The Chartered Institute of Logistics and Transport

CILT(UK) Level 5

Diploma in Operations Management

Syllabus

CILT(UK) Level 5 Diploma in Operations Management Syllabus

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Contents

Introduction 3

Qualification Objectives 3

Target Audience 3

Regulation 3

Structure and Content 3

Mandatory Units 3

Option Units: 5

Unit Standards 5

Total Qualification Time (TQT) 6

Study Options 6

Assessment 7

Institute Assessment Route 7

Centre Assessment Route 8

Grading Type 8

Learner Enrolment 8

Enrolment Period 8

Enrolment Extensions 8

Membership 8

Student Membership 8

Membership Eligibility 9

Progression 10

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Introduction

Qualification Objectives

The CILT(UK) Level 5 Diploma in Operations Management provides Learners with detailed and specific coverage of the various elements of supply chain, operations and inventory management within the global environment in order to progress in their further professional development.

Target Audience

The Level 5 Diploma is aimed at individuals working on a managerial and/or supervisory level involved with planning and implementation at an operational level.

This qualification is open access, although Learners would benefit from having some prior knowledge of the operations management and the supply chain industries.

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 seven mandatory units and two option units from the choice of four, as detailed below.

Mandatory Units

- **Operations Management Strategy**

This unit is intended to provide an understanding of how the overall internal and external environment of an organisation has an impact on business performance in an economy. It is designed to demonstrate the need for communicating the strategy in the deployment of supply chain resources. The strategic dimensions of marketing, product and operations are considered from a multinational perspective.

- **Operations Resource Management**

This unit is intended to show the importance of managing the physical, human and financial resources of organisations in an effective manner in order to maintain business competitiveness in the continuously changing market place. The unit provides knowledge of production/service planning and control to meet ever-changing customer requirements. It also focuses on managing change and the need for continuous improvement in organisations.

- **Business Excellence for Operations Managers**

This unit is designed to provide a practical understanding of the 'Business Excellence' concept as it is applied to the supply/demand chain. A basic history is included, tracing the origins and philosophy of current thinking on Business Excellence. The unit goes on to explore current practice in operations management excellence, business structure, planning for excellence and rapid market response.

- **Customer Focus in Operations Management**

This unit provides a detailed understanding of customer expectations and the role of the customer in determining the demand for a company's product or service. The unit also provides the participant with a detailed understanding of the decision-making necessary to maintain the control and direction of a business in order to provide customers with the highest service in meeting their needs.

- **Supply Chain and Inventory Management**

This unit explores the role of inventory within supply chain operations and how differing business philosophies and policies impact the amount of inventory required to support operations. The unit provides an understanding of the reasons for inventory, the role it plays in supporting customer service, and how it may be managed. It also examines the role that suppliers play and how they may be managed in order to support efficient and effective operations.

- **Enterprise Planning for Operations Managers**

This unit follows the evolution of simple planning and scheduling systems in the late 1960s to today's systems that can plan and control multiple plants in multiple countries worldwide. The advantages of modern advanced planning systems are also considered. Project planning is included in the unit to cover the implementation of such systems and the managing of other major projects. The unit also deals in some detail with the structure and methodology of enterprise planning and shows how a master schedule is developed and maintained. Final assembly scheduling and some different types of commonly used master schedules are explored.

- **Operations Management Project**

The project is an important and integral element of the Diploma course and must be completed satisfactorily for the Learner to be eligible for the award.

Option Units:

- **Manufacturing Planning**

This unit is designed to provide the Learner with a working understanding of the various techniques used to schedule work in production areas. The unit explores how material and factory data may be applied to a master production schedule to build detailed material and capacity plans that drive and control the purchase of materials and components and the manufacture and assembly of product. The need for timely, accurate data throughout the process is examined.

- **Added Value for Manufacturing**

This unit is designed to provide the Learner with an understanding of how traditional shop floor control systems can be used to manage operations and processes to ensure that products and services are provided to schedule. To complement this, the unit also explores the philosophies of lean and agile manufacturing, evolved from Just-In-Time (JIT), how they can be applied and how they impact upon the business in general and upon the shop floor in particular.

- **Service Operations Planning and Scheduling**

This unit is designed to provide a basic knowledge and understanding of service operations orientation, the marketing processes and the extended marketing mix. It aims to provide a framework from which to build service operations planning knowledge and skills in serving consumer needs.

- **Added Value for Service Operations**

This module is designed to provide knowledge and understanding of how service operations can add value to an organisation. It aims to explore the capabilities and competencies demanded in a service operation fulfilling consumer requirements. The channels of distribution and transportation issues are examined, together with alternative methods of supply with trading using remote access to customers.

Unit Standards

Standard documents outlining the Learning Outcomes and associated Assessment Criteria for the unit of this qualification are available on request from the Awarding Organisation on 01536 740170 or alternatively by emailing 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 56 hours, including 10 Guided Learning Hours.

The Total Qualification Time for this qualification is 608 hours, including 108 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 or alternatively, visit the CILT(UK) web site at 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 requires Learners to pass examinations and/or assignments that are set, marked and moderated by the Awarding Organisation. Full details on the IAR for this qualification are detailed below:

A 3 hour long examination comprising of two parts (section A, where 8 out of 10 questions must be attempted and section B, where 3 out of 5 questions must be attempted) is used to assess each of the following units:

- Business Excellence for Operations Managers;
- Customer Focus in Operations Management;
- Supply Chain and Inventory Management;
- Enterprise Planning for Operations Managers.

One assignment comprising of 2,500 to 3,000 words is required for each of the units below:

- Operations Management Strategy;
- Operations Resource Management;
- Manufacturing Planning;
- Added Value for Manufacturing;
- Service Operations Planning and Scheduling;
- Added Value for Service Operations.

Learners also must submit a Professional Project comprising of 5,000 to 6,000 words.

The overall pass mark for each examination, assignment and a Project is 50%.

Centre Assessment Route

The Centre Assessment Route 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 unit, the chosen elective unit and the chosen option units. For further details on the CAR, 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 Enrolment

Enrolment Period

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

Enrolment Extensions

At the end of the enrolment 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 enrol the Learner again as detailed above.

Membership

Student Membership

Upon enrolling, 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 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.

Successful completion of CILT(UK) Level 5 Diploma in Operations Management qualification meets the educational requirement for Member grade of the Institute; however in order to attain this grade Learners must also have 2 years' experience in the relevant industry. Member grade allows Learners to use the designatory letters MILT after their name.

For further details on applying for membership please refer to the membership section of the website at www.ciltuk.org.uk or alternatively contact the Membership Services Department on 01536 740104 or by emailing membership@ciltuk.org.uk.

Progression

Learners can progress from the CILT(UK) Level 5 Diploma in Operations Management onto the CILT(UK) Level 6 Advanced Diploma in Operations Management.

For further information please contact the Awarding Organisation on 01536 740170 or alternatively by emailing ao@ciltuk.org.uk.

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