

Fritz
Institute

The Chartered Institute of
Logistics and Transport (UK)



**GUIDE TO THE
CERTIFICATION IN HUMANITARIAN
LOGISTICS – FRITZ INSTITUTE/CHARTERED INSTITUTE
OF LOGISTICS AND TRANSPORT (UK) PROGRAMME**



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Introduction

This guide provides background information to the Logistics Learning Alliance's programme for the Certification in Humanitarian Logistics (CHL) awarded by the Fritz Institute (FI) in conjunction with the Chartered Institute of Logistics and Transport (UK) (CILT(UK)).

Whatever your reason for joining the programme it will require a considerable commitment from you to complete. This is why choosing your learning partner is so important.

By choosing the Logistics Learning Alliance (LLA) programme you will be selecting a partner who has unrivalled experience and expertise in this field. We will allocate you a specialist coach who will guide and assist you to the conclusion of the qualification. The coach's role is to ensure that you are able to access the required learning and then to steer you through its effective application in a real life operational setting. The coaches at LLA have been involved with training people working in the supply chain and its related activities for many years.

At the end of this programme we are confident that you will be equipped to apply the concepts in your chosen operation. We really look forward to working with you.

Logistics Learning Alliance Ltd

In the UK we are a CILT(UK) Approved Centre for the delivery of their qualifications, managing the learning programmes for the majority of students who pursue their qualifications by distance learning.

Our hallmark is our practical approach. All of our coaches have worked in industry or in major governmental organisations, undertaking the tasks for real.

Our experience of working with a wide range of organisations gives us a unique view of the challenges facing twenty first century supply chain management and this experience is reflected in the design and delivery of this certification programme.

Key Features

This certification programme is a practical work-based qualification which will equip students with a complete set of supply chain management skills for operations in a humanitarian situation. The LLA competency route provides an opportunity for experienced practitioners to gain an internationally recognised qualification attesting to their competence in humanitarian logistics management.

The candidate is required to demonstrate the practical application of the knowledge gained to situations which simulate those encountered in real life.

Since the qualification has a practical orientation it is recommended that candidates undertaking the programme are working in a job which relates to the level of activity covered by the competency model.

Typical Candidate Profile

A typical candidate will be involved in humanitarian aid logistics at an operational level or a supply chain professional from another sector, who would like to enter into the area of humanitarian logistics at this level.

This programme is also relevant for those providing a range of support services to those operating in the field.

The Case Study and Learning System

Distance learning is attractive to supply chain practitioners as it easily fits into a pattern of life that often involves erratic working hours and transient working locations. Traditionally though it is a learning method with a downside. At times you can seem to be isolated with nowhere to turn to for support. This is not the case with this learning system, a unique learning process developed in conjunction with People Development Group (PDG).

The case study is a broad but intensive exploration of an organisation, SCILaid, a simulated agency involved in an ongoing humanitarian aid operation. For the purposes of the study programme learners are 'recruited' by SCILaid and appointed to a position relevant to their course of study. They will perform the tasks required by their role, demonstrating the necessary competences for the qualification. This is learning by challenge and application.

The new 'recruit Manager' will receive a disk, which will contain:

- ❖ A 'virtual' introductory tour of SCILaid
- ❖ Access to statistical and operational information about the SCILaid environment
- ❖ Access to Management Information which will provide information enabling the learner to submit work of an acceptable standard

At the start of the programme, candidates are allocated a coach with specialist knowledge of the chosen subject area. The coach will agree a personal learning plan with the candidate, designed to enable the candidate to complete his/her studies well within the timescale of 3 years allowed by the CILT (UK).

The coach will offer support, advice and guidance throughout the learning programme.

The Assessment Process

The assessment process is designed to test two things:

- ❖ The knowledge of the individual
- ❖ The ability of the individual to apply that knowledge

The case study provides a network of integrated or inter-related work-based tasks to ensure that whatever level and position within the hierarchy of SCILaid they are appointed

to, candidates will have the opportunity to demonstrate their ability to apply the knowledge gained.

The assessment process will take into account prior learning, achievement and experience, which is appropriate to the requirements of the qualification.

Each candidate is assigned a personal specialist coach, who will work with the candidate to provide the evidence to satisfy:

- ❖ All the outcomes of effective performance
- ❖ All the knowledge requirements of the Qualification

Evidence of performance will be assessed on an on-going basis by LLA and verified by the CILT (UK).

In addition, to satisfy the requirements for the award of the Certification, an element of each qualification has to be assessed independently from the organisation providing the learning, in this case LLA. It has, therefore, been decided that each Certification candidate will submit an element of their course work which will be assessed by the CILT (UK). This project will be based on the final unit of the programme, "Managing a Humanitarian Supply Chain Response". LLA will brief you on the arrangements for this independent assessment once the programme has started. The charge for the initial assessment of the project is included in the programme fee, but re-assessments may incur additional charges.

When the CILT (UK) is satisfied that all the requirements of the qualification have been met the award of the **Certification in Humanitarian Logistics** will be made.

A three year time limit for the completion of the programme is imposed. Students wishing to complete the programme beyond this deadline must submit a written application to LLA but should note the following:

- ❖ No application for an extension will be accepted if 3 years or more have lapsed since the student's initial registration
- ❖ Students will have to re-start the programme after the 3 year period and re-register with Fritz Institute/LLA/CILT

Please note that these time limits are the maximum allowed to complete the qualification. Candidates are strongly urged to attempt to complete their studies within a shorter timescale and can reasonably expect to complete the programme within 18 months, based upon a commitment of 4 – 5 hours study per week.

Where a candidate takes in excess of 3 years, the continued provision of administrative support, coaching and assessment will be at the discretion of Fritz Institute and LLA.

Where candidates exceed the 3 year timeframe for completion of the Certification programme there may be a requirement to reassess elements of the work submitted to ensure currency with the current Certification outcomes of effective performance. In this circumstance additional assessment fees may be payable.

Competency

One of the difficulties many candidates have at the start of their learning programmes is making the adjustment to a system whereby competence is assessed rather than knowledge being examined. For competence assessment, the coach is trying to find out not just how much you know, but if you understand it sufficiently to apply it in real life. Unlike a teacher or college tutor the coach has no knowledge of your background, past attainments or experience. They can take nothing for granted, and in addition cannot be too specific in the advice they give you at times, as this may give you the answer without the need to research it yourself and work it out from first principles. It is common for questions to be asked to clarify particular issues but once you have completed a few of the lessons you will see how the system works.

Your coach will use a combination of directive and supportive behaviour to guide you through this process. This may be delivered face to face, via e-mail, or a blend of both. You will also be required to submit regular reports to your coach.

At the start of each unit, your coach will brief you on the tasks that will be issued to you. This brief will explain what you must be able to do at the end of the learning unit. On receipt of your brief, you will be required to:

- ❖ Submit a plan of how the tasks will be approached
- ❖ Agree a timetable for completion of the task
- ❖ Agree what support and resources are available

One of the frequently asked questions is “How well am I doing?” The simple answer is that if you are passing the units and the coach is not seeking additional clarification from you, this indicates that you are doing all that is required to demonstrate the necessary competence as laid down by the awarding body, in this case Fritz Institute/CILT(UK). The degree of competence is not an issue as you have reached the level of attainment required. However, the coach will always give you feedback on your approach and ways in which you could have improved your response.

If at any time you feel you need help or advice either on the course content or the questions being asked, please let us know. The team is here to help you and give you guidance. If you are experiencing any difficulties please let us know as early as possible. It is essential to keep in touch and work with us. Experience has shown us that the most successful students are those who do not hesitate to contact their coach whenever they need support.

In the simulation scenario, your ‘line manager’ will set you a series of tasks designed to enable you to demonstrate your underlying knowledge and understanding. Through a report, you will show and justify how, using this knowledge and understanding together with your own experience, you would respond to the task. The full course of study is then completed in this tried and tested ‘little and often’ way enabling the principles learned to be gradually integrated into your real life daily work plan. The method is enjoyable, practical and a genuine fast-track route to an internationally recognised qualification.

You will be taken through the steps of:

- ❖ Analysing the current operational processes for a given scenario
- ❖ Exploring the options for improvements
- ❖ Defining the preferred solution
- ❖ Showing how the solution should be implemented.

On the completion of the tasks for the unit, you will have a completed portfolio of evidence of competence that your coach will refer for assessment by a qualified assessor. This may lead to a request for further evidence of your competence. In this eventuality, the candidate may have to re-visit one or two of the tasks and expand on or clarify work previously submitted. This will only happen if the final assessor disagrees with the assessment of the learner's coach.

On completion of the tasks, you will work on your project for independent assessment. Information on the project requirements will be issued separately.

Enrolment & Fee Scale

No formal qualifications are required to enrol as a candidate for the Certification in Humanitarian Logistics programme. However, candidates are reminded that they should be working in a job which relates to the level of the qualification.

The fees for this programme are available on application to Logistics Learning Alliance on +44 (0) 1530 276590 or enquiry@logisticslearningalliance.com

To register as a candidate on the Certification in Humanitarian Logistics programme, please complete the on-line registration form at: www.fritzinstitute.org

Support

Strong coaching support is built into all Logistics Learning Alliance learning programmes and candidates are encouraged to contact their coach whenever they need advice and guidance. Coaches are available by telephone or by email during normal business hours (0900 to 1700 UK time). To reiterate, experience has shown us that the most successful students are those who do not hesitate to contact their coach whenever they need support.

All of our coaches are well versed in the various areas of the supply chain, but most have their own specialist areas. For this reason, your coach may change as you move through the programme, so that you are always given the best possible support and guidance.

Contact details for coaches are:

Telephone: +44 (0) 1530 276592

Email: fritzchl@logisticslearningalliance.com

Qualification Structure

The Certification in Humanitarian Logistics programme has been modelled on a competency framework which specifies precisely what a humanitarian logistician should be able to do and how well it should be done. To achieve the Certification, candidates are required to demonstrate competence in 7 compulsory units:

- ❖ Humanitarian Supply Chain
- ❖ Warehousing and Inventory
- ❖ Procurement
- ❖ Transport
- ❖ Fleet Management
- ❖ Import and Export
- ❖ Managing the Humanitarian Supply Chain Response

HUMANITARIAN AID SUPPLY CHAINS

The purpose of this unit is to provide an overview of the world of humanitarian interventions and the importance and role of supply chain management and logistics in this context.

Outcomes of effective performance

1. The situations and places in the world where humanitarian aid is required.

- a. Obtain information on the need for humanitarian aid and potential aid situations.
- b. Identify the operational constraints connected to humanitarian aid situations.

2. The objectives and activities of humanitarian organisations and other participants/stakeholders involved in aid situations.

- a. Obtain information on the range of organisations involved in humanitarian aid.
- b. Identify the operational requirements for working with humanitarian organisations.
- c. Obtain information on the sources of funds and other resources used by humanitarian organisations.
- d. Identify opportunities for collaboration in the supply chains of relevant humanitarian agencies.
- e. Evaluate the operational constraints connected to the sources of funds and resources.

3. The role of Logistics & Supply Chain Management in humanitarian aid

- a. Specify the contribution of logistics and supply chain management to the objectives of humanitarian organisations.
- b. Identify the need for operational relationships with other activities within the supply chain.
- c. Identify the need for operational relationships with other functions within humanitarian organisations.
- d. Identify the obstacles and challenges to logistics and supply chain management in humanitarian organisations.

4. Preparing Humanitarian Aid Supply Chains

- a. Contribute to the specification and mapping of the supply chain to respond to potential aid situations.
- b. Contribute to the planning of humanitarian aid supply chains.
- c. Contribute to the planning and acquisition of human resources.

- d. Contribute to developing supply chain relationships.
- e. Contribute to devising an implementation plan to achieve supply chain requirements.

5. Improving Humanitarian Aid Supply Chains

- a. Contribute to the continual review and improvement of logistics and supply chain plans.
- b. Apply improvements to the supply chain according to an implementation plan.
- c. Provide feedback on the application of improvements to the supply chain.
- d. Participate in reviews of completed emergency relief programmes.

6. Supporting Beneficiary Service Programmes

- a. Obtain information on beneficiary service programmes.
- b. Evaluate logistics requirements in beneficiary service programmes.
- c. Prepare an action plan to coordinate logistics and supply chain activities with other activities.

WAREHOUSING AND INVENTORY

This unit is designed to put in place the foundation skills and knowledge required to achieve competence in the function of warehouse and inventory management by people working in logistics/supply chain in humanitarian organisations. It recognises the need to set up and manage warehouse operations appropriate to the situation, environment and available resources, and for the short or long term requirement to store and manage inventory. It covers both the setting up of a warehouse operation and the management of that operation.

Outcomes of Effective Performance

1. The function of warehouse and inventory management

- a. Comply with warehouse and inventory management systems & procedures.
- b. Identify and contribute to the implementation of improvements in warehouse and inventory management systems & procedures.
- c. Provide information for the development of warehouse and inventory management plans and strategies.
- d. Contribute to the development of warehouse and inventory management plans and strategies.

2. Contribute to setting up a warehouse

- a. Contribute to the planning of an optimal warehouse layout.
- b. Contribute to the evaluation and selection of the most appropriate warehouse processes and resources.

- c. Contribute to the evaluation and selection of the most appropriate handling and storage equipment.
- d. Contribute to the analysis and application of data related to supply and demand.
- e. Contribute to the identification of the regulatory and security requirements of a warehouse.

3. Manage Warehouse operations

- a. Draw up a plan for the receipt and storage of in-bound goods, and the order picking and despatch operations.
- b. Allocate labour and other resources on a daily basis in relation to this plan.
- c. Modify planned activity at short notice to be able to cope with contingencies that may arise.
- d. Produce a plan or strategy for the optimal positioning of in-bound goods in the warehouse, and for the physical organization of the despatch function.
- e. Use information as an aid to assisting the work of other parts of the operation.
- f. Ensure that adequate controls are in place for the safe and efficient receipt, storage, picking and dispatch of goods.
- g. Analyse information on the performance standards of the warehouse operation.

4. Contribution to the provision and care of warehouse resources

- a. Ensure that equipment is regularly checked and that any servicing that is needed is carried out.
- b. Analyse information generated from the regular checking and servicing of warehousing equipment.
- c. Take decisions when unsafe equipment needs to be removed from the operation.

5. Manage Inventory

- a. Perform demand capture operations.
- b. Forecast demand for goods.
- c. Obtain and analyse information on product availability and lead times.
- d. Assess supplier performance and input to Vendor Rating system.
- e. Monitor and maintain stock movement.
- f. Audit stock levels and stock inventories.
- g. Update, analyse, verify and reconcile stock records.

PROCUREMENT

This unit is designed to provide the foundation skills and knowledge required to achieve competence in the function of procurement performed by people working in logistics/supply chain in humanitarian organisations. The procurement process plays a key part in an order management system by meeting requests for goods/services through the activities of sourcing, purchasing, supplier monitoring and the management of risk.

Outcomes of effective performance

1. The function of Procurement

- a. Create and enhance effective working relationships with suppliers.
- b. Provide logistics information for the development of procurement plans and strategies.
- c. Contribute to improvements in procurement operations as the basis of development of procurement plans and strategies.

2. Sourcing

- a. Clarify the requirements for goods and services.
- b. Obtain and analyse supply market information and provide supply market reports.
- c. Obtain supplier data and information, analyse it and provide reports on supplier capability.
- d. Contribute to supplier appraisal systems.
- e. Contribute to the implementation of sourcing strategies.

3. Purchasing

- a. Contribute to the implementation of procurement systems and procedures.
- b. Develop procurement plans for supplies and services to be purchased.
- c. Work with users and provide procurement input into development of specifications.
- d. Evaluate supplier capability and pre-qualify potential suppliers.
- e. Produce appropriate documentation.
- f. Place order or contract according to procurement rules and procedures.

4. Progress monitoring and control

- a. Operate and maintain an expediting system.
- b. Monitor and analyse records of receipt and inspection of supplies and performance records for services.
- c. Identify performance history from analysis reports and implement remedial actions.
- d. Establish feedback mechanisms for information on supplier performance.
- e. Co-ordinate improvements in supplier performance.

5. Risk Management

- a. Identify and manage critical goods and services.

- b. Identify risks and create controls to manage them.
- c. Follow a code of ethics to guide procurement activity.
- d. Follow a disciplinary/termination procedure in line with organisational rules and regulations.

TRANSPORT

This unit is designed to provide the foundation skills and knowledge required to achieve competence in the function of transport performed by people working in logistics/supply chain in humanitarian organizations. It recognises the importance of transport in the humanitarian aid supply chain process in moving goods from supply source to the final beneficiary delivery point. It covers planning and movement using the various modes of transport that may be available for different humanitarian aid situations.

Outcomes of Effective Performance

1. The Goods to be Moved

- a. Relate the loads to type constraints and legislative controls.
- b. Select suitable handling methods for different types of consignments.
- c. Plan loads to match variable demand and supply.

2. Origins, Destinations and Routes

- a. Plan and schedule freight transits for single and part-loads.
- b. Use appropriate systems to audit current fleet performance, perform live order routing and prepare invoices and audit contractors.
- c. Outline multi-modal routing relative to resources and time.

3. Modes of Transport

- a. Contribute to the selection of an appropriate mode (or combination of modes) for any specific goods movement, and the appropriate vehicle within the mode.
- b. Expedite movements through ports recognising operational characteristics.
- c. Expedite movements by rail recognising operational characteristics.
- d. Expedite movements by air recognising operational characteristics.
- e. Expedite movements by road recognising operational characteristics.
- f. Expedite movements by sea recognising operational characteristics.
- g. Set up the security precautions necessary for freight interchanges, depots and terminals.

4. Movements

- a. Plan national and international movements.

- b. Prepare resource plans for the movements of goods.
- c. Prepare a security plan for a journey.

5. Manage transport providers

- a. Select transport providers and establish contracts.
- b. Manage the service provided by transport providers.
- c. Monitor and analyse performance data.

FLEET MANAGEMENT

This unit is designed to provide the foundation skills and knowledge required to achieve competence in the function of fleet management by people working in logistics/supply chain in humanitarian aid organisations. It covers the selection of vehicles and equipment and the setting up of systems and procedures necessary to monitor and manage a fleet of vehicles.

Outcomes of Effective Performance

1. The function of fleet management

- a. Comply with organisational fleet management systems & procedures.
- b. Identify and contribute to the implementation of improvements in organisational fleet management systems & procedures.
- c. Provide information for the development of organisational fleet management plans.
- d. Contribute to the development of organisational fleet management plans.

2. Setting up a fleet

- a. Contribute to the specification of the requirements of the fleet.
- b. Identify relevant legislative and security requirements.
- c. Evaluate and select suitable vehicles and equipment.
- d. Evaluate and select suitable human resources.
- e. Establish operational systems and procedures.
- f. Establish a vehicle and driver performance measurement system.
- g. Establish maintenance systems and procedures.
- h. Establish supplies and control of fuel.

3. Managing a fleet

- a. Analyse orders for movement of goods and people.
- b. Prepare routing plans and schedules to meet orders for movement of goods and people.
- c. Ensure that drivers are assessed, evaluated and have suitable qualifications and are properly trained for the job.
- d. Ensure that appropriate documentation is completed correctly.
- e. Ensure that drivers follow correct procedures in the event of a traffic accident.
- f. Ensure that the operation complies with the relevant local regulations governing transport.
- g. Monitor costs and performance and prepare management reports.

IMPORT/EXPORT

This unit is designed to provide the foundation skills and knowledge required to achieve competence in the function of importing and exporting by people working in humanitarian aid organisations. It covers customs and excise procedures that need to be followed and the documentation needed to import and export.

Outcomes of Effective Performance

1. Contract & Order Administration

- a. Provide advice & information to other departments on the commercial requirements of international trade.
- b. Contribute to placing orders with international suppliers.
- c. Process export orders and enquiries.
- d. Contribute to the administration of an import/export function.

2. Import/Export Documentation

- a. Work effectively with the agents involved in import and export.
- b. Provide accurate and appropriate documentation for international trade and freight.
- c. Determine the need for and obtain basic cargo insurance.
- d. Monitor the progress of orders and goods through the delivery system utilising track and trace systems.

3. Customs & Excise Procedures and Controls

- a. Provide advice & information to other departments on the Customs & Excise procedures and controls applicable to international trade.
- b. Establish the need for import/export licenses.
- c. Determine the correct Commodity Code of goods for Customs purposes.
- d. Ensure compliance with import and export Customs procedures.
- e. Apply the correct regulations to imports and exports.

4. International Commerce and Methods of Payment

- a. Provide advice & information to other departments on the relevant procedures involved with standard methods of payment.
- b. Handle transactions priced and invoiced in a foreign currency.
- c. Handle transactions that involve waivers and exceptions.
- d. Align import/export procedures to the method of payment.
- e. Make available the commercial, transit and other documentation required for payment.
- f. Work effectively with the intermediaries involved in the payment cycle.

MANAGING THE HUMANITARIAN SUPPLY CHAIN RESPONSE

The purpose of this unit is to put in place the foundation skills and knowledge for the effective management of a humanitarian supply chain response to a humanitarian aid requirement.

Outcomes of effective performance

1. Managing Operations

- a. Obtain and evaluate information on the humanitarian aid requirement.
- b. Assess the operational needs of the requirement.
- c. Prepare an action plan to respond to the requirement.
- d. Present information in a timely and accurate manner.

2. Managing People

- a. Identify requirements for people to support the action plan.
- b. Select and acquire people.
- c. Plan, organise and lead the work of teams and individuals.

- d. Analyse the training needs of staff and know how to meet these needs.

3. Managing orders

- a. Advise customers on specifications, cost, timings etc to enable them to prepare an order.
- b. Verify that all financial procedures are followed and respected.
- c. Process and monitor the requisition/order.
- d. Verify deliveries against orders and maintain records of orders.
- e. Provide accurate and up to date stock and pipeline data for inventory control and accurate reordering.

4. Managing the working environment

- a. Contribute to the health and safety of the working environment.
- b. Provide information to colleagues regarding the impact of a specific piece of legislation on an operational issue.
- c. Obtain, analyse and present information on the security factors that might impact on supply chain operations.
- d. Contribute to the development of specific plans to manage any security risks.

5. Managing the financial impact of activities

- a. Obtain, evaluate and present financial information for inclusion in a plan and budget.
- b. Recommend a resource purchase based on an appraisal of financial risks and a comparison of different options.
- c. Implement a process for monitoring actual costs against a budget.
- d. Contribute to the assessment of operational and financial performance based on an analysis of financial and other indicators.
- e. Maintain operational financial records.

6. Working With Others

- a. Share information with others on plans, activities and resources.
- b. Adapt operational plans to take account of any others present in the field.
- c. Co-ordinate activities and resources with others in order to achieve common objectives.
- d. Maintain operational relationships.

7. Managing activities in a dysfunctional situation

- a. Identify the indicators of system failure.
- b. Conduct an assessment of the changes in the operating environment.
- c. Clarify the objectives of your activities.
- d. Determine options to overcome obstacles.
- e. Agree and document actions with appropriate people.

In-House Programmes

This Certification in Humanitarian Logistics programme is designed to be delivered by Distance Learning. However, elements of the learning can be delivered 'in house' for up to twelve delegates so that larger numbers can be trained more cost effectively.

For further details, please contact Logistics Learning Alliance

Tel No: +44 (0)1530 276590

Email: enquiry@logisticslearningalliance.com

Further Information

If after reading this guide you require further advice about any aspects of this course or other LLA Learning programmes, please contact:

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