



**FRITZ**  
INSTITUTE



**GUIDE TO THE FRITZ/CILT(UK)  
CERTIFICATION IN HUMANITARIAN  
SUPPLY CHAIN MANAGEMENT**



# LOGISTICS LEARNING ALLIANCE GUIDE TO THE FRITZ INSTITUTE CERTIFICATION IN HUMANITARIAN SUPPLY CHAIN MANAGEMENT

## Introduction

This guide provides background information to the Logistics Learning Alliance's programme for the Fritz Institute/CILT(UK) Certification in Humanitarian Supply Chain Management (CHSCM), sponsored by the Fritz Institute (FI) and awarded by the Chartered Institute of Logistics and Transport (UK), (CILT(UK)).

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

We will allocate you a specialist coach who will support, 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. Our coaches 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 to help you realise the potential you clearly believe you have.

## Logistics Learning Alliance Ltd

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

Our hallmark is our practical approach. All of our coaches have actually 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.

As the approved centre for the delivery of the Fritz Certification in Humanitarian Logistics we have a powerful and unique combination of experience in the three pillars of expertise needed to support the CHSCM:

1. In logistics and supply chain management
2. In its application in humanitarian aid
3. In fully supported distance learning

## Key Features

This certification programme is a practical work-based qualification which will equip students with a complete set of supply chain management skills. The LLA competency approach provides an

opportunity for experienced practitioners to gain an internationally recognised qualification attesting to their competence in humanitarian supply chain 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 essential that candidates undertaking the programme hold a position which relates to the level of activity covered by the competency model. This competency model has been developed for a target audience of humanitarian logisticians who are involved in the management and coordination of activities being carried out by other logisticians. Different humanitarian organisations have different structures and roles but it is expected that the target audience will be managing and coordinating complex logistics and supply chain activities.

Within the model there is a functional map that positions the types of activities that the target audience would typically be performing. The qualification is intended for people who are operating at a tactical level and who are engaged in planning, resourcing and managing the supply chain and the implementation of supply chain strategy. To carry out these activities candidates will be managing and/or leading other logisticians who are performing activities and working at the operational level.

Suitable candidates for the CHSCM programme will normally have had at least six months operational logistics experience within a humanitarian aid environment. They will hold, or aspire to hold, senior logistics positions in humanitarian organisations. Completion of the CHL programme, while not a pre-requisite of the CHSCM course, would demonstrate the necessary competence at an operational level in a management role.

## Typical Student Profile

The programme has been built on a competency model which specifies precisely what a humanitarian aid supply chain manager should be able to do and how well it should be done.

The primary audience is people who are engaged in the process of planning, implementing and controlling the efficient, cost effective flow and storage of goods and materials, as well as the related information from point of origin to point of consumption, for the purpose of meeting end beneficiary's requirements.

The model is also relevant for experienced humanitarian aid logistics managers based in offices providing a range of support services to those operating in the field or supply chain professionals from other sectors who would like to enter into the sector of humanitarian work at a tactical level.

## 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 feel 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 plc.

The case study is a broad but intensive exploration of an organisation, SCILaid, which is a simulated agency involved in humanitarian aid operations.

For the purposes of the study programme learners are 'recruited' by SCILaid and appointed to a humanitarian supply chain management position. 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 '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 each unit of study, candidates are allocated a coach with specialist knowledge. The coach will agree a personal learning plan with the candidate, designed to enable the candidate to complete their studies well within a reasonable timescale. The estimated time to completion for CHSCM is 15-18 months, given 3-5 hours per study each week. CILT (UK) allows a maximum of three years to complete the course.

The coach will offer 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 in a practical scenario

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 necessary to complete 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 of the Fritz Institute and CILT(UK), an element of each qualification has to be assessed independently from the organisation providing the learning, in this case LLA. To satisfy this requirement, it has been decided that each CHSCM candidate will submit a report that summarises the outcomes from Unit One, Supply Chain Planning. LLA will discuss the arrangements for this with you 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 CILT (UK) is satisfied that all the requirements of the qualification have been met the award of the CHSCM will be made.

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

- ❖ No application 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(UK)
- ❖ Alternatively students can go through the normal accreditation of prior learning (APL) procedure for units previously completed but should be aware that they may have to assemble a completely new portfolio. It should be noted that this will incur additional charges.

Please note that these time limits are the maximum allowed to complete the qualification. Students are strongly urged to attempt to complete their studies within a shorter timescale. Candidates can reasonably expect to complete the programme within 18 months.

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 CHSCM programme there may be a requirement to reassess elements of the work submitted to ensure currency with Fritz/CILT(UK) CHSCM outcomes of expected performance. In this circumstance additional assessment fees will 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 you having to research it yourself and working 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. 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 unit of learning. 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 actual degree of competence is not an issue as you will have reached the level of attainment required. However, the coach will always give you feedback on your approach and advice on 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. There may also be some difficulty in understanding the way we say things or in our understanding fully the problem you feel you have. If you are experiencing such difficulties please let us know as early as possible. It is essential to keep in touch and work with us.

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 the candidate 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 a 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 for unit one you will work on your report for independent assessment. Information on the report requirements will be issued separately.

## Enrolment & Fee Scale

Candidates for the CHSCM programme should be people working in humanitarian supply chain management at a tactical or strategic level or holders of the Fritz Institute Certification in Humanitarian Logistics.

The fee for the coach supported distance learning programme is £2100.00 which is discounted to £1600.00 for individual students or those who are engaged in humanitarian logistics. VAT at the rate of 17.5% should be added where we are invoicing students within the European Union.

To register as a candidate for the Certification in Humanitarian Logistics programme, please complete the on line registration on the Fritz Institute website at [www.fritzinstitute.org](http://www.fritzinstitute.org). You will also find a guidance document and 'checklist' on the website to help you determine if CHSCM is the right course for you. Before registering, please fill out the checklist questionnaire and submit to Logistics Learning Alliance at [david.jackson@logisticslearningalliance.com](mailto:david.jackson@logisticslearningalliance.com).

## Support

During your studies you will normally have access to a coach, by telephone in business hours (0900 -1700 UK time Monday to Friday). or email at other times. The coach will normally respond to e-mails within two working days.

## Qualification Structure and Content

The Fritz Certification in Humanitarian Supply Chain Management programme has been modelled on a competency model which specifies precisely what a humanitarian supply chain manager should be able to do and how well it should be done. To achieve the Fritz Institute Certification, candidates are required to demonstrate competence in a variety of skills falling under the two broad headings:

1. Supply Chain Planning
2. Supply Chain Operation and Co-ordination

### UNIT 1 - SUPPLY CHAIN PLANNING

The purpose of this unit is to provide a framework for planning and setting up a supply chain. The unit provides an interface with others to ensure that supply chain activity supports the aims of the humanitarian organisation. This unit provides the mechanisms that enable the logistician to develop appropriate relationships and to provide direction to those whose actions can affect the performance of the supply chain.

Candidates successfully completing this unit will have the ability to:

1. Contribute to the development and implementation of a global supply chain strategy and plans and communicate information on the global supply chain strategy to others, gaining commitment from them to implement the strategy.
2. Provide input into the development and implementation of programme strategy and plans and communicate information on the programme strategy to others, gaining commitment from them to implement the strategy.
3. Configure the supply chain,
  - Identify the constraints of the operational context
  - Identify the network requirements
  - Obtain information on the nature of demand on the supply chain
  - Plan the location and level of inventory
  - Investigate and select the transport methods
  - Identify the location for facilities
  - Map the supply chain network.
4. Plan resources
  - Identify the supply chain resource requirements
  - Select sources of supply
  - Produce a plan identifying manpower requirements
  - Assist in recruitment of personnel
  - Specify and gain commitment to performance objectives

5. Identify supply chain controls.
  - Identify and specify the requirements for information and reporting.
  - Specify the measurements needed to monitor supply chain performance.
  - Identify what data is required to measure and evaluate supply chain performance.
  - Determine the methods to use to collect data on supply chain performance
  - Identify what records of performance need to be maintained.
  - Identify appropriate systems and tools for operating and managing the supply chain.
  
6. Develop and manage internal and external relationships
  - Identify the internal and external relationships that impact on supply chain performance
  - Identify the supplier and contractor relationships that impact supply chain performance
  - Evaluate the nature and types of current relationships.
  - Develop the appropriate relationships with external organisations.
  - Develop appropriate relationships within the organisation.
  - Identify appropriate tools and mechanisms for managing relationships.
  - Identify and overcome barriers to people working together and developing relationships.

## **UNIT 2 - SUPPLY CHAIN OPERATION AND CO-ORDINATION**

The purpose of this unit is to provide a framework for coordinating and operating the supply chain. The unit focuses on performance monitoring and management and the techniques to ensure supply chain activity happens in accordance with plans. This unit recognises that coordinating and managing the supply chain involves managing and leading others. The unit therefore also provides the mechanisms that enable the logistician to provide advice, support and direction to others who are carrying out supply chain activities (or who are operating the supply chain).

Candidates successfully completing this unit will have the ability to:

1. Monitor and measure performance
  - Observe supply chain activities to recognise potential underperformance.
  - Benchmark supply chain performance against historic data and other operations.
  - Analyse and evaluate data and information on supply chain performance.
  - Provide reports and results on supply chain performance.
  
2. Resolve problems and adapt the supply chain.
  - Identify situations that impact on the performance of the supply chain.
  - Identify ways to overcome supply chain performance issues.
  - Assess the benefits and risks of actions.
  
3. Introduce changes to the supply chain
  - Devise an implementation plan to achieve changes to the supply chain.
  - Seek the commitment of others for implementing the changes.
  - Identify the support others will need to implement the changes.
  
4. Providing advice and support
  - Identify people who need advice and support.
  - Provide others with advice and support.
  - Identify training needs and ensure appropriate training is provided.
  - Identify ways to motivate and develop yourself and others
  - Ensure compliance to policies and procedures.
  - Share and target information on supply chain activities that may impact on others.
  - Ensure best practice in managing the supply chain is shared within the organisation.

## In-House Programmes

This Certification 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

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## Further Information

If after reading this guide you require further advice about any aspects of this course, please contact

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