

The Prologis Warehouse and Logistics Training Program

The partnership of Prologis and Goodwill Supply Chain Academy has set out to deliver a first for UK program of education aimed at attracting talent to the logistics and supply chain sector, whilst recognising the need to upskill existent workforces. The program is delivered in a blended manner which takes traditional face-face workshops merged with engaging digital learning methods.

Based in Northamptonshire Goodwill Solutions CIC are the UK's leading vertically integrated socially geared logistics (*Goodwill Supply chain solutions*), education (*Goodwill Supply chain academy*) and recruitment (*Goodwill people solutions*) business. We are a multi-award-winning organisation, with a reputation for exceptional customer service, all underpinned with a social impact ethos.

Through our unique combination of extensive applied logistic sector experience, specialist learning and development, and recruitment capabilities, we have been able to combine programs of learning to support a diverse range of job seekers in their quest to secure sustained employment. We achieve this through a blend of sector-based employability programs, industry specific accredited qualifications and OfQual Regulated qualification framework (RQF) vocational training, all connected to employer partnerships supporting socially led outcomes to sustainable employment.



The program currently offers two elements ‘**entry**’ and ‘**development**’:

Entry - Level 2 Award in Principles of Warehousing

Who

This program is aimed at entry level or career swappers, looking to begin their career within the logistics and supply chain sector. Particular focus is placed upon demographics and sectors of the community that have traditionally not considered a career in the sector.

How

Blended flexible tutor-Supported Learning, comprising hours of 33 guided and self-study learning hours:

- Operating in a safe workplace environment
- Customer service (internal/external)
- Effective communication skills
- Conflict resolution in the workplace
- Participatory active listening
- Managing relationships
- Emotional intelligence
- Principles of quality control
- Introduction to Materials handling equipment
- Lean principles
- Problem solving in an operational context
- Product handling and storage

In addition there is 101 hours of directed study, where learners move into a supported work based learning process. Outputs from this approach create critical thinkers in the workplace, and enable organisations to use assessment methods to embed change within their operations.

Develop- Level 5 Award Logistics Leadership & Management

Who

This program is aimed at incumbent workers who have a base level understanding of logistics and supply chain operations, but wish to develop into the leaders of the future. The program has a key focus on creating social value for learners and organisations. As such it is particularly aimed at those who may shy away from traditional academic study, and is designed to foster confidence and critical thinking in developing organizational succession planning strategies.

How

Blended flexible tutor-Supported Learning, comprising hours of 24 guided learning hours, where participants are classroom based interactive workshops covering the following indicative content:

Workshop Masterclass content

- Emotional intelligence
- Empathetic approaches to supervision
- Communication styles
- Conflict resolution models
- Leadership styles
- Operations Management (resource and capacity planning)

Blended (online) content

- Quality control principles
- Principles of material flow
- Inventory control
- Logistics economics & efficiency
- Evolution of logistics
- Lean principles
- Problem solving

In addition there is 46 hours of directed study, where learners move into a self-study mode based on a company challenge. Outputs from this approach create critical thinkers in the workplace, and enable organisations to use assessment methods to embed change within their operations.

Talent acquisition

The talent acquisition process, which works alongside the learner development, centres around a tailored approach to sourcing, vetting, training and inducting resource into specialist functions. This process is carried out in partnership to internal HR team and Learning & development functions, ensuring that a relationship approach is taken with achieving robust outcomes relating recruitment, development and retention.

In summary

The end to end approach of pulling talent through the journey of learning, enables tailored programs of education to meet industry needs. The program ethos of weaving social value throughout, means all stakeholders benefit from a targeted approach of addressing skills development interventions, and building sustained employment.