



# CILT(UK) Level 6 Advanced Diploma in Operations Management (HL)

## **Syllabus**

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Corby  
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# Introduction

## Qualification Objectives

The CILT(UK) Level 6 Advanced Diploma in Operations Management qualification 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) Level 5 Diploma in Operations Management and the postgraduate standard of a Master's degree.

## Target Audience

The Level 6 Advanced Diploma is aimed at managers aspiring to move to more senior, strategic roles within the operations management professional sector.

The qualification is open entry and as such is also suitable for graduates in other disciplines who are entering the sector for the first time, although Learners would benefit from having some prior knowledge of the operations management industry at a strategic level.

## Regulation

The CILT(UK) Awarding Organisation is regulated by The Office of Qualifications and Examinations Regulation (Ofqual), Qualifications Wales and CCEA Regulation. This qualification is available on the Regulated Qualifications Framework (RQF) and Qualifications in Wales (QIW) database.

## Structure and Content

To achieve this qualification Learners must complete all five mandatory units, as detailed below:

### Mandatory Units

- **AD01 Strategic Contexts**

In this unit Learners will be encouraged to examine organisational business environments from a global perspective through case studies and models. The unit looks at resource availability, utilisation and how managers decide on the best approach to make the most of the limited resources available to their organisation's operations. Stakeholder and relationship mapping tools will clarify the different priorities in the competition for resources. Cost benefit analysis is examined in order to make strategic decisions and investment appraisal, with the principles of risk being considered.

Appropriate strategies should be developed to assist operations management within organisations to deliver products and services in a sustainable way.

The final element in this unit considers the various types of competition and their impact; it also examines contingency planning and trade-offs between operations. The implication of performance on an organisation's supply chain operations is explored.

- **AD02 Leadership and Strategic Management**

The first element of this unit defines culture and examines organisational culture in a wider business environment along with the associated internal and external factors that influence the differing cultures in organisations. Through the use of concepts and models, the relationship between organisational culture, strategy and performance is investigated.

The element on leadership describes and investigates a number of theoretical and practical aspects of leadership in the work environment. There is also a review of the alternative styles that a leader can utilise in different situations. This section further examines the purpose of the organisation, its values and vision, relating this to the methods used to influence and motivate people to achieve the organisation's goals.

Collaboration is examined in the global environment, as are the benefits and risks of intra-organisational working to achieve common goals and organisational improvements.

The final element of this unit looks at business ethics. Ethical, or unethical, business practices usually reflect the values and beliefs of the organisational culture; the links between what the organisation says and what it does is examined, as are the legal implications.

- **AD03 Strategic Network Planning**

This unit is concerned with the important subject of strategic planning, taken from an organisational, intra-organisational and a global perspective. The first element is concerned with examining organisational models and looking at how influences inside and outside the organisation can affect business strategy. Risk and decision-making models are examined in some depth.

The second element looks at forecasting, using the information that is available to make effective and realistic business decisions.

Delivering Customer Service is an element in which the area of relationships with customers is explored in order to develop and build a culture of customer focus, thus delivering excellent customer service.

The final element in this unit addresses the issues surrounding change. Today's organisations need to continuously adapt to new situations and address these issues if they are to survive and prosper. This element explores the triggers for strategic change and how organisations can develop strategies for innovation and learning.

- **AD04 Delivering Strategic Performance**

The first element in this unit looks at how organisations need to become more aware of strategic performance and to integrate if they are to achieve the aim of operating on a global scale. Tools and techniques are examined that can assist in producing a plan to improve intra-organisational performance.

The second element looks at strategic supply strategies and the opportunities to collaborate between organisations, examining issues that impact on future long-term procurement requirements.

Organisational performance looks at how organisations can use models and concepts to assist in the design and implementation of a functional strategy to support the business strategy, using concepts such as trade-offs, cost and service balance. This element illustrates how this support works.

The final element in this unit examines the use of technology in the implementation of organisational strategies. A number of tools and techniques will be evaluated that enhance internal and external business integration.

- **AD05 Research Methods and Professional Project**

The unit aims to develop Learners' ability to apply research methods and techniques to organisations and to enable them to use both qualitative and quantitative methodologies in problem analysis and solving.

The professional project will develop the Learners' skills in undertaking a structured and methodical research project, involving production of a substantial body of work (8,000-10,000 words) which has been instigated, developed and produced as a consequence of their own initiative, using in-company research and/or industrial liaison and which offers opportunities for specialism.

In this unit Learners will be encouraged to use work-based research to realise the requisite requirements for this module. Each Learner can base their project on their own work based environment, or using a relationship with a company or organisation.

## Unit Standards

Standard documents outlining the Learning Outcomes and associated Assessment Criteria for each unit of this qualification are available on request from the Awarding Organisation on 01536 740170 or alternatively by emailing [ao@ciltuk.org.uk](mailto:ao@ciltuk.org.uk).

## Total Qualification Time (TQT)

**Total Qualification Time (TQT)** is defined as the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required in order for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification. TQT is comprised of the following two elements:

- The number of hours which an Awarding Organisation has assigned to a qualification for Guided Learning; and
- An estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by - but not under the Immediate Guidance or Supervision of - a Lecturer, Supervisor, Tutor or other appropriate provider of education or training.

**Total Unit Time (TUT)** is defined as the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required, in order for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a unit.

**Guided Learning Hours (GLH)** is defined as the activity of a Learner in being taught or instructed by - or otherwise participating in education or training under the Immediate Guidance or Supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.

**Immediate Guidance or Supervision** is defined as the guidance or supervision provided to a Learner by a lecturer, supervisor, tutor or other appropriate provider of education or training with the simultaneous physical presence of the Learner and that person, or remotely by means of simultaneous electronic communication.

The Total Unit Time is 107 hours, including 25 Guided Learning Hours.

The Total Qualification Time for this qualification is 534 hours, including 123 Guided Learning Hours.



# Study Options

This qualification is delivered by a network of Centres, and is available to study by a variety of routes, including: distance learning, classroom taught courses and blended learning.

For more information on the study options available please contact the Awarding Organisation on [ao@ciltuk.org.uk](mailto:ao@ciltuk.org.uk) or alternatively, visit the CILT(UK) web site at [www.ciltuk.org.uk](http://www.ciltuk.org.uk) for a list of Centres.

## Assessment

This qualification offers flexible assessment opportunities depending on the Learner's prior experience and future aspirations. Learners may select to study by the Institute Assessment Route (IAR) or the Centre Assessment Route (CAR). Further information on each of these assessment routes is detailed below.

### Institute Assessment Route

The Institute Assessment Route (Knowledge Route) requires Learners to pass examinations and assignments that are set, marked and moderated by the Awarding Organisation. Full details on the IAR for this qualification are detailed below:

To achieve this qualification Learners must complete all five mandatory units. For each of the units, two assignments are required, and between them cover the necessary Learning Outcomes and related Assessment Criteria for the unit. Learners must complete and submit two 2,000-3,000-word assignments for each of the units listed below:

- Strategic Contexts
- Leadership and Strategic Management
- Strategic Network Planning
- Delivering Strategic Performance.

Learners must also complete and submit a Professional Project made up of 8,000-10,000 words for the Research Methods and Professional Project unit.

Each assignment will be assessed as either a PASS (50% or over) or REFER (49% or below) grade. If the Learner has received a refer grade, then following the necessary amendments and revisions, the assignment can be re-submitted for assessment.

Learners will be given the opportunity of two referrals/re-submissions per assignment. If after two re-submissions Learners do not achieve a pass, then they will be required to re-register on the qualification to continue.

The overall pass mark for each assignment is 50%.

## **Centre Assessment Route**

The Centre Assessment Route (Competence) requires Learners to complete assessment that is designed, assessed and internally verified by the Centre; which is approved by the Awarding Organisation. As such, assessment methods will vary from Centre to Centre; however, to achieve this qualification, Learners must provide evidence that successfully demonstrates achievement of all of the learning outcomes and associated assessment criteria for the mandatory units. For further details on the CAR, Learners should contact their chosen Centre.

## **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning is where a Learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding and/or skills they already possess and therefore do not need to develop these through further learning.

Some Centres may offer RPL to the Learners, providing they can demonstrate that they have achieved the required criteria by the appropriate assessment method. This evidence can take a variety of forms, including: other qualifications, work records or witness testimony. Learners are only able to claim a maximum of 50% of this qualification by RPL. For further details on the availability of RPL, Learners should contact their chosen Centre.

## **Grading Type**

This qualification is not graded. All examinations are pass/fail and assignments are also pass/fail, but may be referred as previously stated in the Institute Assessment Route section.

# Learner Registration

## Registration Period

The registration period for this qualification is three years, which is the period in which a Learner is expected to complete the qualification.

## Registration Extensions

At the end of the registration period all Learners will be withdrawn from the relevant qualification. However, if an extension is required, Centres must contact the Awarding Organisation to request this. Extensions may be granted on a three-month basis and will be granted up to a maximum of eighteen months. If after this period a Learner has not completed, but wishes to continue, then the Centre will have to register the Learner again as detailed above.

# Membership

## Student Membership

Upon registering, all CILT(UK) Learners will be eligible to apply for Student Membership at a reduced rate.

Learners can apply for Membership by either visiting [ciltuk.org.uk/join](http://ciltuk.org.uk/join) or calling Membership Services on 01536 740104 quoting their Centre Name and Promotional Code 'CILTAO'

Joining CILT(UK) offers Learners an unrivalled opportunity to advance their career.

Our exclusive range of Member benefits include:

- professional recognition through achievement of our assessed membership grades including Chartered Member (CMILT) status
- improved career prospects via our career development platform (CILTSuccess!), Jobs Board and Mentoring Service
- improved career opportunities via our tailored professional development training courses and globally-recognised qualifications
- access to a powerful network of contacts via our national conferences, specialist Forums and National/Regional events
- the latest news and insights from industry experts via monthly *Logistics & Transport Focus* magazine and access to our highly-regarded Knowledge Centre

- access to an exclusive range of health, well-being, lifestyle benefits and the reassurance of free legal advice
- discounts on CILT(UK) conferences, events, courses, monthly publications and specialist books.

By engaging with us, Learners will benefit from:

**Connection** – we help you to build powerful communities of like-minded professionals

**Professional voice** – we help you get your messages heard by key influencers

**Professional recognition** – we promote your commitment and achievements to employers

**Personal development** – we support you to achieve your career goals.

## **Membership Eligibility**

Membership of CILT(UK) gives access to a unique range of benefits and unbeatable services designed to support individuals, personally and professionally, throughout their career.

On successful completion of the CILT(UK) Level 6 Advanced Diploma in Logistics and Transport, Learners meet the educational requirement for Chartered Member grade of the Institute; however, to attain this grade Learners must also have 5 years' experience in the Logistics and Transport industry, 2 of which must be at a senior level. Chartered Member grade allows individuals to use the designatory letters CMILT after their name.

For further details on applying for membership please refer to the membership section of the website at [www.ciltuk.org.uk](http://www.ciltuk.org.uk) or alternatively contact the Membership Services Department on 01536 740104 or by emailing [membership@ciltuk.org.uk](mailto:membership@ciltuk.org.uk).