



Institute of
accountants &
bookkeepers

IAB Level 4 Diploma in Logistics and Supply Chain Management

Qualification Specification

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1 Introduction to the qualification

The Level 4 Certificate in Diploma in Logistics and Supply Chain management qualification is part of the Regulated Qualification Framework (RQF). The Total Qualification Time (TQT) and Guided Learning Hours (GLH) for this qualification are as follows:

Guided Learning Hours (GLH)	Total Qualification Time (TQT)
600	900

2 Statement of level

This is a Level 4 qualification as defined within the regulations of the RQF.

3 Aims

This Level 4 Diploma in Logistics and Supply Chain Management qualification is divided into separate knowledge and skills units.

Successful completion of the units within the Level 4 Diploma in Logistics and Supply Chain Management will give the learner the skills required to understand the essential elements of management of people in organisations, how to assess and manage and professional development and identify key skills for employment. In addition, the learner will appreciate factors relating to working in a business environment and how people are managed within organisations.

The knowledge gained from completing these units will provide a sound understanding of the significance of skills within the workplace.

4 Target groups

The Level 4 Diploma in Logistics and Supply Chain Management qualification is primarily designed to appeal to learners in the following groups:

- Learners who already have some experience of working in a logistics or supply chain environment and want to formalise their knowledge and skills by completing an accredited qualification in understanding human resources.
- Learners who already hold a business qualification wanting to expand their range of knowledge and skills.
- Learners already employed in a business environment and want to expand their range of knowledge and skills so that they can perform more advanced tasks and take on additional responsibility in the workplace.

- Learners who are currently unemployed and wanting gain the knowledge and skills they need to move into a career in business.
- Learners already self-employed, or considering self-employment, and wanting to expand their range of knowledge and skills so that they can offer a more extensive range of skills and knowledge.

5 Entry requirements

It is recommended that learners wanting to study the Level 4 Diploma in Logistics and Supply Chain Management qualification already have some knowledge of bookkeeping and accounting. Whilst suitable work experience would qualify learners to commence their studies at this Level, this qualification may also be used for free-standing study.

6 Progression

Holders of the Level 4 Diploma in Logistics and Supply Chain Management qualification can use the qualification as the basis for progressing to a qualification at a higher level, thereby expanding their range of knowledge and skills.

7 Units and Learning Outcomes

The learning outcomes within each of the units which make-up the qualification are shown below:

Level 4 Diploma in Logistics and Supply Chain Management (RQF)

Unit title: Academic Research and Writing Skills	
Learning outcomes:	
1	Understand the concept and purpose of academic research and writing
2	Know how to conduct academic research
3	Know about critical thinking skills and constructing an academic argument

Unit title: Logistics and the Business Environment	
Learning outcomes:	
1	Understand the business of logistics and the relationships between different logistic functions
2	Be able to measure a logistic business's internal environment
3	Be able to measure a logistic business's external environment

Unit title: Finance and Accounting

Learning outcomes:

- | | |
|---|---|
| 1 | Understand the fundamentals of operations management and logistics management |
| 2 | Know about warehousing and inventory management |
| 3 | Understand transportation and distribution |

Unit title: Operations and Logistics Management
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Learning outcomes:

- | | |
|---|--|
| 1 | Understand the role of the finance and accounting function in a logistics business |
| 2 | Understand the availability of finance and its control for a logistics business |
| 3 | Be able to analyse the performance of a logistics business |

Unit title: Communication in Business
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Learning outcomes:

- | | |
|---|---|
| 1 | Understand the concept and purpose of communication in a business context |
| 2 | Be able to effectively communicate in a business context |
| 3 | Understand how a business communicates |

Unit title: Leading and Managing teams

Learning outcomes:

- | | |
|---|---|
| 1 | Know about leadership and management |
| 2 | Know how teams are developed |
| 3 | Understand how to improve individual and team performance |

8 Assessment, Achievement and Grading

8.1 Methods of assessment

The assessment for this qualification consists of a set of six assignments that the learner is required to complete. This will require a combination of knowledge gained from the learning material, findings from research and any experience gained from the workplace.

The assessment titles and methods of assessment are shown below:

Assessment Title	Method of Assessment
Academic Writing and Research Skills	Assignment
Logistics and the Business Environment	Assignment
Operations and Logistics Management	Assignment
Finance and Accounting	Assignment
Communication in Business	Assignment
Leading and Managing Teams	Assignment

8.2 Achievement and grading

To successfully achieve the Level 4 Diploma in Logistics and Supply Chain Management qualification learners must demonstrate competence in all six units of which the qualification is comprised. Learners are assessed as Pass or Fail.

The qualification is not graded. On successful completion of each of the units the learner will be awarded a Pass in the unit completed.

Learners studying without being attached to an IAB accredited training centre may need to contact the IAB directly for further information on assessment, achievement and grading.

9 Certification

On successful completion of the qualification the learner will receive a Level 4 Diploma in Logistics and Supply Chain Management. A certificate will be issued to the learner confirming that they have demonstrated competence in the learning outcomes and assessment criteria in each of the six units making-up the qualification. The certificate will identify the learner by name and will include the full title and accreditation number of the qualification.

Prior to issue of the Unit Certificate of Completion (RQF) a fee per qualification must be paid to the IAB. Details of these fees are available on our current fees list which can be accessed online, alternatively please contact the Education Team.

10 Reasonable Adjustments and Special Considerations Policy and Procedure

Please refer to the IAB website www.iab.org.uk for a copy of this policy and procedure or contact the Education Department of the IAB.

11 Enquiries and Appeals Procedure

Please refer to the IAB website www.iab.org.uk for a copy of this procedure or contact the Education Department of the IAB.

12 Unit Specifications

The specifications for each of the six units of which the qualification is comprised are shown below:

Unit title	Academic Writing and Research Skills	
Level	4	
Credits	20	
GLH	100	
Learning Outcomes	Assessment Criteria	
1 Understand the concept and purpose of academic research and writing	Learners are required to demonstrate they: 1.1 Explain what is meant by the term 'academic research and writing 1.2 Explain different academic writing conventions 1.3 Discuss different types of academic research Indicative content: • Verifying the truth • Adding knowledge • Using academic language • Writing skills - argument flows, paraphrasing, writing to word counts • Types of research – descriptive, associational, intervention research • Validity and reliability of research	
2 Know how to conduct academic research	Learners are required to demonstrate they: 2.1 Compare different sources of information and evidence 2.2 Explain a research process 2.3 Differentiate between primary and secondary research Indicative content: • Sources – journals, textbooks, papers, websites, government data • Research as a linear process • Primary research – seeking new information • Secondary research – reviewing existing information	

3 Know about critical thinking skills and constructing an academic argument

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Learners are required to demonstrate they:

- 3.1 Describe different critical thinking skills and their importance for research
- 3.2 Explain the key components of a reliable and valid academic argument relevant to your field of study
- 3.3 Differentiate between inductive and deductive reasoning

Indicative content:

- Systematic approach to evaluating arguments
- Critical reading - analysis and interpretation, open-minded approach, self-regulation
- Objective and subjective approaches - promoting creativity, thinking 'outside the box', coherence
- Language and presentation skills
- CRAAP Test for sources : Currency, Relevance, Authority, Accuracy, and Purpose
- Testing evidence for validity - nature of academic argument
- Inductive uses - generalisation
- Deductive uses - known evidence and information
- Logical argument structures

Unit title	Logistics and the Business Environment	
Level	4	
Credits	20	
GLH	100	
Learning Outcomes	Assessment Criteria	
1 Understand the business of logistics and the relationships between different logistic functions	Learners are required to demonstrate they can: 1.1 Describe the major elements of logistics and how these affect a supply chain 1.2 Explain the relationship between the different functions of a logistics business 1.3 Compare different ways a logistics business could be structured Indicative content: • Inbound and outbound logistics • Reverse logistics • Warehousing • Inventory management • Transportation • Logistic planning - implementation and control • Order processing • Warehousing • Inventory control • Transportation • Business functions issues - human resource management, finance • Organisational structure impact – hierarchic, bureaucratic, matrix, flat • Use of organisation structure chart - lines of authority and accountability	
2 Be able to measure a logistic business's internal environment	Learners are required to demonstrate they can: 2.1 Explain what is meant by the term 'internal environment of a logistics business 2.2 Explain why it is important to measure a logistic business's internal environment 2.3 Apply a technique to quantify a logistic business's internal environment Indicative content: • Internal factors - functions and stakeholders • Organisational culture • Business capabilities • Strategic intent an planning	

	Approaches: Capacity assessment grid McKinsey's 7S framework VRIO - Value, Rarity, Imitability (Ease/Difficulty to Imitate), Organization (ability to exploit the resource or capability) SWOT - Strengths, Weaknesses, Opportunities, Value chain analysis
3. Be able to measure a logistic business's external environment	Learners are required to demonstrate they can: 3.1 Explain what is meant by the term 'external environment of a logistics business 3.2 Explain why it is important to measure a logistics business's external environment 3.3 Apply a technique to quantify a logistics business's external environment Indicative content: - External factors, drivers and stakeholders - Organisational cultures - local, national and international - Market position and recognising opportunities - PESTLE analysis - political, economic, social, technological, environmental, legal - Scenario analysis - Competitor analysis - Porter's 5 Forces analysis: the threat of substitute products, power of customers, power of suppliers, industry rivalry which determines the competitive intensity and attractiveness of a market - Sector and industry analysis - Ansoff matrix -product/market expansion grid - Preparing for change

Unit title	Operations and Logistics Management
Level	4
Credits	20

GLH	100
Learning Outcomes	Assessment Criteria
1 Understand the fundamentals of operations management and logistics management	Learners are required to demonstrate they can: 1.1 Explain why effective operations management is important to a logistics business 1.2 Explain the relationship between the management of operations and a business's objectives 1.3 Explain how logistics network planning relates to supply chains Indicative content: • Processes – Inputs / Transformations / Outputs • Roles and responsibilities in logistics • Operational structures • Operational scope • 'Top down' and 'bottom up' objectives • Operational and organisational direction • Resource conflicts • Cost reduction • Efficiency improvements • Key locations – stock, delivery • Transport options • Supply chain trade-offs
2 Know about warehousing and inventory management	Learners are required to demonstrate they can: 2.1 Explain the key principles of warehouse management 2.2 Explain the key principles of inventory management 2.3 Describe a logistic business's warehouse management and inventory management processes Indicative content: • Maintaining fit for purpose stock • Stock rotation • Segregating stock • Stock audits and replenishment • Stock disposal
3 Understand transportation and distribution	Learners are required to demonstrate they can: 3.1 Explain the role of transport management 3.2 Explain the importance of effective transport planning to a logistics business 3.3 Describe different modes of transport Indicative content:

- Route planning – efficiency, significance, software
- Vehicle tracking and driver supervision
- Movement by land, sea and air
- Multi-modal transport
- Environmental impact of transportation - sustainable distribution
- National and international legislation

Unit title	Finance and Accounting	
Level	4	
Credits	20	
GLH	100	
Learning Outcomes		Assessment Criteria
1	Understand the role of the finance and accounting function in a logistics business	Learners are required to demonstrate they can: 1.1 Identify the reasons for maintaining accurate financial records in business 1.2 Explain the specialist finance and accounting roles in a business 1.3 Discuss the contribution of the finance and accounting function to business decisionmaking in a logistics business Indicative content: • Reasons for maintaining accurate financial records • Implications for the business of poor financial record keeping • The role of bookkeepers, credit controllers, procurement officers, financial accountants and management accountants • The difference between management accounting and financial accounting • The format of the main financial statements o The income statement o the statement of financial position • Decision-making in the logistics environment in relation to: business strategy, operations, tactics
		Learners are required to demonstrate they can: 2.1 Understand the importance of business finance for a logistics business 2.2 Discuss the sources of finance for a logistics business in different scenarios 2.3 Explain the use of budgetary control
2	Understand the availability of finance and its control for a logistics business	

	Indicative content: • Need for business finance - short and long-term time spans, availability, costs, benefits • Working capital – importance, control, effective management • Cash flow forecasts • Sources of finance - internal, external • Depreciation on non-current assets • Budgets as a means of control - variance analysis as a monitoring mechanism • Favourable and adverse budget variances • Costs which arise in a logistics business - fixed and variable , inventory management and warehousing • National of transportation contracts • Business and international supply chain considerations • Procurement
3 Be able to analyse the performance of a logistics business	Learners are required to demonstrate they can: 3.1 Be able to analyse the financial performance of a business from information drawn from financial statements 3.2 Identify actions to address the underperformance of a logistics business Indicative content: • Business stakeholders - financial information needs of shareholders/owners/managers, employers, creditor, suppliers, lenders, employees • Ratio analysis – profitability, liquidity, efficiency ratios • Under-performance in a logistics business in relation to the outcome of ratio analysis

Unit title	Communication in Business	
Level	4	
Credits	20	
GLH	100	
Learning Outcomes		Assessment Criteria
1	Understand the concept and purpose of communication in a business context	Learners are required to demonstrate they can: 1.1 Explain the term 'communication' 1.2 Compare different stages of a communication model 1.3 Discuss why effective communication is important to a business Indicative content: • Communication as a process – models of communication, communication loop, upward, downward, lateral and vertical communication • Linear, interactional and transactional communication in organisations • Effective stakeholder engagement • Positive branding • Effective marketing campaigns
2	Be able to effectively communicate in a business context	Learners are required to demonstrate they can: 2.1 Explain different elements of communication 2.2 Demonstrate effective verbal and non-verbal communication 2.3 Demonstrate effective written communication. Indicative content: • Communication elements - source and receiver, appropriate medium, coding, feedback • Key factors - pitch and tone of voice, speed of speech, complexity of language • Body language - mannerisms, gestures • Listening skills • Emotional intelligence for written communication • Push and pull behaviours
3	Understand how a business communicates	Learners are required to demonstrate they can: 3.1 Compare ways in which a business communicates internally and externally 3.2 Compare ways in which a business communicates with external stakeholders

3.3 Conduct an external stakeholder analysis with a focus on barriers to communication

Indicative content:

- Internal communication - clear common goals for employees, information sharing, receiving and giving feedback, conflict resolution
- Internal communication methods - formal meetings, briefings, e-mail, intranets, social media tools, informal meetings, conference calls & webinars, internal newsletters, brochures, and other printed materials, team briefing sessions, message boards, training packs
- Communication across business functions
- Stakeholder analysis

- External communication with people & organisations outside the business.
- External communication methods - press releases, social media feeds, online videos and webinars, marketing materials, published financial information, letters, emails and telephone conversations with customers and suppliers, reports to government and other agencies, placing/receiving orders, seeking external advice

- Barriers - cultural, language, technology barriers, interpersonal

Unit title	Leading and Managing Teams	
Level	4	
Credits	20	
GLH	100	
Learning Outcomes		Assessment Criteria
1	Know about leadership and management	Learners are required to demonstrate they can: 1.1 Differentiate between leadership and management 1.2 Explain key leadership theories 1.3 Explain key management theories and management styles Indicative content: • Soft leadership - inspiration, motivation • Hard management - policy making, planning • Management theories - Trait theory, Situational theory, Contingency theory • Leadership and management styles – autocratic, democratic, laissez-faire, bureaucratic, transformational leadership, scientific management, • Human relations • Impact on systems management
2	Know how teams are developed	Learners are required to demonstrate they can: 2.1 Explain what is meant by the term ‘team development 2.2 Explain what is meant by the term ‘high performance team 2.3 Compare different team development models Indicative content: • Aligned goals • Mutual trust and respect • Collaboration • Effective communication • Development of team roles - Tuckman’s model of team stages, Belbin’s team roles • Team theories - Adair’s task, team, individual framework, McGregor’s X/Y theory
3	Understand how to improve individual and team performance	Learners are required to demonstrate they can: 3.1 Explain the importance to a business of effective individual and team performance 3.2 Discuss the role of motivation theories in improving individual and team performance 3.3 Assess own ability to improve knowledge and skills to be an effective leader and manager

	Indicative content: • Use of SMART objectives for planning development • Training and development - coaching and mentoring, developing existing skills • Assessment of effectiveness – appraisals, measures, metrics • Benefits - increased productivity, better quality, enhanced promotion opportunities • Theories - Maslow’s hierarchy of needs, Herzberg’s 2 factor theory, Vroom’s expectancy theory • Personal SWOT analysis • Leadership/management assessments - Myers Briggs Type Indicator tool • Emotional intelligence assessment • Self-reflective journals - feedback and statements
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