



# **Practical Training Catalogue**

May 2009

This *Logistics Academy Catalogue* provides a snapshot of the academic requirements and policies presently in force at LA for theoretical and practical training. It also serves to profile the academy, providing useful perspectives on its History, Mission, and Objectives. Current and prospective students should consult the *Catalogue* for information pertinent to their area of study.

Other members of the academies' constituencies will derive valuable insight into the breadth of educational endeavour at The Logistics Academy in Abu Dhabi.

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## From the Office of the Director

May 2009

The Logistics Academy has been expressly created as a seat of learning in the United Arab Emirates for those seeking education and training in the field of logistics and logistics-related subjects.

The modern word logistics comes from the old Greek word meaning 'the practical arrangements that are necessary to organise something' which gives an indication of the breadth of the subject. However, a more popular way of describing logistics in modern times is 'the art of getting the right things to the right place at the right time in the right condition' – but whichever way it is described nowadays, logistics play an important part in nearly everything we do at the professional level.

In the commercial environment good logistics sharpens the competitive edge. In the military environment good logistics is combat power, and on humanitarian and disaster relief operations good logistics makes the difference between success and failure.

The demand for well trained, professional logisticians at all levels has never been greater and the demand is steadily increasing, and the relevance of formal logistics education and training is what drives the staff at the Logistics Academy.

I hope that this catalogue gives all the information required to encourage you to contact the Logistics Academy for an assessment of your education and training needs. We look forward to welcoming you and to playing a successful part in the shaping of your career and in your personal development.

Philip Chaganis OBE  
Academy Director

May 2009

## Overview

The Logistics Academy offers Certificates, Diploma and Higher Diplomas. A two year Diploma and a three year Higher Diploma is offered in Logistics and Management. The two year Diploma consists of a 20-course curriculum delivered over four semesters. The three year Higher Diploma consists of a 30-course curriculum delivered over six semesters.

A number of Certificates are offered in Logistics and Transport which include the Advanced Certificate.

The Logistics Academy also offers a range of practical training ranging from material handling equipment (MHE) and warehousing, to safety and handling hazardous goods. The MHE training is accredited through the UK's awarding body Independent Training Standards Scheme and Register (ITSSAR) and adopts stringent standards to ensure operators understand the risks involved when operating the equipment.

Based in Zayed Military City on the IAT Technology Park, the Logistics Academy has been exclusively established, through a partnership with the Institute of Applied Technology and the GHQ of the UAE Armed Forces, to meet the training needs of both military and civilian personnel in the field of Logistics and Transport. The Academy will open its doors to the first cohort of students in September 2009.

Through the delivery of high level qualifications, specifically written and developed for the Academy by Durham Logistics Academy, an internationally renowned UK Centre of Excellence, students will be equipped with the latest knowledge, strategies and techniques employed within the increasingly demanding and diverse logistics industry.

Graduates will gain an internationally recognised qualification that is aligned to the emerging National Qualifications Framework of the UAE.

The Institute of Applied Technology was founded in 2005 through the Royal decree of His Highness Sheik Khalifa Bin Zayed Al Nahyan, president of the United Arab Emirates, as a corporate body with full financial and administrative independence. The establishment of the Institute was an initiative from General Sheik Mohammed Bin Zayed Al Nahyan, Crown Prince of Abu Dhabi. The IAT was charged with a number of objectives including:

- To establish technical and technological institutes and training centres for the specialisations decided by the Board of Trustees, within the emirate of Abu Dhabi;
- To conduct needs analysis for National industries and provide appropriate technological specialisations in order to meet the demands of such industries with UAE National manpower;

- To provide specialised training programmes that qualify the technical manpower in the UAE, and to coordinate with the competent authorities to qualify their employees for career advancement.

With these undertakings in mind the IAT Board of Trustees approved the establishment of The Logistics Academy in 2006.

## Vision

***To provide Logistics and Transportation academic and vocational training programmes to military and civilian personnel that has national and international recognition.***

## Mission

The Logistics Academy's mission is to become the leader and provider of choice in Logistics and Transportation Education and Training programmes in the UAE and throughout the GCC, and to become an internationally renowned centre of excellence.

Its Aims are to:

Provide Logistics and Transport vocational and professional education training programmes to military and civilian personnel, which on completion will:

- Lead to nationally and internationally accredited qualifications;
- Prepare graduates for immediate productive careers in Logistics related fields;
- Promote a campus environment that welcomes and honours women and men of all nationalities;
- Create an atmosphere that values pursuit of knowledge, skills and integrity;
- Contribute to satisfying the requirements for promotion within the UAE armed forces;
- Provide a seamless progression path based on high quality provision at all levels.

## Values

In pursuit of its objectives The Logistics Academy has adopted the following **Core Values** to enable a positive learning and working environment to be embedded in the organisation's developing culture, in:

- **Teaching:** We believe excellent teaching and learning is our first priority
- **Responsibility:** We believe that everyone will take personal responsibility and be accountable for their Academy activities
- **Success:** We always want success for our clients, learners and ourselves and therefore we will strive continually to make improvements

- **Acting with Integrity:** We believe in acting with integrity and treating people fairly and with respect and we expect the same from our students and clients
- **Working Co-operatively:** We get the best results by working co-operatively in teams and collaborating with others
- **People, Businesses, Communities:** We aim to serve as many UAE people, businesses and communities as possible

## Physical Settings

The complete refurbishment and renovation of the former military training centre in Al Shahama has resulted in a first class facility enabling not just the delivery of academic programmes, but also state of the art practical facilities. These facilities are designed to support and complement the classroom based programmes, as well as providing bespoke practical training activities that will meet the needs of individuals and organisations through a portfolio of short course provision.

The Academy has a capacity to facilitate training for around 500 students and includes:

- 36 modern Hi-tec classrooms
- Interactive whiteboards
- Full Wi-Fi access throughout the Academy
- Fully equipped IT suites
- Fully equipped learning resource centre/library with internet access
- Research facilities including on-line research database
- A 150 seat cafeteria with internet stations for individual use
- Dedicated car parking.

A Fork Lift Truck training area has been established encompassing Reach, Counterbalance, Picking Truck and Rough Terrain. It also covers all aspects of Manual Handling including Slings & Lifting, Roping & Sheeting, and Statutory Regulations in relationship to Health & Safety as well as the safe use of Gantry Cranes.

A fully functional warehouse has been established which demonstrates practical situations such as receiving goods, storage and location, order picking, inventory control, goods returns (reverse logistics) and despatch & loading are all provided for, as is the safe handling of dangerous goods (HAZMAT).

## Planning Framework

The Logistics Academy's plans clearly focus attention on the key resources required to achieve the Academy's goals. The Academy will develop a systematic planning and review cycle for the review and implementation of plans consisting of an evidence-based, strategic review of performance against key performance indicators, the identification of desirable improvements, integrated operational planning and budgeting, and implementation of strategic actions.

The Academy's planning framework will consist of a series of linked plans and policies that will guide the implementation of the Academy's strategic priorities. This framework will consist of a cascading model in which the Strategic Plan and resulting targets are used to drive the operational plans and key performance indicators within the Academy's educational and vocational training groupings – the Certificate and Diploma programmes, the Craft & Work-Based practical programmes and the Academic skills support team – as well as the Administration support group.

Each Department will annually review and renew its programme profile, in the context of Departmental operational planning. It will outline the process the Academy uses to assure itself and its stakeholders that when a new programme is proposed by an academic Department it forms a worthwhile addition to the Academy's portfolio of programmes, advances the Academy's mission, is consistent with the Academy's Academic Plan and is justified in terms of meeting community needs and the needs of employers.

Professional accreditation delivers external quality assurance for the Academy's programmes as it certifies that the Logistics Academy graduate meets the purpose of a range of professions. Input from employers, industry and other stakeholders to the programme planning and review processes will help ensure the relevance of the Academy's curriculum and appropriateness of graduate competencies. These inputs will be enshrined in the planning processes set out in Academy's programme and course management policies to ensure external and internal expert scrutiny of structure, content, teaching & assessment strategies and outcomes. The Practical Training programmes will be accredited by internationally based organisations such as the UK's Independent Training Standards Scheme and Register.

## The Planning Cycle

**The Planning Cycle** will occur in line with a proposed annual planning and budgeting timetable as follows:

- **Review** (May–July) — the annual planning cycle begins with a strategic review of performance against the Academy's key performance indicators (KPIs). The Academy Director and Chief Academic Officer will meet with each of the academic Heads of Department and Head of Administration to consider areas in which there are gaps in performance relative to targets, with a view to planning and resourcing improvement actions.

- **Improvement** (July–August) — if necessary, Heads of Department will update their plans in the light of the review of performance gaps, to focus on areas where the need for improvement, as revealed in the strategic review, is greatest. Each Departmental plan will reflect the Academy's Strategic Plan, and other relevant plans as they apply to each of the Departments.
- **Operational Planning and Implementation** (September–November) — once the Academy's budget allocations are finalised, Departments will complete their operational plans. These plans will implement the overall Departmental plan, including actions designed to achieve priorities for improvement, and assign responsibilities for implementation to specified managers, provide key performance indicators against which to evaluate progress, and allocate budget resources in support of the department's strategic and operational objectives. Departmental plans will be developed through a process of consultation with all members of the department and remain the responsibility of the appropriate Head of Department.

## Quality Assurance

The Logistics Academy will have prime responsibility for its own academic standards and quality assurance. In addition, Durham Logistics Academy will be applying the European ISO 9000 quality control procedures to the preparation of all teaching and learning materials supplied to the Academy. Furthermore, The Academy itself is preparing for ISO 9000 accreditation, a process likely to be completed in the second half of 2010. External accreditation by professional bodies will confirm the validity of the practical courses offered at the Academy, this will reinforce the standards and quality of the Academy's provision and its students' attainments.

## Admission Requirements and Procedures

### Admissions

The admissions policy for practical courses sets out the principles and policy which govern the admission of students to the Academy's Practical Programmes.

### Student Administration

The Academic Affairs & Registration Office will be responsible for the administrative processes associated with students' admission, enrolment, assessment and progression. Strict guidelines and principles relating to the privacy and confidentiality of student records will be adhered to.

### Admission Requirements

- International standards decree the individual must be over school leaving age have both the maturity and the ability to operate material handling equipment.
- A working understanding of English is required.

## Financial Policies

Financial policies regarding costs (tuition fees, registration and exam charges and any other training cost are all in the process of being drawn up and will be in place **before the commencement of any commercial activities**.

## Student Services

### Student Rules and Regulations

The following paragraphs are based on students attending courses on the Academy premises. Courses conducted on customers property should attract appropriate standards and behaviour.

#### Rules and Regulations

The Academy has clear policies to set and maintain educational standards for academics and students. These policies include:

- Academy Assessment Policy
- Academy Policy on Academic Misconduct
- Academic Standing, Progression and Exclusion Policy
- Harassment and Discrimination Policy Statement
- Policy on Student Grievances and Appeals

#### Student Identification

Students will be issued with a student number and Academy name tag. This name tag is to be worn whenever the student is in The Academy or representing The Academy on field trips or work placement.

#### Communication with Academy Staff

Students will be able to access Academy staff during usual academic hours by making an appointment or dropping in during staff drop in times. All communication between students and staff will be in English. However, an Arabic/English speaking Counsellor will be available should circumstances require it.

#### Attendance

Academy students are expected to be on time for all classes, tutorials and meetings. If a student misses a class, the Academy must be informed without delay.

All instances of student absence will be reviewed by the Counsellor for Student Welfare.

It is the student's responsibility to obtain the material that was covered in class during the absence, from the appropriate tutor. Homework from missed classes must be completed.

## Contribution in Class

Students are expected to participate in class discussions. Student contributions in the classroom are to be informed by reading and reflection on academic material. Since student participation is an integral component of tutorials, inadequate participation in class discussions will be viewed as academic misconduct.

## Self-directed study

Self-directed study is an integral part of Academy education. The Academy therefore expects students to develop skills to successfully undertake self-directed study. Students are expected to develop a study plan, the skills required to prepare such work independently and to work with very little assistance in completing their studies during self-directed study sessions.

## Homework

Students are expected to complete homework as directed. The work should reflect academic standards and be completed on time.

## Lateness and Absence

If a student is more than ten (10) minutes late to class, they will be marked absent. A warning letter will be issued if they reach **5%** absence level. A second warning letter will be issued if they reach **10%** level. Following the second warning letter, the student will be dismissed if they miss more classes.

## Textbooks/Study guides

Textbooks/study guides are provided to students at the start of each course. Students are responsible for keeping them in good condition. If a student loses his/her textbook, they are expected to buy a replacement at their own cost.

## Smoking policy

The Logistics Academy is a no smoking environment. Smoking will only take place in designated areas.

## Dress code

Students are expected to dress modestly at all times. The clothing must be clean, neat and tidy. **Female students are expected to leave their face uncovered whilst in The Academy.** Students are expected to wear clothes that are appropriate for the activities they will be undertaking. Students must wear closed shoes for all classes in the warehouses and Fork Lift Truck training areas for safety. Students not wearing closed shoes for these classes will be marked absent. Furthermore, students must wear safety footwear, (steel toe caps), when instructed to do so.

## Mobile phones and Electronic devices

The Academy expects students to behave in such a way as to optimize learning. Mobile phones and other electronic equipment (iPods, MP3 player, mini disc player, radios, etc.) that are likely to be disruptive are not to be brought into class.

Students are to store their mobile phones out of sight and turned off. Answering, texting or using either a telephone or electronic device in class will be viewed as misconduct and disciplinary action taken.

## Academic Dishonesty

The Academy's Code of Conduct provides guidance on acceptable standards of student behaviour. The policy on Academic Misconduct states the Academy's expectations of how students should conduct themselves in their academic studies. It identifies conduct that is contrary to these standards, such as cheating, plagiarism, as "academic misconduct". The Policy also states how the Academy will deal with allegations of academic misconduct.

The Academy provides guidance on acceptable standards of student behaviour in order to maintain educational standards for academics and students. It is the students' responsibility to ensure they are familiar with all policies relating to their time at the Academy.

Students are responsible for conducting their studies at The Logistics Academy honestly, ethically and in accordance with the accepted standards of academic conduct.

The Logistics Academy identifies the following actions as academic misconduct:

- Cheating in an examination or assessment item;
- Plagiarism - that is, knowingly presenting another person's work as if it were your own, in an assignment or dissertation;
- The presentation of falsified or improperly obtained data as if it were the result of empirical research;
- Assisting another student in the presentation of their individual work in a way that is unacceptable according to the instructions or guidelines.

The Academy takes strong action against students found guilty of academic misconduct. These actions may **result in an individual being excluded from further study at** The Academy. For further information on the Academy's expectations of how students should conduct themselves in their academic studies refer to the Academic Misconduct Policy.

## Grievances and Appeals

The Academy provides a range of processes whereby students may provide feedback on their experiences, including complaints, such as student surveys, student forums and student feedback web sites. This policy on Student Grievances and Appeals provides the formal mechanism for resolving problems when a student considers that a decision of the Academy or one of its staff or a situation experienced by the student is not in accordance with the expectations or the Academy's rules and policies.

## Privacy and Confidentiality

Student information and academic performance is confidential material and will only be disclosed to staff who need to work with the material. In addition, student's academic performance will only be discussed with the student concerned and their parents, guardians or sponsor. The personal information of staff is confidential and will only be disclosed to other staff members with the approval of a senior manager.

## Computer Access

Students who have computer access will be able to avail themselves of The Academy's electronic resources. All students will be provided with a username, which will be the student's enrolment number and a password. This allows students a safe and secure way of accessing restricted information, such as library electronic journals and databases.

## Counselling Services

The Counsellor for Student Welfare offers support, referral, information and general advice on a wide range of academic and personal matters. In general he/she provides short-term support focused on assisting students to resolve issues, learning problems and solving strategies. The service is open to all of the Academy's students.

## Practical Training Course Descriptions

### MATERIAL HANDLING EQUIPMENT TRAINING

#### Electric Pedestrian / Rider operated Pallet Truck & Pallet Stacker Trucks.

**BITA Truck Groupings:** A1, A2, A3, & A5.

**Course Title:** Basic Operator Course.

**Course Reference** LAP-001

<b>Course Information</b>				
The courses below are designed for the novice operator with little or no experience on this type of equipment.				
<b>Course Code</b>	<b>Instructor/Student Ratio</b>	<b>Duration</b>	<b>Overview</b>	<b>Price</b>
LAP001-1	1 - 3	2 days	A 2 day course aimed at the new user based on a maximum of three students to one instructor.	Price on application
LAP001-2	1 - 3	2½ days	A 2½ day course aimed at the new user based on a maximum of three students to one instructor.	Price on application
LAP001-3	1 - 3	3 days	A 3 day course aimed at the new user based on a maximum of three students to one instructor.	Price on application

<b>Course Information</b>				
The courses below are designed for the existing operator with experience but no formal training on this type of equipment.				
<b>Course Code</b>	<b>Instructor/Student Ratio</b>	<b>Duration</b>	<b>Overview</b>	<b>Price</b>
LAP001-4	1 - 3	1½ days	A 1½ day course aimed at the experienced operator but as had no formal training or testing, based on a maximum of three students to one instructor.	Price on application
LAP001-5	1 - 3	2 days	A 2 day course aimed at the experienced operator but as had no formal training or testing, based on a maximum of three students to one instructor.	Price on application
LAP001-6	1 - 3	2½ days	A 2½ day course aimed at the experienced operator but as had no formal training or testing, based on a maximum of three students to one instructor.	Price on application

<b>Course Information</b>				
The courses below are designed for the existing operator who has been trained and certificated on this type of equipment.				
<b>Course Code</b>	<b>Instructor/Student Ratio</b>	<b>Duration</b>	<b>Overview</b>	<b>Price</b>
LAP001-7	1 - 3	1 day	A 1 day course aimed at the experienced and certificated operator based on a maximum of three students to one instructor.	Price on application

Course applicants must undergo a training assessment to determine their level of experience before gaining access to courses LAP001-4, LAP001-5 and LAP001-6

## MATERIAL HANDLING EQUIPMENT TRAINING

### Machine Type: Electric Pedestrian / Rider Operated Pallet Truck & Pallet Stacker Truck

**Course Objective:** On successful completion of these practical training courses trainees should be able to operate the machine safely and skilfully. They will have practiced manoeuvring the machine both unladen and laden in confined areas, stacked and de-stacked at various levels and will have been instructed in daily pre-use inspection and refuelling procedures. They will also have undergone the appropriate theoretical and practical tests of 'basic operating skills and knowledge' as endorsed by the appropriate accrediting bodies. Successful candidates will be certificated and their employers will receive a written assessment and certificate of attendance.

#### Practical Training will include:

- Introduction to the truck to be used, controls and instruments.  
Starting, moving and stopping the truck
- Steering the truck
- Operation of hydraulic controls
- Traction battery care and maintenance
- Pre-operation inspection and take-over maintenance
- Weight assessment
- Handling unladen and laden pallets/metal constructed unit load carriers
- Driving on/off ramps and inclines
- Stacking/destacking and where applicable to truck type, bulk and industrial pallet racking location systems
- Vehicle loading and unloading from a loading dock environment.

#### Theory Input:

- Engineering principles of the lift truck.
- Lift truck rated capacity.
- Lift truck stability.
- Operator's safety code.
- Introduction to hydraulics.

#### Basic Operating Skills Test:

- Practical Test of basic operating skills
- Practical Test of ability to carry out a Pre-use check
- Associated Knowledge examination.

## MATERIAL HANDLING EQUIPMENT TRAINING

### Rider Counterbalance Lift Truck.

**BITA Truck Groupings:** B1, B2 & B3.

**Course Title:** Basic Operator Course.

**Course Reference** LAP-002

<b>Course Information</b>				
The courses below are designed for the novice operator with little or no experience on this type of equipment.				
<b>Course Code</b>	<b>Instructor/Student Ratio</b>	<b>Duration</b>	<b>Overview</b>	<b>Price</b>
LAP002-1	1 - 3	5 days	A 5 day course aimed at the new user based on a maximum of three students to one instructor.	Price on application
LAP002-2	1 - 2	4 days	A 4 day course aimed at the new user based on a maximum of two students to one instructor.	Price on application
LAP002-3	1 - 1	3 days	A 3 day course aimed at the new user based on a maximum of 1 student to 1 instructor.	Price on application

<b>Course Information</b>				
The courses below are designed for the existing operator with experience but no formal training on this type of equipment.				
<b>Course Code</b>	<b>Instructor/Student Ratio</b>	<b>Duration</b>	<b>Overview</b>	<b>Price</b>
LAP002-4	1 - 3	3 days	A 3 day course aimed at the experienced operator but as had no formal training or testing, based on a maximum of three students to one instructor.	Price on application
LAP002-5	1 - 2	2 days	A 2 day course aimed at the experienced operator but as had no formal training or testing, based on a maximum of three students to one instructor.	Price on application

<b>Course Information</b>				
The courses below are designed for the existing operator who has been trained and certificated on this type of equipment.				
<b>Course Code</b>	<b>Instructor/Student Ratio</b>	<b>Duration</b>	<b>Overview</b>	<b>Price</b>
LAP002-6	1 - 3	1 day	A 1 day course aimed at the experienced and certificated operator based on a maximum of three students to one instructor.	Price on application

Course applicants must undergo a training assessment to determine their level of experience before gaining access to courses LAP002-4 and LAP002-5.

## MATERIAL HANDLING EQUIPMENT TRAINING

### Machine Type: Rider Counterbalance Lift Truck

**Course Objective:** On successful completion of these practical training courses trainees should be able to operate the machine safely and skilfully. They will have practiced manoeuvring the machine both unladen and laden in confined areas, stacked and de-stacked at various levels and will have been instructed in daily pre-use inspection and refuelling procedures. They will also have undergone the appropriate theoretical and practical tests of 'basic operating skills and knowledge' as endorsed by the appropriate accrediting bodies. Successful candidates will be certificated and their employers will receive a written assessment and certificate of attendance.

#### Practical Training will include:

- Introduction to the lift truck to be used
- Controls and instruments
- Starting, moving and stopping the truck
- Steering the truck
- Operation of hydraulic controls
- Pre-use inspection and takeover maintenance
- Weight assessment
- Handling laden and unladen pallets / containers / bulk packs / loads associated with the industry in which the truck is operating
- Driving on/off ramps and inclines
- Driving and operating
- Road vehicle loading and unloading
- Stacking/de-stacking - free-standing and in racking or shelving, to and from vehicles etc.

#### Theory Input:

- Engineering principles of the lift truck
- Lift truck rated capacity
- Lift truck stability
- Operator's safety code
- Introduction to hydraulics.

#### Basic Operating Skills Test:

- Practical Test of basic operating skills
- Practical Test of ability to carry out a Pre-use check
- Associated Knowledge examination.

## MATERIAL HANDLING EQUIPMENT TRAINING

### Rider Reach Lift Truck.

**BITA Truck Groupings:** D1.

**Course Title:** Basic Operator Course.

**Course Reference** LAP-003

<b>Course Information</b>				
The courses below are designed for the novice operator with little or no experience on this type of equipment.				
Course Code	Instructor/Student Ratio	Duration	Overview	Price
LAP003-1	1 - 3	5 days	A 5 day course aimed at the new user based on a maximum of three students to one instructor.	Price on application
LAP003-2	1 – 2	4 days	A 4 day course aimed at the new user based on a maximum of two students to one instructor.	Price on application
LAP003-3	1 - 1	3 days	A 3 day course aimed at the new user based on a maximum of 1 student to 1 instructor.	Price on application

<b>Course Information</b>				
The courses below are designed for the existing operator with experience but no formal training on this type of equipment.				
Course Code	Instructor/Student Ratio	Duration	Overview	Price
LAP003-4	1 - 3	3 days	A 3 day course aimed at the experienced operator but as had no formal training or testing, based on a maximum of three students to one instructor.	Price on application
LAP003-5	1 - 2	2 days	A 2 day course aimed at the experienced operator but as had no formal training or testing, based on a maximum of three students to one instructor.	Price on application

<b>Course Information</b>				
The courses below are designed for the existing operator who has been trained and certificated on this type of equipment.				
Course Code	Instructor/Student Ratio	Duration	Overview	Price
LAP003-6	1 - 3	1 day	A 1 day course aimed at the experienced and certificated operator based on a maximum of three students to one instructor.	Price on application

Course applicants must undergo a training assessment to determine their level of experience before gaining access to courses LAP003-4 and LAP003-5.

## MATERIAL HANDLING EQUIPMENT TRAINING

### Machine Type: Rider Reach Lift Truck

**Course Objective:** On successful completion of these practical training courses trainees should be able to operate the machine safely and skilfully. They will have practiced manoeuvring the machine both unladen and laden in confined areas, stacked and de-stacked at various levels and will have been instructed in daily pre-use inspection and refuelling procedures. They will also have undergone the appropriate theoretical and practical tests of 'basic operating skills and knowledge' as endorsed by the appropriate accrediting bodies. Successful candidates will be certificated and their employers will receive a written assessment and certificate of attendance.

#### Practical Training will include:

- Introduction to the lift truck to be used
- Controls and instruments
- Starting, moving and stopping the truck
- Steering the truck
- Operation of hydraulic controls
- Pre-use inspection and takeover maintenance
- Weight assessment
- Handling laden and unladen pallets / containers / bulk packs / loads associated with the industry in which the truck is operating
- Driving on/off ramps and inclines
- Driving and operating
- Road vehicle loading and unloading
- Stacking/de-stacking - free-standing and in racking or shelving, to and from vehicles etc.

#### Theory Input:

- Engineering principles of the lift truck
- Lift truck rated capacity
- Lift truck stability
- Operator's safety code
- Introduction to hydraulics.

#### Basic Operating Skills Test:

- Practical Test of basic operating skills
- Practical Test of ability to carry out a Pre-use check
- Associated Knowledge examination.

## MATERIAL HANDLING EQUIPMENT TRAINING

### Very Narrow Aisle Lateral Stacking Lift Truck.

**BITA Truck Groupings:** F1 & F2.

**Course Title:** Basic Operator Course.

**Course Reference** LAP-004

<b>Course Information</b>				
The courses below are designed for the novice operator with little or no experience on this type of equipment.				
<b>Course Code</b>	<b>Instructor/Student Ratio</b>	<b>Duration</b>	<b>Overview</b>	<b>Price</b>
LAP004-1	1 - 3	5 days	A 5 day course aimed at the new user based on a maximum of three students to one instructor.	Price on application
LAP004-2	1 – 2	4 days	A 4 day course aimed at the new user based on a maximum of two students to one instructor.	Price on application
LAP004-3	1 - 1	3 days	A 3 day course aimed at the new user based on a maximum of 1 student to 1 instructor.	Price on application

<b>Course Information</b>				
The courses below are designed for the existing operator with experience but no formal training on this type of equipment.				
<b>Course Code</b>	<b>Instructor/Student Ratio</b>	<b>Duration</b>	<b>Overview</b>	<b>Price</b>
LAP004-4	1 - 3	3 days	A 3 day course aimed at the experienced operator but as had no formal training or testing, based on a maximum of three students to one instructor.	Price on application
LAP004-5	1 - 2	2 days	A 2 day course aimed at the experienced operator but as had no formal training or testing, based on a maximum of three students to one instructor.	Price on application

<b>Course Information</b>				
The courses below are designed for the existing operator who has been trained and certificated on this type of equipment.				
<b>Course Code</b>	<b>Instructor/Student Ratio</b>	<b>Duration</b>	<b>Overview</b>	<b>Price</b>
LAP004-6	1 - 3	1 day	A 1 day course aimed at the experienced and certificated operator based on a maximum of three students to one instructor.	Price on application

Course applicants must undergo a training assessment to determine their level of experience before gaining access to courses LAP004-4 and LAP004-5.

## **MATERIAL HANDLING EQUIPMENT TRAINING**

### **Machine Type: Very Narrow Aisle Lateral Stacking Lift Truck**

**Course Objective:** On successful completion of these practical training courses trainees should be able to operate the machine safely and skilfully. They will have practiced manoeuvring the machine both unladen and laden in confined areas, stacked and de-stacked at various levels and will have been instructed in daily pre-use inspection and refuelling procedures. They will also have undergone the appropriate theoretical and practical tests of 'basic operating skills and knowledge' as endorsed by the appropriate accrediting bodies. Successful candidates will be certificated and their employers will receive a written assessment and certificate of attendance.

#### **Practical Training will include:**

- Introduction to the lift truck
- Driving the lift truck
- Manoeuvring the lift truck unladen
- Manoeuvring the lift truck laden
- Use of hydraulic controls
- Drive the lift truck in narrow aisles under automatic guidance
- Pre-use inspection and records
- Traction battery care and maintenance
- Carry out a pre-use inspection
- Pick up and set down wooden pallets and pallet stacks
- Pick up and set down loads using the man-up function
- Pick up and set down loads in industrial racking
- Development training – all operations
- Handling awkward loads.

#### **Theory Input:**

- Engineering principles of the lift truck
- Lift truck rated capacity
- Lift truck stability
- Operator's safety code
- Introduction to hydraulics.

#### **Basic Operating Skills Test:**

- Practical Test of basic operating skills
- Practical Test of ability to carry out a Pre-use check
- Associated Knowledge examination.

## MATERIAL HANDLING EQUIPMENT TRAINING

### Very Narrow Aisle Order Picking Lift Truck.

**BITA Truck Groupings:** E2 & E3.

**Course Title:** Basic Operator Course.

**Course Reference** LAP-005

<b>Course Information</b>				
The courses below are designed for the novice operator with little or no experience on this type of equipment.				
<b>Course Code</b>	<b>Instructor/Student Ratio</b>	<b>Duration</b>	<b>Overview</b>	<b>Price</b>
LAP005-1	1 - 3	5 days	A 5 day course aimed at the new user based on a maximum of three students to one instructor.	Price on application
LAP005-2	1 - 2	4 days	A 4 day course aimed at the new user based on a maximum of two students to one instructor.	Price on application
LAP005-3	1 - 1	3 days	A 3 day course aimed at the new user based on a maximum of 1 student to 1 instructor.	Price on application

<b>Course Information</b>				
The courses below are designed for the existing operator with experience but no formal training on this type of equipment.				
<b>Course Code</b>	<b>Instructor/Student Ratio</b>	<b>Duration</b>	<b>Overview</b>	<b>Price</b>
LAP005-4	1 - 3	3 days	A 3 day course aimed at the experienced operator but as had no formal training or testing, based on a maximum of three students to one instructor.	Price on application
LAP005-5	1 - 2	2 days	A 2 day course aimed at the experienced operator but as had no formal training or testing, based on a maximum of three students to one instructor.	Price on application

<b>Course Information</b>				
The courses below are designed for the existing operator who has been trained and certificated on this type of equipment.				
<b>Course Code</b>	<b>Instructor/Student Ratio</b>	<b>Duration</b>	<b>Overview</b>	<b>Price</b>
LAP005-6	1 - 3	1 day	A 1 day course aimed at the experienced and certificated operator based on a maximum of three students to one instructor.	Price on application

Course applicants must undergo a training assessment to determine their level of experience before gaining access to courses LAP005-4 and LAP005-5.

## MATERIAL HANDLING EQUIPMENT TRAINING

### Machine Type: Very Narrow Aisle Order Picking Lift Truck

**Course Objective:** On successful completion of these practical training courses trainees should be able to operate the machine safely and skilfully. They will have practiced manoeuvring the machine both unladen and laden in confined areas, stacked and de-stacked at various levels and will have been instructed in daily pre-use inspection and refuelling procedures. They will also have undergone the appropriate theoretical and practical tests of 'basic operating skills and knowledge' as endorsed by the appropriate accrediting bodies. Successful candidates will be certificated and their employers will receive a written assessment and certificate of attendance.

#### Practical Training will include:

- Introduction to the lift truck
- Driving the lift truck
- Manoeuvring the lift truck unladen
- Manoeuvring the lift truck laden
- Use of hydraulic controls
- Drive the lift truck in narrow aisles under automatic guidance
- Pre-use inspection and records
- Traction battery care and maintenance
- Carry out a pre-use inspection
- Pick up and set down wooden pallets and pallet stacks
- Pick up and set down loads using the man-up function
- Pick up and set down loads in industrial racking
- Development training – all operations
- Handling awkward loads.

#### Theory Input:

- Engineering principles of the lift truck
- Lift truck rated capacity
- Lift truck stability
- Operator's safety code
- Introduction to hydraulics.

#### Basic Operating Skills Test:

- Practical Test of basic operating skills
- Practical Test of ability to carry out a Pre-use check
- Associated Knowledge examination.

## **Appendices**

### **Appendix A**

#### **Administration**

The administration of The Logistics Academy in Abu Dhabi endeavours to fulfil the academy's Mission in terms of both academic excellence and attention to the student as an "individual". Operatively, this entails the enforcement of academic policies and procedures, the availability of staff for counselling and advisement, and a general sense of fairness in all dealings.

#### **Mr. Philip Chaganis OBE, MCILT, MInstLM**

*Academy Director*

B.A. Cranfield University (RMCS 1982)

#### **Mr. Frank R. Bogart MCILT**

*Chief Academic Officer*

M.A. (1982), Webster University; B.Sc. (1976), University of Maryland; Cert Ed (2003), Anglia Polytechnic University

#### **Mr R L Waller JP, MIOD**

*Senior Manager Academy Support Services*

CIPD (1994) University of North London; HND (1978), Telecommunications Royal School of Signals

#### **Mr. Roger L. McMurray**

*Senior Manager Quality Assurance*

MBA. (1975), Florida International University, B.B.A. (1974), Florida International University, State of Florida; Cert. Ed. (1975), F.E.X. (1980) Flight International

#### **Academic Heads of Staff**

#### **Mr. Eric Mobey**

*Head of Curriculum Development, Accreditation and Assessment*

MBA (2008), The University of Liverpool;

Cert Ed (2001), Liverpool John Moores University;

B.A.(Hons) (1990), Liverpool John Moores University;

MCIT (1980) Liverpool John Moores University;

HND (1979), Liverpool Polytechnic

**Mrs. Mary Robinson**

*Head of Academic Studies*

B.Sc (1978), University of Natal (S.Africa), HDE (1979), University of Natal, (S.Africa)

**Andy Thomas**

*Head of Logistics Practical Studies*

IOSH Diploma Pt1 Managing Environmental Responsibilities (2008),

C&G 7303 PTTLS (2007) Teesside

NEBOSH – General Certificate (2006) Salisbury

Dangerous Goods Safety Advisor (2006) Teesside

Chartered Management Institute level 6/7 ongoing

**Dr. Nazar Younis**

*Head of Logistics Program Studies*

PhD. Industrial Engineering (1986), The Pennsylvania State University;

MSc. Industrial Engineering (1977), The Pennsylvania State University;

B.Sc. Chemical Engineering (1966), Baghdad University

**Faculty**

**Mr. Mohanned Albis**

*Teacher in Information Technology*

MSc. (2008), New South Wales University; B.Sc (2000), Al-Bayt

University; Higher Diploma, (2001), Jordan University

**Miss Fida Al Mawed**

*Teacher in Mathematics*

B.Sc. (1995), Beirut Arab University; Diploma (2008), VTC, ICDL, Abu Dhabi

**Mr. David Ayers MBE MCILT**

*Senior Tutor in Logistics*

Military Professional Logistics Training (1982) RAF College Cranwell, UK

**Mr. Shane Craven**

*Instructor in Practical Studies*

ITSSAR Instructor (2003), Durham UK; Level 3 Certificate in Management (CMI)

**Mr. Nicholas De Payer**

*Teacher in Mathematics*

B.Sc. (1981), Mathematics, University of York; City and Guilds Teacher's Certificate (1993), City of Westminster College, London

**Mr. Roland Hempel**

*Teacher in English*

B.A. (2004), University of Liverpool; Advanced Diploma (2005), Institute of Chartered Management, Ireland

**Mr. Ahmad Mohammad**

*Teacher in English*

B.A. (1996), Ain Shams University; Post Graduate Diploma, (2000), Ain Shams University

**Mr. Hiralal Sath**

*Senior Tutor Logistics*

M.A. (2006), University of Greenwich

**Mr. Joseph Scragg**

*Chief Instructor*

ITSSAR Tutor (2007), Warrington UK; City and Guilds level 4 NVQ Training & Development (2001), Bedford UK; City and Guilds Teacher's Certificate (1996) Bedford UK

**Samiha Yasbeck**

*Teacher in English*

Diploma (1979), American University of Beirut; License in English Language and Literature (1977), Lebanese University; ICDL, UNRWA (2005)

## Appendix B

### Academic Calendar 2009-2010

#### Semester 1 (2009) Logistics Academy

Academic Week Dates (Sun-Thurs)	Academic Week #	Training Days	Activity / Comments
<b>Sun 23 Aug 2009</b>			<b>Academy staff – return to work</b>
During Aug			New staff induction
During Aug			Staff Development Days
23 -27 Aug		3	New student induction – dates TBC
<b>Sun 30 Aug</b>			<b>Semester 1 classes begin</b>
30 Aug-3 Sep	1	5	
6-10 Sep	2	5	
13-17 Sep	3	5	
20-24 Sep	4	3	Eid Al Fatr holiday Sat-Mon 19-21 Sep (TBC)
27 Sep-1 Oct	5	5	
4-8 Oct	6	5	
11-15 Oct	7	5	
18-22 Oct	8	5	
25-29 Oct	9	5	
1-5 Nov	10	5	
8-12 Nov	11	5	
15-19 Nov	12	5	
22-26 Nov	13	3	Arafat & Eid Al Adha holiday Wed-Sat 25-28 Nov (TBC)
29 Nov-4 Dec	14	1-3 (TBC)	Wed 2 Nov – National Day holidays (TBC)
6-10 Dec	15	5	
13-17 Dec	16	4	Thu 17 Dec Hijri New Year (TBC)
20-24 Dec	17	5	
27-31 Dec	18	5	Includes Semester 1 exams
3-7 Jan 2010	19	5	
10-14 Jan	20	5	Includes Exam resit classes and exams
<b>Thurs 14 Jan</b>			<b>End of Semester 1</b>
<b>Semester 1 Total Training Days:</b>		<b>96</b>	

## Semester 2 (2010) Logistics Academy

Academic Week Dates (Sun-Thurs)	Academic Week #	Training Days	Activity / Comments
Sun 31 Jan			Semester 2 classes begin
During Feb			Student Open Day
31 Jan-4 Feb	1	5	
7-11 Feb	2	5	
14-18 Feb	3	5	
21-25 Feb	4	4	Wed 24 Feb – Birth of Prophet holiday (TBC)
28 Feb-4 Mar	5	5	
7-11 Mar	6	5	
14-18 Mar	7	5	
21-25 Mar	8	5	
28 Mar-1 Apr	9	5	
4-8 Apr	10	-	Mid-Semester Recess
11-15 Apr	11	5	
18-22 Apr	12	5	
25-29 Apr	13	5	
2-6 May	14	5	
9-13 May	15	5	
16-20 May	16	5	
23-27 May	17	5	
30 May-3 Jun	18	5	Includes Semester 2 exams
6-10 Jun	19	5	
13-17 Jun	20	5	Includes Exam resit classes and exams
<b>Thurs 17 Jun</b>			<b>End of Semester 2</b>
<b>Semester 2 Total Training Days:</b>		<b>94</b>	
<b>Academic Year Training Days:</b>		<b>190</b>	

### Notes:

1. Total training days number offered (190 days) is for planning purposes.
2. Known Ramadan dates are Fri 21 Aug - Sat 19 Sep 09. This will affect Student Induction and Academic weeks 1-3 of Semester 1.
3. Public Holidays are determined by the relevant authorities. Islamic Holidays are determined after sighting the moon. Thus, the actual dates may not coincide with the dates in this calendar. In the event of loss of teaching days due to unscheduled closings the teaching semester(s) may be extended into the study and examination period.
4. The Academy will announce officially any closure on a religious or public holiday to the students. If there are any scheduled classes that cannot be delivered due to a religious holiday, the classes will be re-scheduled accordingly.
5. Mid-semester 2 recess included after 9 weeks.
6. Semester exams, resit classes and exam resits included within the semester programme.