged 16, most employers prefer you to be 18 or older.

Express Logistics

The rapid, guaranteed delivery of goods and packages to businesses and consumers. This is one of the UK’s fastest growing sectors and makes a significant contribution to the UK economy in its own right, helping to support at least 72,000 jobs. Managing these fast-moving logistics processes is complex and demanding. This apprenticeship is aimed at managers within this fast-moving part of the sector, and you could be running a depot or a section within a large facility helping to ensure these time-sensitive items reach their destination on time.

Higher Apprenticeship in Professional Aviation Pilot Practice

The Higher Apprenticeship framework for Professional Aviation Pilots at Level 6 has been designed to provide the aviation sector in England with a new route into commercial pilot training. Higher apprentices will develop higher level technical and practical skills combined with an Honours degree that incorporates all the regulatory requirements for the issue of a commercial pilot licence and employment as a Professional Aviation Pilot.
Apprenticeships (continued)

International Trade and Logistics Operations
Importers deal with the procedures for bringing goods for sale into the UK from other countries, while exporters handle the procedures for taking goods out of the UK for sale in other countries. Apprentices will work for import/export agencies or freight-forwarding firms, or may be employed by companies that handle their own export and import of goods. Import and export managers buy products and services from other countries or sell to them. Clerks in freight forwarding, import and export are crucial in ensuring that the documentation meets the legal requirements of each country. Depending on the size of the company, freight forwarding involves administration/customer service for processing export and insurance documentation, customs clearance and organising the movement of goods by road, rail, sea or air.

Logistics Operations
The ultimate goal of any logistics operation is to move a product from supplier to customer. This path is called the supply chain, and it needs to keep moving in order for goods to arrive at the right place, at the right time. Logistics managers play an important role in all of this, liaising with a wide range of people including suppliers, manufacturers, retailers and consumers. Logistics Operations Manager apprentices are responsible for the day-to-day running of their team or section and making sure that quality, cost and efficiency of the supply chain meets standards, which could include: monitoring stock and keep records; managing the receipt, storage or dispatch of goods; developing relationships with customers and suppliers; and providing leadership for the team.

Mail and Package Distribution Services
This apprenticeship deals with the collection, processing and delivery of mail. Mail services account for roughly 9% of the total workforce within the logistics sector. While Royal Mail is the largest employer, with more than 170,000 employees, there are many other specialist mail service providers as well. In fact, some organisations, such as local authorities and health trusts, rely on their own internal postal system. On this apprenticeship, you could be driving a van to collect and distribute post, sorting letters in a mail processing centre or out delivering the post, by foot, bicycle, motorcycle or light van. You’ll learn skills such as how to plan routes, how to handle and sort post, and how to process mail using automated systems. There are also opportunities to become a manager or supervisor at various stages of the process, whether it’s in the sorting office or keeping tabs on a fleet of vehicles. You may need to work antisocial hours, so you’ll need to be punctual and reliable; but it’s an important service with plenty of job satisfaction.

Maritime Occupations
There is a wide choice of apprenticeships in this important part of the sector. Depending on the type of vessel used, apprentices could be involved in assisting on the bridge or in the engine room, the loading and storing of the fishing catch, helping to load/unload cargo or assisting passengers to embark or disembark from the ship, operating port plant and lifting equipment and carrying out various duties on deck and in the engine room. You may work on the quay, in warehouses and terminals using their associated electronic systems. However, it must be recognised that the workplace environment can be unpredictable and dangerous, as well as exciting.

Passenger-carrying Vehicle Driving (Bus and Coach)
This apprenticeship is about driving passenger-carrying vehicles (PCVs). Across the country, from the school run to the last bus home, PCVs deliver people from place to place - and it’s the drivers who make sure they get there safely. It takes a lot of skill to drive an 18-tonne bus around narrow city centre streets, and some coach drivers may have to go even further - driving long distances on motorways or driving abroad. As a PCV driver, you’ll be expected to help passengers safely reach their destinations on time, pay attention to other road-users, assist passengers with special needs, keep your vehicle in good working order... and know how to remain professional if surrounded by difficult passengers.

Rail Infrastructure Engineering
The rail industry is a vibrant and growing part of the transport sector. It provides trains to meet customers and freight forwards needs. The rail infrastructure is a complex set of systems that have to work together to ensure the trains operate safely and efficiently. On this apprenticeship, you could work as a Junior Signal Technician, undertaking surveys of the signalling equipment, analysing technical data on signalling equipment performance, maintaining records of signalling diagrams and control systems, preparing specifications, and assisting with method statement preparation and/or plans for design work and requisition materials. Or you could work as a Track Technician inspecting track using specialist equipment, finding faults when there are track equipment failures, maintaining the track and replacing the track assets and components.

Rail Services
This apprenticeship covers the many occupations that help to deliver rail services to the millions of passengers that use trains every year. Rail services involves many tasks, such as driving the trains, operating signals and crossing barriers, communicating between stations and trains, assisting passengers both on board trains and at stations, and moving trains into position at stations. As an apprentice, you’ll choose your area of specialisation - shunting (moving trains from place to place), signal operations, control room operations or passenger services. Within each, along with technical skills, you’ll learn how to develop and maintain working relationships, how to communicate information effectively, and how to work safely. You’ll need to be physically fit, have good full-colour eyesight (you need to be able to see red and green lights), and be able to work as part of a team, as well as on your own. You also need to be confident and reliable, as the work that you do will affect passengers’ views about railway services.

Apprenticeships (continued)
Apprenticeships (continued)

Rail Traction and Rolling Stock Engineering
The rail industry provides a service to customers wanting to travel and freight forwarders. The railways are a complex system and one of the key parts is the train. Trains are made up of locomotives (otherwise known as traction), carriages (for passengers, wagons or cargo) and multiple unit stock (rolling stock). They must be maintained and repaired so they operate safely and efficiently. The majority of the work happens at night when the carriages and multi units are not required to carry customers. The engineering skills required are a combination of mechanical, electrical and electronic engineering. A range of companies are involved in providing building and maintenance services. Traction and rolling stock technicians are required to use their engineering skills and knowledge to work alongside other colleagues to deliver fit for purpose rail vehicles. The industry is always looking for innovative ways of doing things to reduce cost whilst maintaining its outstanding safety record. As a traction and rolling stock technician you would carry out inspections of traction and rolling stock, use appropriate tools and equipment and problem-solving skills to fault find, and maintain and replace the components in the traction and rolling stock assets.

Supply Chain Management
This apprenticeship is about supporting the functions of a supply chain. The supply chain is the movement of goods and services from supplier to customer and is at the heart of every logistics operation. Supply chain operators make sure that things turn up at the right places, in the correct quantities, at the right time. Supply chains play a crucial role in most industries, from clothing and automotive to pharmaceuticals and construction. It’s what moves raw materials to the factory for assembly and then on to distribution centres and shops. As an apprentice, you’ll learn many skills, such as how to help control the ordering and delivery of materials, or how to manage materials, stock and storage. You may be involved in analysing the supply chain’s performance and if something does go wrong, things need to be fixed quickly to get things moving again.

Taxi and Private Hire Driving
As a taxi hire driver, you’ll be expected to help passengers to travel safely. You’ll need to have good knowledge of the city, be able to plan your route efficiently, know how to remain professional with upset or unhappy passengers. Taxi drivers typically drive hackney carriages, for example, London black cabs, which can display a taxi light, pick up people who hail them in the street, be prebooked or wait at a taxi rank. Private hire drivers have cars that are not allowed to pick up people who hail them in the street, their passengers must book their journey through a booking office.

Traffic Office
This apprenticeship concerns planning, scheduling and routing goods that are transported overland. Most of the jobs are in haulage and courier companies – outfits that have large amounts of material to move across the country and beyond. It’s an area that requires serious organisational skills. As an apprentice, you’ll gain a broad overview of how systems work by carrying out routine tasks within a traffic office, such as managing timetables, planning routes, scheduling loads and assigning drivers to vehicles. You’ll also be introduced to the commercial aspects of the business by learning about how to quote for services. At all times, a high standard of customer service must be maintained. For this sort of work, you’ll need to be good with people and an able communicator. Punctuality, attention to detail and reliability are essential traits, as well as the ability to react quickly to plan alternative solutions if things go wrong.

Warehousing and Storage
As a Warehousing and Storage apprentice, you might: learn skills in operating specialist machinery to get things on and down from high storage spaces; learn about keeping some goods at low temperatures; and improve your spatial awareness, so that you can quickly and efficiently load objects of different shapes and sizes. Your duties will depend on your employer, but you could: manage stock, audit inventory, keep equipment in good working order; process returned goods; or manage the receipt, storage and despatch of goods. You might even learn how to maintain the safety of hazardous goods and materials. Good teamwork is important when you’re working to a tight schedule, such as loading or unloading a lorry that can only wait for a little while before it needs to go on to the next job. You’ll also learn how to maintain health and safety at work.

Disability

Employment Opportunities
Employment Opportunities is a charity that helps find work for disabled students and graduates and offers employers disability awareness guidance.

There are 22 centres across the UK and services to individuals include:
• Assessing skills, experience and goals
• Developing work skills (ICT, internet, etc.)
• Finding work experience and supported work opportunities
• Advising on disability benefits and work
• Helping with job searches (CV/ application writing, interview techniques, etc.)
• Providing ongoing support

Contacts

England
www.apprenticeships.org.uk

National Apprenticeship Service
www.apprenticeships.gov.uk

National Careers Service
www.nationalcareersservice.direct.gov.uk

Scotland
www.apprenticeshipsinscotland.com

Starting Off
www.startingoff.co.uk

Wales
www.careerswales.com

Please refer to Appendix for further contacts

Remploy

Remploy is the largest employer of disabled people in the UK and is also a provider of New Deal for disabled people.

Remploy aims to expand the opportunities for disabled people in sustainable employment within itself and the community it serves.

Remploy has two functions. These are Remploy factories and Remploy Interwork.

The factory sites provide meaningful employment for disabled people seeking work through the provision of quality goods and services.

The aim of Remploy Interwork is to place disabled people in supported jobs in mainstream companies alongside non-disabled people. Remploy Interwork offers you an individually tailored package to help you find and keep the job you want, including in-work benefit calculations, so you should not be financially worse off in work.

Contacts

Employment Opportunities
www.opportunities.org

Job Centre Plus
www.gov.uk

Remploy
www.remploy.co.uk

Please refer to Appendix for further contacts
The Work Programme

The Work Programme gives people claiming benefits the help and support they need to look for work, including training and job preparation. New Deal is part of the Department for Work and Pensions (DWP).

The Work Programme for Young People is designed for 18-to-24-year-olds who have been claiming Jobseekers Allowance (JSA) for six months or more. You may even be able to join if you have been unemployed for a shorter period.

Everyone on the work programme gets a personal adviser who is the point of contact throughout the programme. The personal adviser takes the time to understand you - your experiences, interests and goals - so a plan can be prepared to get you into a suitable job.

For up to four months (the gateway), your adviser will give you careers advice and guidance, help you search for jobs and provide access to a wide range of facilities in order to prepare you for the workplace.

If you don’t find a job, you can: take up one of the work programme options; a subsidised job; work and training with a voluntary or environmental group; or study full time for a qualification.

If you are working with a voluntary or environmental group, you are also entitled to a grant.

If you start a subsidised job, your employer will be paid a subsidy towards the cost of taking you on. It will also be paid an amount towards the cost of your training and will be expected to pay you the going rate for the job.

If you are aged 16-18 years, you live in England and are not participating in any form of post-16 learning, you can be admitted to Entry to Employment (e2e), which will enable you to progress to an apprenticeship, further learning or a job.

Young people under the Extended Guarantee can also participate in e2e.

You will be expected to undertake learning in three interdependent core areas: basic and key skills; vocational development; and personal and social development. You will receive a minimum allowance per week. In addition, your expenses will be met in full. You’ll also get bonuses for starting e2e and for positives outcomes such as completing your Individual Activity Plan, distance travelled or gaining a qualification.

Although e2e is not time bound, it is based on the needs of each individual. You may need relatively short periods of time to prepare for entry to an apprenticeship, employment or further vocational learning opportunities. If you have more complex personal and social needs, you may require much longer periods before you are ready to enter and sustain suitable training and employment.

Attendance will vary from 16 hours up to 40 hours a week, depending on your learning capacity, aspirations, needs and progression choices.

Contacts

Department for Education
www.education.gov.uk
Department for Work and Pensions
www.dwp.gov.uk
Your Work Programme
www.yourworkprogramme.com
Please refer to Appendix for further contacts

Traineeships

Traineeships are a new programme for young people who want to work, but who need extra help to gain an apprenticeship or job. Traineeships will give young people the opportunity to develop the skills and workplace experience that employers require.

Traineeships are available for 16-24-year-olds (and young people with learning difficulty assessments up to academic age 25). They fit within broader study programmes for 16-19-year-olds.

Traineeships last for a minimum of six weeks and a maximum of six months. The aim is to secure young people’s progression to an apprenticeship or sustainable job as quickly as possible. Where young people successfully progress earlier than anticipated, this will be counted as completing the traineeship.

Contact

Department for Education
www.education.gov.uk
Please refer to Appendix for further contacts
Work Placements

Work experience looks brilliant on your CV and can help to prove that you are genuinely interested in a particular sector or company. If nothing else, it will help you to decide if a particular career is really the one for you.

Benefits of work experience:
• The opportunity to put theory into practice
• You can transfer your academic learning into the workplace
• You have the skills and qualities that employers are looking for
• Learning about workplace cultures
• The opportunity to develop skills and qualities in demand from employers
• Learning about workplace cultures
• The opportunity to develop skills and qualities in demand from employers
• Assistance with career choice, strategies and contacts in a rapidly changing working world
• Improved prospects for both employment and higher earnings
• Earning whilst studying
• Possibly living and working in another culture

Skills or qualities you stand to gain are:
• Teamwork
• Communication (written and verbal)
• Self-management
• Analytical thinking and decision-making
• Influencing others
• Achieving results

All of these areas are likely to be covered on an application form or in an interview.

What kind of work should I expect on a placement?
The kind of work you may undertake on a project or placement will vary depending upon the size of firm you are working for and the length of time you are there. However, the more helpful and motivated you are, the more interesting the work that you are likely to be given. If your placement is very short, it is possible that the work you undertake may be less involved than on a longer placement simply because there is less time to train you; but don’t underestimate the value of the more mundane tasks - your help will be just as invaluable and this is likely to be remembered.

Will I be paid?
One other thing to remember is whether the work is paid or unpaid. Obviously it would be preferable if all holiday work were paid. However, some is just as the title says: ‘experience’, but all is valuable in terms of your future employability.

Get the Job

Contacts
National Union of Students
www.nus.org.uk
Placement UK
www.placement-uk.com
Talent Ladder
www.talentladder.com
Thomson Reuters Foundation
www.trust.org
Prospects
www.prospects.ac.uk

Many of the large retailers and manufacturers also offer work placements, so it could be worth spending a little time reviewing some corporate websites.

Please refer to Appendix for further contacts
Job Hunting

Are you focusing your job hunt on publicly advertised positions? If so, then you are limiting yourself to just 20% of the jobs out there. Advertised positions are just the tip of the iceberg, because 80% of jobs are never advertised. The secret to a truly successful job hunt is dividing your search time effectively between the wide varieties of available job sources.

Advertisements
These are, of course, a great source of jobs, especially if you use all relevant publications, reply in time, think carefully about each job and target your responses to the specific advert. However, do not rely exclusively on this method to find yourself a job.

Consider these sources, too:
• National, regional and local newspapers
• Job centres
• Specialist publications
• Industry and company websites

Agencies
These organisations work by advertising a position and carrying out initial interviews to screen individuals for specific positions. In other words, they handle the early stages of recruitment for an employer. They may retain a database of candidates to offer to employers seeking permanent and temporary staff.

Internet
More than four million people used the internet last year to search for work. Although recruiters are viewing online applications as a streamlined and effective system, remember that with this many people using this method each year, the competition is extremely high.

On spec
This is an unsolicited or uninvited speculative approach to an organisation wherein you ask to be considered for vacancies or positions that may or may not exist. Use this method to target organisations at which you would like to work, or where you think there may be vacancies. Follow this three-step process:

1. Send a letter explaining what you can offer to the company, together with a copy of your CV.
2. Follow up with a phone call a week to 10 days later.
3. Then phone or send a letter again after a suitable interval.

Conducting sufficient research is the key to success in your speculative campaign.

Networking
This is done by using all of your contacts and their contacts to gather the sort of information that will enable you to make a professional approach to an employer. Networking is best seen as a research exercise that leads to a speculative approach rather than simply asking “Do you know of any jobs?”

For many jobseekers, the idea of a productive job search is to send out numerous applications every week in the hope of being invited to interview. In fact, the key to success is to concentrate on carefully tailoring your applications and ensuring that you are practising your various job hunting techniques in the right way.

Specialist Logistics and Supply Chain Management and Transport Management Recruitment Consultants

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<td>Jobsearchonline</td>
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<td>Lawrence Barnett Associates</td>
<td><a href="http://www.lbaexecutive.com">www.lbaexecutive.com</a></td>
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<td>Michael Page</td>
<td><a href="http://www.michaelpage.co.uk">www.michaelpage.co.uk</a></td>
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<td>Peter James &amp; Partners</td>
<td><a href="http://www.mypjp.com">www.mypjp.com</a></td>
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<td>Profile Personnel Ltd</td>
<td><a href="http://www.profilepersonnel.co.uk">www.profilepersonnel.co.uk</a></td>
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<td>Purcon (Consultants) Ltd</td>
<td><a href="http://www.purcon.co.uk">www.purcon.co.uk</a></td>
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<td>Resource Planning Consultants Ltd</td>
<td><a href="http://www.rpcrecruit.co.uk">www.rpcrecruit.co.uk</a></td>
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<td>TPL Logistics Management</td>
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<td>Triangle Management Services Ltd</td>
<td><a href="http://www.triangleconsultancy.co.uk">www.triangleconsultancy.co.uk</a></td>
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Useful Careers and Job Hunting Websites

CV Tips

You should never lose sight of what you want your curriculum vitae to do for you – ensure you with an interview for your dream job!

When preparing your CV, think about your skills, competencies, qualifications and experience. What are your selling points and strengths?

Do

• Take your time!
• Plan it well – your CV is an important marketing tool where you are the product and the CV is the chance to sell yourself
• First impressions count – you only have 20-30 seconds to grab the reader’s attention
• Ensure the document looks attractive – give thought to the layout, use headings and bullet points and remember the importance of white space
• Correct spelling and grammar are essential – using the computer spell check facility is not enough
• Include a summary up front that makes the reader want to find out more
• Keep it truthful as possible
• Be clear, concise and accurate
• Try to tailor the CV to suit the job being applied for – reflect the terminology used in the advertisement; remember: word processing makes this a lot easier
• Keep it short – length will vary according to age, but preferably two pages and never more than four pages
• Use strong, positive words – avoid any negative comments
• Ensure it is results oriented – list achievements, not just responsibilities
• Use reverse chronological order for work experience – include dates, company name and activity and job title
• Arrange qualifications to show to show commitment to relevant ongoing continuing professional development
• Whenever possible, send to a named person – if unsure contact the company to check
• Check it, check it again, get someone else to check it and then check it again
• Keep it up to date

Don’t

• Waste time saying it is a Curriculum Vitae – it’s pretty obvious what it is
• Use coloured paper – stick to good-quality cream or white paper
• Photocopy. Print instead.
• Include a photograph unless specifically requested
• Fold the CV, post out in A4 envelopes
• Mention salary, unless requested
• Disclose reasons for leaving prior jobs
• Curriculum vitae means ‘the course of (one’s) life’, but don’t take it literally and give a full life story – stick to the relevant facts

Your CV should be easy to read and understood by anyone at any level in a short time. Even so, it cannot do the job alone; it also needs a good covering letter to ensure it is truly effective in getting you to the interview stage.

CILT members have free access to a Careers Service, an unlimited resource to help with CVs, interviews and general careers advice. For more information, please contact 01536 740104.
Application Forms and Covering Letters

Covering Letters

Having a good covering letter will significantly increase your chances of getting an interview. You may have the best CV, but if it’s hidden by a poorly targeted and/or a poorly worded covering letter, the prospects of it being read is minimal.

Hints and Tips

• Remember to keep it brief and all on one page.
• It is vital that you customise your covering letter. Recruiters may have hundreds of applications to sift through, so make sure yours shouts out at them that you have the skill and ability to do the job.
• Your covering letter is an opportunity to sell yourself by linking your strengths to the requirements of the job.
• Your covering letter should reflect you as a person, so be yourself. If you are not flambouyant, don’t write a letter as if you are and vice versa. After all, you don’t want to write a letter that you can’t live up to. If you’re trying to be someone else on paper, it’s really the right job for you!
• If the advert asks for an indication of your current salary, then provide it in the letter as a range, ie. £25,000–£30,000.
• This covers the request and allows both parties some flexibility and room for negotiation.
• Address your letter to a specific, named individual and sign it ‘Yours sincerely’. Personalising your covering letter goes a long way. ‘Yours faithfully’ is the correct form if you have to use a generic form of address, such as Dear Sir or Madam.
• Present your letter in typed format, preferably on white A4 paper. If this is not possible, hand-write neatly.

Application Forms

Application forms put the recruiter in complete control of the information they will receive from applicants. This in turn makes the screening process more manageable and fair, because it allows them to make direct comparisons between your responses and everyone else’s.

Hints and Tips

• Never simply substitute an application form with your CV. It is usually acceptable to include your CV when you return the form, unless specifically asked not to.
• Never respond to a question on the application form with the phrase ‘see attached CV’.
• Always read the whole form carefully before filling it in and make photocopy of the blank form to have a dry run at completing it. When complete, ensure you ask someone else to check through what you have written.
• A good exercise is to jot down your initial thoughts on a rough page. Don’t be caught out by starting to write your response and realising halfway through that you could have phrased it in a better way. Worse still, you could make a mistake that you can’t amend.
• Allow yourself plenty of time to complete the form in a quiet environment with no interruptions.
• Never leave blanks. Always make sure you respond in some way, even if it is with a dash or ‘not applicable’.
• Again, and only if asked, it is far better to indicate a salary range rather than exact details.
• Honesty is your best policy. As with covering letters and CVs, the golden rule still applies: never lie or exaggerate. You will be found out and this will do your relationship with a prospective employer no good at all.
• Use black ink to copy across carefully from your practice form to the original.
• Always take a photocopy of the completed form. That way you will be able to refer to what you wrote if you are invited for an interview.
• Send the original with a covering letter.
• ‘Other information’ sections are an opportunity to sell yourself by emphasising your achievements, skills and strengths. Think about instances when you have demonstrated the requirements specified in the job advertisement. What specifically did you do? What was the result?

Interviewers generally look at three key areas:

Can you do the job?
Will you do the job?
Will you fit in?

They already have a good idea of your intellect and ability. The interview allows them to analyse your skills, strengths and other qualities.

Preparation

An interview is an opportunity for both parties to discover more about each other. If you have little or no interview experience, you are likely to suffer from pre-interview nerves. This is nothing unusual, and even the most experienced interviewers will expect it. Remember: nerves are good – they show you want the job. Preparing for your interview will enable you to tailor your questions, increase your confidence and show the employer you are keen, thoughtful and can plan ahead. Think of responses that will back up your positive qualities. Try to use stories or give examples, because they are more likely to stick in an interviewer’s mind.

• Think about where your strongest skill or strength lies. This is what sets you apart from the rest.
• Where have you successfully employed this in the past? Outline what you did – and the results.
• Showing enthusiasm to learn new skills is vital. Think about past occasions when you have actively taken on new skills and methods.
• Problem-solving is a major area for scrutiny in interviews, so prepare some anecdotes about problems you have encountered and overcome.
• Interests or pastimes are important to a recruiter because they demonstrate your motivation, values and in some cases your intelligence. Think about leisure activities that may have relevant attributes for your potential career. Do not be reluctant to talk about them, if appropriate.

What to wear

Remember: first impressions always count. The interview is one of the few occasions when a smart dress code is still essential and expected. You should ensure you appear well groomed, but comfortable. Check your hair, clothes and shoes. If you wear perfume or aftershave, ensure it is discreet. The golden rule here is not to distance yourself from your interviewer by your appearance; nothing too outrageous – this is definitely not the time for a fashion statement.

Your Manner

The person interviewing you will be looking for qualities that demonstrate your ability to do a good job, while making a positive contribution to their organisation. They also want to find out if you hold similar values to them.

• Listen carefully to the information you are given and the questions you are asked.
• Do not argue, criticise former employers or colleagues or talk about domestic/ personal matters.
• Do not be either overly modest or boastful; think carefully about your responses and try to remain calm and collected while responding.
• Most importantly, be yourself!
• Remember, the interviewer needs to see the real you to decide whether or not you will fit into the organisation.
Interviews (continued)

Your Body Language
What is your perception of good body language? Statistically, up to 55% of a recruiter’s decision is based on your body language.

• Wait to be asked to sit down
• Maintain eye contact; this can be difficult to do for protracted periods in a one-on-one interview, so look at the top of the interviewer’s ear instead; he or she will not notice – try it on someone beforehand and see
• Use forward movements and nod to show you are listening
• Pick a position for your legs that is appropriate and comfortable and leave them there; do not fidget
• If you use your hands to gesticulate, keep them at or below elbow level

What interviewers look for
Did you know that fewer than 10% of British managers are trained in interview techniques? You will be fortunate to meet a highly skilled interviewer. It helps to remember that the interviewer is human too and may be just as nervous as you.

Interviewers have two clear objectives:
1. To identify the best candidate.
2. To fill the vacancy as soon as possible.

They also have three key considerations:
1. Can you do the job? This is normally the most straightforward part of the interview. They have already been attracted by something in your CV or application. They are likely to ask you about your career choices and pose situational questions: What would you do if …? More organised interviewers may require you to participate in tests, presentations or team meetings, where applicable. Do not just repeat what is on your CV; bring it to life with examples.
2. Will you do the job? This is often harder to convey because you need to communicate your motivation for applying. The interviewer might ask you what you know about the organisation, how the job fits with your long-term career plans or what attracted you to the job.
3. Will you fit in? Questions about fitting in are a crucial part of the job interview process. You need to be prepared to answer questions about personality, your style of working, how you operate within a team, your strengths and weaknesses and possibly your views on topical issues.