



Leading Education and Training in
Shipping and International Trade

SHIPPING, IMPORT/EXPORT AND LOGISTICS COURSE LIST 2008 - 2009

ONE-DAY COURSES AT THE CONFERENCE CENTRES OF ITS TRAINING SERVICES

The Business of Shipping and Logistics

Designed for newcomers to the industry and suitable for all disciplines, this provides an invaluable addition to a company's induction process as well as standing alone as a useful introduction to the sector.

<u>Location</u>	<u>Dates</u>		<u>Course codes</u>
	2008	2009	
Felixstowe	30 Sept '08	27 Jan 19 May	29 Sep BSL100F
Hull	3 Oct '08	30 Jan 22 May	02 Oct BSL100H
Liverpool	2 Oct '08	29 Jan 21 May	01 Oct BSL100L

The Export Process

Designed for exporters; export sales personnel; sales administration staff and finance personnel, this course examines the total export process from initial enquiry from the overseas customer to final dispatch and payment.

<u>Location</u>	<u>Dates</u>		<u>Course codes</u>
	2008	2009	
Felixstowe	28 Oct '08	21 April 27 Oct	TEP200F
Hull	31 Oct '08	24 April 30 Oct	TEP200H
Liverpool	30 Oct '08	23 April 29 Oct	TEP200L

The Import Process and Customs Clearance

Designed for personnel involved with the international import trade from buying, through finance and administration, to transport and warehousing, this course examines the total import process, including customs clearance.

<u>Location</u>	<u>Dates</u>		<u>Course codes</u>
	2008	2009	
Felixstowe	11 Nov '08	12 May 10 Nov	TIP200F
Hull	14 Nov '08	15 May 13 Nov	TIP200H
Liverpool	13 Nov '08	14 May 12 Nov	TIP200L

Introduction to Documentary Letters of Credit and Methods of Obtaining Payment

This course is designed for all staff involved in obtaining payment for goods, especially those involved in shipping line and freight forwarding activities as well as export sales, administration and finance. It examines the total payment process involved in international trade, including security of payment.

<u>Location</u>	<u>Dates</u>		<u>Course codes</u>
	2008	2009	
Felixstowe	14 Oct '08	10 Feb 13 Oct	DLC200F
Hull	17 Oct '08	13 Feb 16 Oct	DLC200H
Liverpool	16 Oct '08	12 Feb 15 Oct	DLC200L

Bills of Lading and the Carriage of Goods By Sea Act (COGSA)

Designed for new entrants to the industry or those with six months' experience, this course provides an understanding of the different types of documents and their function. The workshop contained in this course includes completion of bills of lading. Other training includes clauses, title to goods, endorsement and process. The participants will also receive an overview of the Carriage of Goods by Sea Act, which is directly linked to the Bill of Lading Act.

<u>Location</u>	<u>Dates</u>			<u>Course codes</u>
	2008	2009		
Felixstowe	18 Nov '08	3 March 2 June	17 Nov	BLC200F
Hull	21 Nov '08	6 March 5 June	20 Nov	BLC200H
Liverpool	22 Nov '08	5 March 4 June	19 Nov	BLC200L

INCOTERMS 2000 and the Law of Contract

Designed for all staff involved in the movement of goods, this course contains valuable information concerning the responsibilities of the parties involved in the movement of goods to 95% of world destinations. The course includes the consequences of misusing INCOTERMS and the relationship between the original terms and those contained in the 2000 update; an overview of the law of contract offer /acceptance; methods of increasing freight and similar charges; dealing with consequential loss and being in control when things go wrong.

<u>Location</u>	<u>Dates</u>		<u>Course codes</u>
	2008	2009	
Felixstowe	16 Sept '08	20 Jan 15 Sept	INC200F
Hull	19 Sept '08	23 Jan 18 Sept	INC200H
Liverpool	18 Sept '08	22 Jan 17 Sept	INC200L

Road Traffic Office including EU Drivers' Hours Regulations (561/2006)

This course deals with the functions and documentation of a busy traffic office, including national and international European geography; main transit routes; documentation and the legal requirements when trading in Europe under CMR conditions. RHA trading terms are also covered in this course through a workshop, which includes vehicle planning. An overview of the EU Drivers' Hours Regulations that came into force on 11 April 2007 is also covered.

<u>Location</u>	<u>2008</u>	<u>Dates</u>	<u>2009</u>	<u>Course codes</u>
Felixstowe	4 Nov '08	17 March	3 Nov	RTO200F
Liverpool	6 Nov '08	19 March	5 Nov	RTO200L

Marine Insurance

This course examines the liabilities of all parties involved in the transport chain and is designed for surveyors and claims staff as well as managerial staff concerned with damage and loss prevention.

<u>Location</u>	<u>2008</u>	<u>Dates</u>	<u>2009</u>	<u>Course codes</u>
Felixstowe	2 Dec '08	24 Feb	1 Dec	MIS200F

Office Skills – Effective Telephone Techniques and Business Meetings

This course is designed for all office staff wishing to work on their communication skills. One half day will be dedicated to improving telephone communications with customers, including handling difficult customers and offering solutions to problems. The second half of the day will concentrate on effective business meetings, including discussion techniques, chairing meetings and writing agendas and minutes.

<u>Location</u>	<u>2008</u>	<u>Dates</u>	<u>2009</u>	<u>Course codes</u>
Felixstowe	11 Sept '08	12 March	10 Sept	OSC200F

Social Skills

Designed for everyone wishing to improve their social skills as a means to impress important customers – from mastering the dinner table, through sending the correct non-verbal signals to conducting professional, constructive discussions.

<u>Location</u>	<u>2008</u>	<u>Dates</u>	<u>2009</u>	<u>Course codes</u>
Felixstowe	25 Sept '08	26 March	24 Sept	SSC200F

Written Communication

Designed for staff wishing to improve their written communication skills, this course focuses in great detail on letter writing. Other forms of business writing will also be discussed extensively, including faxes; e-mails; memos and reports. In addition, the course will address common spelling and punctuation errors as a means of highlighting correct language use.

<u>Location</u>	<u>Dates</u>	<u>Course codes</u>	
	2008	2009	
Felixstowe	4 Sept '08	19 Feb 3 Sept	WCC200F

Successful Presentations

This course is designed for staff wishing to improve their presentation skills. The focus is on developing know-how and skills toward preparing and delivering effective presentations while using the correct body language and making appropriate use of visual aids. In addition, the course will introduce the use of Microsoft PowerPoint as an effective means of writing and delivering contemporary, visually stylish presentations. Participants will have the opportunity to create their own presentation in PowerPoint.

<u>Location</u>	<u>Dates</u>	<u>Course codes</u>	
	2008	2009	
Felixstowe	4 Dec '08	23 April 3 Dec	SPC200F

Performance Review & Appraisal Meetings

This course is designed for managers and supervisors who carry out performance review or appraisals with their staff. It provides a forum to examine issues around performance review and to identify the interpersonal skills required to manage successful appraisal meetings.

<u>Location</u>	<u>Dates</u>	<u>Course codes</u>	
	2008	2009	
Felixstowe	25 Nov '08	24 March 24 Nov	PRA200F

EACH COURSE COSTS £195 + VAT PER DELEGATE AND PRICES INCLUDE ALL COURSE MATERIAL, A LIGHT LUNCH AND A CERTIFICATE OF ATTENDANCE

COURSE TIMES: 9.30am – 4.30pm

Courses and topics can be tailored to meet your company's requirements and provided on your premises. Fees are £1170 + VAT per day plus a charge of £195 + VAT per delegate for more than 6 (up to 12 delegates per course). There may also be a charge for tutor travel and accommodation, depending on the course venue.

A DETAILED PROFILE OF EACH COURSE CAN BE VIEWED ON OUR WEBSITE

www.itstraining.co.uk

Contact us: telephone 08456 12 33 44 (local rate)

or E-mail info@itstraining.co.uk