



The Chartered Institute of
Logistics & Transport
International

THE CHARTERED INSTITUTE OF LOGISTICS AND TRANSPORT INTERNATIONAL

CERTIFICATE PROGRAMME GUIDE

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CHARTERED INSTITUTE OF LOGISTICS AND TRANSPORT

CILT CERTIFICATE IN LOGISTICS AND TRANSPORT

This qualification is designed for first line managers and supervisors working in the field of logistics and transport. It is designed to increase knowledge, skills and confidence as part of the managerial role for a junior manager in the logistics and transport field. The qualification meets the knowledge standards for membership (MILT) of the Chartered Institute of Logistics and Transport, subject to a minimum of 3 years experience in the logistics and transport field.

The qualification consists of seven units. Three units are core units, which all candidates must complete. Candidates then have a choice of one unit from a selection of four. It is estimated that a candidate studying for this qualification will take about sixty hours per unit - a total of two hundred and forty hours.

The syllabus is set out in terms of topics, which are then broken down into knowledge and competencies. It shows what the candidate should know and how the candidate can apply that knowledge to the workplace. There are also key learning points for further detail about what should be studied.

Core subjects: [All candidates must do these three units]

1. Managing the Logistics and Transport Environment
2. Managing Resources
3. Customer Service and Quality Management in Transport Operations

Optional subjects: [Candidates chose one unit from a choice of four units]

4. Warehousing and Stores Operations
5. Freight Operations
6. Fleet Management
7. Passenger Transport

How to use the syllabus

The syllabus for the CILT Certificate is written in terms of topics, knowledge and competences and key learning points.

The topics show the main areas that must be covered by a course programme. These topics will help programme leaders to structure the delivery of a course for the CILT Certificate.

The knowledge areas indicate what a candidate should know on completion of each unit. For example, in Unit 1, Managing the Logistics and Transport Environment, a candidate should know the relevant models used to analyse the external environment and the role of information systems and technology in a logistics and transport environment

The competencies show what a candidate should be able to do on completion of each unit. For example, again in Unit 1, a candidate should be able to communicate effectively internally and externally, and implement health and safety requirements in the work environment.

The key learning points and coverage are intended to show what must be covered in any course programme.

When delivering the course for this Certificate, tutors should ensure that they include examples and case studies, which are relevant to the country in which they reside. For example, the legislation taught should be local legislation and business law must cover local business law as well as relevant international business law.

By focusing on knowledge and the application of that knowledge the candidate can apply what they have learnt in the workplace. The use of both local and international case studies, and the emphasis on local legislation, rules and regulations should ensure that the qualification is relevant and of benefit of both the candidate and their employer.

The Chartered Institute of Logistics and Transport has produced learning materials for centres wishing to deliver the Certificate. These materials can be used for classroom delivery of the course or can be used for distance learning courses.



Unit 1 **Managing the Logistics and Transport Environment**

Topics

- Internal structures and processes
- External factors
- Stakeholder interests
- Marketing and commercial needs
- Legal issues
- Environmental issues

Knowledge

- Implications of different organisational structures and evaluation of use
- Processes for planning, controlling and decision-making
- Factors influencing corporate and functional goals and objectives
- Range of stakeholder groups, needs and conflicts
- Requirements for successful internal and external communications
- Role of information systems and technology
- Implications of the business environment for marketing policy and plans
- Models used to analyse the external environment
- Techniques and models used to analyse marketing needs
- Ethical considerations relating to the external environment
- Sources of law and national framework of legislation
- Principles of business and contract law

Competences

- Contribute to development of organisational structures
- Plan and control departmental activities
- Identify and evaluate information for planning and decision-making
- Use information technology to manage business activities
- Use evaluation techniques for analysing marketing needs
- Manage staff and departmental activities in accordance with legal requirements
- Communicate effectively internally and externally
- Contribute to environmentally acceptable policy and practice
- Implement health and safety requirements in the work environment
- Provide accurate legal information to other departments on transport issues
- Contribute to contracts with external organisations



Unit 1 Managing the Logistics and Transport Environment (cont...)

KEY LEARNING POINT	COVERAGE
Different organizational structures	Aims and objectives of organizational structure Influences on structure Problems arising from unsuitable or poor structure Types of structures [tall, flat, centralized, de-centralised] Span of control and chain of command Internal relationships [line, functional, staff, lateral] Main structural forms [functional, geographical, divisional, project, matrix]
Planning, controlling and decision-making	Role and function of planning Types of planning processes [operational/tactical/strategic] Planning and control cycle Information needs for planning Decision-making process Decision models
Goals and objectives	Role and functions of goals Role and functions of corporate and functional objectives
Stakeholders	Internal and external stakeholders Meeting stakeholders' needs and expectations Managing stakeholder conflicts
Internal and external communications	Decisions about internal and external communications Internal and external environmental influences Types of communication
Information systems and technology	Role and function of management information systems Types of data and systems
Marketing policy and planning	Features of external environment Requirements for gaining and maintaining competitive advantage
Analytical models	[PEST, SWOT, 5 Forces]
Marketing needs	Elements of market research "4 P's" model
Ethical issues	Principles of social responsibility for organisations Codes of practice Individual responsibility
Legal framework	National and international sources of law Types of law
Principles of business law	Requirements for setting up different types of organisations Key legal documents and processes Bankruptcy and liquidation processes Main elements of law relating to Contracts, Agency and Employment



Unit 2 **Managing Resources**

Topics

- People
- Finance
- Technology

Knowledge

- Human resource policy and planning
- Motivational models and theories
- Performance measurement and management
- Principles of effective communications
- The process of change and main barriers to effective implementation
- The role and function of training and development
- Sources of finance for business purposes
- Principles and processes used in financial management
- Budgetary processes used for budget development, monitoring and control
- Role of administration in managing commercial transactions
- Evaluation of financial information using key indicators
- Role of information/communications technology [ICT] in organisations
- Main applications: EDI, EPOS, E-Commerce, JIT, MRP, warehouse management, routing, scheduling and service planning
- Security of data and relevant legislation

Competences

- Contribute to human resource policy and planning process
- Organise, monitor and control the activities of teams and individuals
- Communicate effectively with individuals and groups at different levels
- Contribute to management of change programmes
- Plan and implement staff training programmes
- Identify and evaluate financial information for business planning purposes
- Analyse and present financial information for management requirements
- Create and monitor a section of a departmental budget
- Evaluate and report on alternative methods of funding for asset resourcing
- Use agreed financial indicators to assess financial performance in a department
- Contribute to organisational policy on ICT
- Evaluate and report on ICT applications in relation to an organisation's activities
- Contribute to maintaining security of data and compliance with relevant legislation



Unit 2 Managing Resources (cont...)

KEY LEARNING POINT	COVERAGE
HR policy & planning	Strategic objectives Analysis of labour supply and demand Planning framework and process Main legal requirements
Principles of Motivation	Basic motivational model Main theories [Maslow/Herzberg/MacGregor/Handy]
Effective communications	Stages and processes Barriers Strategies for reducing impact of barriers
Implementing and managing change	Reasons for change Recognising the performance gap Types of change [incremental/transformational/planned/unplanned] Planning, implementing and monitoring change process Main barriers
Training and development	Role and functions of training and development Training policy: categories of staff/priorities/purpose/timing and methods
Sources of business finance	Long-term and short-term funding Debentures, venture capital, government grants, loans, overdrafts, debt-factoring, creditors, deferred taxation Funding of assets [purchase/lease/hire]
Financial management and control	Main financial control documents [Balance sheet/trading and profit & loss account] Types of costs and cost centres
Budgeting processes	Types of budgets [capital/revenue/cash-flow/zero-based/one-year/rolling] Relating objectives to cost budget Budget monitoring and control Variance analysis and correction
Commercial transactions	Business documentation [estimates/quotations/invoices/statements/debit and credit notes/advice and delivery notes]
Financial indicators	Financial ratios [current/liquidity/debt-equity] Return on Capital
ICT in organisations	Advantages of information technology Using the internet
Main applications	Principles of EDI/EPOS/E-Commerce MRP/Warehouse management/routing/scheduling/service planning
Data safety and security	Main legal requirements Organizational responsibilities



Unit 3 **Customer Care and Service Quality**

- The nature of service organisations
- Customer service and competition
- The customer service culture
- Developing and maintaining service quality
- Total Quality Management
- Analysing customer requirements
- Setting and monitoring service standards
- Identifying and implementing service improvements
- Management information systems
- Communications
- Analysing quality problems and service failures
- Benchmarking
- Legal requirements
- Administrative systems



Unit 3 Customer Care and Service Quality (cont...)

Knowledge

- Characteristics of Service organisations
- Types and features of services provided by own organisation
- The importance of customer focus in maintaining and improving a competitive position
- Features of quality management systems and organisational requirements
- Determinants of service quality and different approaches
- Requirements of internal and external customers
- Quality control and quality assurance systems
- Costing of developing and maintaining service quality and quality failures
- Processes for obtaining and using information and feedback on services and customers needs
- Main documents relating to customers and services
- Methods of analysing requirements for performance improvements and implementation
- Monitoring processes and indicators
- SPC tools and techniques for analysing and solving problems
- Communications channels, media and techniques for different purposes
- Security and confidentiality requirements relating to customer Information
- Purpose of benchmarking and main forms
- National/international legal requirements relating to service provider's liability to customers
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Competences

- Identify generic features of service organisations
- Describe the service products offered by own organisation
- Report on opportunities for a customer focus to contribute to own organisation's competitive position
- Explain organisational requirements for implementing Total Quality Management
- Report on features in own organisation that may impact on service quality
- Identify range of internal and external customers services by own department/function and specify requirements of each
- Describe current systems for quality assurance and quality control and suggest improvements in each
- Produce report on costs of quality systems, using two alternative cost models
- Contribute to management information system for obtaining and using customer and service information
- Identify functions of documents currently used to administer services to customers and recommend improvements
- Use range of tools for analysing opportunities for performance improvement
- Design process for implementation of improvements
- Suggest relevant performance indicators for monitoring
- Use at least two SPC tools for analysing service problems and suggest relevant solutions
- Report on effectiveness of communications processes, channels and media currently used and suggest improvements
- Compare different forms of benchmarking and recommend appropriate method for own department
- Identify systems for ensuring that customer information is maintained with adequate security and meets legal requirements



Unit 3 **Customer Care and Service Quality** (cont...)

KEY LEARNING POINT	COVERAGE
Service sector organisations	Generic features and key differences between service organisations and others. Specific issues relating to transport/logistics organisations; main types and features of range of transport/logistics services.
Customer service	Developing a customer focus and customer service culture. Requirements of internal and external customers.
Service quality	Understanding quality; Requirements for developing and maintaining quality. Setting quality standards;
Total Quality Management	Main features of quality management systems. Policy requirements and related changes in organisational culture.
Determining service standards	Internal and external approaches to quality. Balancing organisational and customer requirements; competitor analysis; Developing and using relevant performance indicators.
Quality Control and Quality Assurance	Conformance and Performance quality systems. Objectives and requirements of Quality Assurance and Quality Control.
Methods of analysis	Statistical process control techniques: uses of Process Flow- Charts; Cause and Effect Analysis; Failure Mode Analysis for understanding problems and developing solutions.
Costing systems	Costing the different elements of quality management. The PAF Model : Prevention elements: design, specification, planning, quality assurance, inspection and training. Appraisal elements: evaluation and monitoring against standards, verification and audit processes. Internal failure costs: investigation of causes, rectification, waste, scrap, re-inspection. External Failure; repair, warranty claims, returns-handling, loss of goodwill, legal consequences. Process Model : establishing Costs of Conformance/Non-Conformance. Includes definition of processes, identification of all elements, categorisation and cost-allocation.
Management Information Systems	Role and functions of Management Information. Types of management information. Internal and external sources. Information gathering methods. Use of information technology and aims of relevant systems.
Administration	Importance of records in quality and customer care. Types of records, purpose, relevance to customers.
Role of communications in customer care	Different types of customer information. Uses of different channels and media for specific purposes;
Benchmarking	Basic definition, types, general aims, benefits, stages of process
Legal requirements	Data protection or relevant national regulations about maintenance of security. Client and commercial confidentiality



Unit 4 **Warehousing & stores operations**

Topics

- Principles of warehouse design and layout
- Planning and controlling receiving/dispatch of goods
- Service quality
- Safety and security
- Equipment selection and use
- Administration processes
- Performance measurement and control
- Stockholding costs
- Stock management processes
- Waste management
- Training

Knowledge requirements

- Information needed for effective and efficient warehouse design and operation
- Role of warehouse, stock and inventory in supply chain and range of functions carried out
- Resource requirements (people, information, technology, equipment, space, facilities)
- Costing methods
- Administrative processes
- Main operational problems and alternative solutions
- Legal requirements for maintaining safety and security of the working environment
- Processes for monitoring and controlling operations in order to meet service standards
- Storage needs for different types of stock
- Requirements for effective and efficient methods of stock management and control
- Main costs of stockholding and opportunities for cost reduction
- Legal and environmental requirements for managing waste items
- Training needs for different categories of staff

Competences

- Select and use relevant design and layout information in a simple warehouse plan
- Identify types of warehouse functions and relate to organisation's supply chain
- Plan resources for warehouse operations
- Allocate suitable locations for different types of stock
- Identify and analyse information on stockholding costs and suggest cost reduction measures
- Maintain administration processes for planning and operational needs
- Use appropriate methods to monitor and control staff performance against service standards
- Contribute to providing efficient and effective stock management and control
- Contribute to safety and security in the working environment in accordance with legal requirements
- Analyse legal and environmental requirements for waste management and produce a plan for compliance
- Analyse staff training needs and present training plan



Unit 4 Warehousing and stores operations (cont...)

KEY LEARNING POINT	COVERAGE
Role and functions of warehouse	Receiving/storage/order-picking/consolidation/packing/dispatch/loading
Resource requirements	Business targets and objectives Planning, allocating and coordinating work Internal and external sources of information Types of equipment Information technology and systems Space requirements Administrative, maintenance and storage facilities
Costing	Types of costs and cost centres Cost recovery and charges
Administration	Requirements for staff, equipment and stock records
Operational problems and solutions	Matching resources to service needs Planning and controlling operations Contingency plans
Safety and security	Legal requirements for safe operation of equipment Maintenance and repair schedules Equipment and procedures for site security Safe storage, handling and packaging facilities and procedures
Service monitoring and control	Setting and monitoring service standards Coordination with other department
Storage needs	Facilities for temporary, reserve and working stocks Special storage requirements
Stock management and control	Stock control policy Identification: classification of stock items, bar coding Categories of stock and lead times ABC analysis Stock rotation principles: LIFO, FIFO, Fixed and Random location Stockturn
Stockholding costs	Costs of acquisition, storage, administration and insurance Opportunity cost of stockholding
Waste management	Reverse logistics strategy Legal requirements Environmental good practice relating to waste disposal
Staff training	Types of training needs Legal requirements Training methods



Unit 5 **Freight Operations**

Topics

- National framework of freight industry
- Legal requirements relating to freight transport
- Modal choice
- Packaging and handling
- Safety and security
- Costing and pricing
- Commercial documentation for national and international transactions
- Insurance requirements
- International organisations
- Customs procedures
- Use of freight agents and other subcontracted services
- Intermodal operations
- Customer service standards
- Training



Unit 5 Freight Operations (cont...)

Knowledge

- The structure and organisation of the freight transport industry in your country and factors influencing it
- The principal requirements of relevant national and international legislation
- Modal options for different types of demand and different cargoes
- Packaging, labelling and handling needs of different types of cargoes and relevant legal requirements
- Legal requirements for maintaining safety and security of operations
- Different types of costs incurred in freight operations and methods of allocation
- Methods of calculating rates and charges
- The purpose and correct use of main documents used in national and international commercial transactions
- Requirements for cargo insurance,
- The role and functions of the main international organisations and conventions involved in freight movement
- Customs processes and documentation required for import and export of goods
- Methods of customs clearance
- The role and functions of freight agents and other subcontractors, and key issues in selection
- The process of planning intermodal journeys and movement of containerised cargoes
- The information needed to ensure that customer service standards are met
- Procedures to ensure that service problems are managed efficiently and effectively
- Training needs for different categories of staff

Competences

- Map the structure and organisation of the freight transport industry in your country and identify factors influencing it
- Report on main legal requirements for national and international operators
- Evaluate modal options for different cargoes and customers
- Ensure that packaging, labelling and handling complies with relevant legislation
- Contribute to compliance of operations with all safety and security regulations
- Produce a table of all operational costs, justifying their allocation to appropriate categories
- Produce a rate schedule for different types of journeys, showing how all costs and profit margin are covered
- Monitor transactions to ensure that all commercial documents are completed and used correctly and report
- Ensure that all areas of cargo insurance are correctly covered
- Identify the key areas covered by national and international transport organisations and conventions
- Ensure that all customs documentation is correct and available when required
- Identify customs procedures required for imported and exported items
- Contribute to selection of freight agents and other subcontractors
- Plan an intermodal journey giving alternatives for containerised and non-containerised cargo
- Identify service standards indicators, monitor operations, report on result and recommend
- Produce a training plan for different categories of staff



Unit 5 Freight Operations (cont...)

KEY LEARNING POINT	COVERAGE
Structure and organisation of freight industry	Characteristics of national freight industry Organisation of transport operations for hire and reward and own account Access to the market
National and international legislation	Sources of legislation Main legal requirements for operation
Modal choices relating to types of demand and goods	Modal characteristics Modal advantages and disadvantages for different journeys and cargoes
Packaging, handling and labelling requirements	Legal requirements for safety of people, goods and environment
Rates and charges	Costing systems Types of costs Cost-allocation and recovery Profit requirement Rate quotation schedule Time and distance-based charges Charge-out rate
Documentation	Function of main documents used in national and international commerce
Freight insurance	GIT insurance requirements Hague and Hamburg Rules CMR Incoterms
International organisations and conventions	Role and functions of IMO, IATA, ICAO and other relevant organisations. Provisions of ATP and AIDR and other relevant conventions
Customs processes	Requirements for DTI/Customs input, Local Control, Manual and Period Entry, Simplified Procedures, Pre-entry, Low-value procedure and Non-statutory procedure Use and types of permits Use and types of comets: TIR/ATA
Freight agents and subcontractors	Role of third party contractors in freight forwarding and groupage operations
International journey planning	Intermodal transport operations Containerised cargo Accompanied and unaccompanied movements
Information needs	Role of information Types of information relating to driver, vehicle, load, transport mode and customer
Service planning	Service standard Control systems Communications
Training needs	Types of training Legal requirements Training Methods



Unit 6 **Fleet Management** (freight/passenger)

Topics

- Legal requirements for operators, vehicles and drivers
- Vehicle utilisation
- Customer service
- Routing and scheduling systems
- Loading and load security
- Vehicle loading equipment
- Vehicle maintenance and administrative systems
- Insurance for legal liabilities relating to people, vehicles, property, the public
- Accident prevention
- Vehicle specification and selection
- Vehicle acquisition and financing requirements
- Maintenance cost and budgeting
- Site safety and security
- Stores and fuel purchase, monitoring and control
- Environmental aspects of operations
- Staff training



Unit 6 **Fleet Management** (freight/passenger) (cont...)

Knowledge

- Principles of regulation and control of transport
- Operations and relevant areas of legislation
- Legal responsibilities, enforcement processes and penalties for infringement
- Principles of efficient vehicle utilisation and optimum fleet size/configuration
- Role and functions of fleet manager in service provision
- Vehicle routing and scheduling systems and use of technology
- Different cargo types and load factors
- Methods of load safety, security and restraint and legal requirements: cargo straps, seat belts, secure fixings
- Types of on-board loading equipment, safety testing and safe use: cranes, tail-lifts, wheelchair ramps
- Legal requirements for vehicle maintenance standards, administration and records
- Alternative methods of vehicle maintenance and repair (in-house/subcontracted)
- Process of maintenance budgeting and different cost areas
- Purchasing procedures and stock control for stores items
- Fuel storage, issue and control
- Factors affecting fuel usage and opportunities for cost reduction
- Insurance requirements for all liabilities
- Methods of accident prevention and safety procedures
- Passenger and freight vehicle specification and selection
- Alternative methods of funding vehicle acquisition and life-cycle costing
- Problems of maintaining site security and safety
- Environmental issues in fleet operations: pollution, noise, use and disposal of hazardous material
- Training requirements of different categories of staff

Competences

- Identify national legal requirements, enforcement and penalty system relating to fleet management and contribute to compliance
- Produce a fleet profile showing vehicle types, sizes, load capacities and any specific factors affecting type of use
- Contribute to customer service provision for internal and external customers
- Identify information requirements for routing and scheduling of vehicles
- Plan a segment of a route and a vehicle schedule (with/without relevant technology) within legal constraints
- Assess different cargo types and load factors and allocate suitable vehicles
- Monitor vehicle loading and ensure correct use of restraint equipment
- Ensure that testing and repair of loading and restraining equipment is scheduled and carried out to legal standard and records maintained
- Compare and report on alternate methods of fleet maintenance
- Construct maintenance and repair budget and monitor
- Set up planned maintenance system, identify relevant performance indicators and monitor
- Contribute to effective purchasing and stock control of stores items
- Set up and monitor systems for safe and efficient fuel storage, issue and control
- Monitor fleet and individual vehicle fuel usage and recommend actions for cost reduction
- Contribute to negotiating cost effective insurance for all areas of liability
- Set up system for monitoring accidents, identifying and implementing preventative measures
- Specify passenger or freight vehicles for designated use and make recommendation for selection
- Use life-cycle costing to evaluate alternative methods of vehicle acquisition (purchase, lease, hire)
- Assess safety and security risks at operating site and recommend actions
- Identify environmental problems arising from fleet operation and recommend environmentally-friendly solutions
- Produce training plan for different categories of staff



Unit 6 **Fleet Management** (freight/passenger) (cont...)

KEY LEARNING POINT	COVERAGE
Regulation and control of operations	Main areas of legislation relating licensing and standards for operators, vehicles and drivers
Enforcement and penalties	Government departments and functions responsible for legal enforcement Traffic laws Public safety Infringements, penalties and enforcement processes
Vehicle utilisation	Fleet profile Matching demand and supply
Service provision	Journey planning Characteristics of different demands and markets
Cargoes and load factors	Carrying capacity for different types of cargoes/passenger needs Optimising vehicle space and vehicle choice Calculations for maximum safe loads
Load safety	Safety requirements for goods/passengers Passenger and freight restraint systems
On-board equipment	Choice of loading equipment, safe use and maintenance
In-house or external maintenance	Features of alternative methods of maintenance and repair services
Legal requirements for maintenance	Maintenance standards and systems Reporting and recording procedures
Maintenance budget	Maintenance cost elements and cost control Components of maintenance budget
Fleet purchasing	Methods of vehicle acquisition and funding Purchasing procedures for fleet store Fuel purchasing
Fuel and stores control	Safe and secure storage and issue procedures
Insurance	Compulsory insurance Insurance requirements for vehicles, premises and staff Insurance procedures following accidents
Accident prevention and safety	Safe driving practices Staff training



Unit 7 **Passenger Transport**

Topics

- Regulation and control of passenger transport
- The structure and organisation of the passenger transport industry
- Passenger transport modes and modal choice
- Cost allocation and revenue collection
- Transport and the environment
- Integration of public transport services
- International bodies and conventions
- IT, safety and security
- Performance measurement



Unit 7 Passenger Transport (cont...)

Knowledge

- Structure and organisation of the public passenger transport industry in your country and factors influencing it
- The importance of public transport passenger services to an economy
- How and why public transport services are regulated and controlled
- Perceived benefits of deregulation
- Relationship between fare controls and service provision
- Legal requirements for maintaining safety and security of vehicle and passengers
- Risk and safety management
- Modal options, dominance and modal choice factors
- Capacity and efficiency
- Definition of costs and cost allocation
- Fare structures, market segmentation and revenue maximisation
- Sustainable passenger services
- Public transport and the environment
- Integration and coordination of services
- Role and functions of the main international organisations and conventions involved in passenger transport
- Information technology
- Performance management

Competences

- Map the structure and organisation of the public passenger transport industry in your country
- Identify how public passenger transport services are important to your country's economy
- Report on main legal requirements for passenger transport operators
- Produce a table of perceived benefits and costs of deregulation
- Evaluate control of fares and service levels of a mode of passenger transport in your country
- Report on the legal and safety requirements for national and international passenger carriers
- Identify risks and how management can minimise the same
- Produce a table to evaluate modal options and passenger choice of mode
- Evaluate why large scale capacity has been linked with efficiency
- Produce a table identifying operational costs linking them to fixed and variable cost items
- List the various types of fares for road or rail based transport and what the benefits are for operators of peak and off peak fares/season tickets etc
- Describe how passenger transport services can be made sustainable
- Identify the links between environmental issues/factors and the supply of passenger transport services
- List the benefits of modal integration and coordination and why it is beneficial to both passengers and operators
- Identify the key areas covered by national and international transport organisations and conventions
- Evaluate the role of IT in the provision of public transport services
- Identify how IT systems improve the efficiency and security of public transport service provision
- Key Performance Indicators in terms of Service Quality, Operational and Financial performance



Unit 7

Passenger Transport (cont...)

KEY LEARNING POINT	COVERAGE
Structure and organisation of public transport	Ownership characteristics Market share Future trends
Regulation and control	Importance of public transport Regulation & deregulation Commercialisation & vehicle safety
Modal choice	Modes and modal choices Mode capacity Mode efficiencies
Fares, costs	Fare structures Revenue collection Revenue maximisation Season ticketing Cost allocation
Environmental issues	Threats to the environment Congestion Pollution Energy resources Sustainable transport
Integration and coordination	Modes Timetables Ticketing Park and Ride
International organisations	Purpose and scope Bodies and Conventions Scope at local level
IT and Safety	Management Information Systems Real time information
Risk Management	Risk and safety management Safety and security of passengers
Performance Management	Key Performance Indicators: Service Quality Financial Operational