

Welcome to DLC Training

Who we are

DLC Training is the UK's leading provider of distance learning courses. We are renowned for our industry expertise, our unrivalled support packages and our dedication to helping each and every learner, achieve the qualifications they need to succeed. With a student pass rate of 98.6% our results speak for themselves. Choosing the right training provider is vitally important in ensuring you get the most out of your learning and benefit from studying for a professional qualification. DLC work with leading professional institutes to provide the highest quality of training to our students. With qualifications from level 1 to level 7 we can support individuals at every stage of their professional development journey.

Studying with us

From the first time you speak with the DLC Training team, throughout your training and beyond, you can study safe in the knowledge that our team of experts are supporting you every step of the way. Our highly qualified course advisers will assist you with choosing the right course for you. When you begin your studies our experienced mentors are on hand to enhance your learning journey, while guiding you through your training, and our team of industry expert tutors, who have decades of experience in their specialist subjects, will use their knowledge and understanding to provide insight and explanations to any questions you may have, mark the work you submit, and produce detailed and constructive feedback to support you with your studies.



Why DLC?



Distance learning is quickly gaining prominence amongst adult learners, and it's easy to see why. Studying a distance learning course offer the opportunity to enhance your career prospects and expand your earning potential, whilst benefiting from freedom and flexibility.

Here are just a few of the reasons why you should choose flexible study with DLC Training;

- **Number 1 UK provider** of distance learning qualifications
- **Dedicated team of Industry expert tutors** delivering qualifications from level 1 to 7
- Outstanding results with a student **pass rate of 98.6%**
- **Internationally recognised** qualifications
- Carefully selected **leading Institutes**
- **Chosen training partner** for **world renowned** organisations
- Students actively studying in over **70 countries**

Your Course Information

IoSCM Level 2 Award, Certificate, Diploma Management and Business

Aim of the course

The IoSCM management an business academy is dedicated to helping those within the management industry develop and grow their knowledge and expertise. This level 2 qualification means whether you are new to the industry, or are at an operator level, here at IoSCM we can still develop and teach you valuable topics which you can apply to your career/business.

Can I enrol on this course?

You can enrol on this course if you work within a **operator role**, have a **level 1 qualification or higher**, or you have **relevant experience**.

Passing the course, whats involved?

The course has three main pathways consisting of a totally flexible approach to choice of unit. These pathways are shown below.

AWARD - Learners need to complete any **1 core unit** to achieve this qualification.

CERTIFICATE - Learners need to complete any **1 core unit** and **any other 2 units** to achieve this qualification.

DIPLOMA - Learners need to complete any **1 core unit** and **any other 3 units** to achieve this qualification.



Level 2 is equivalent to a GCSE A*-C qualification

Assessment Methods

IoSCM offer four main study methods to complete your qualification, depending on which approach is the most suitable for the individual. For each learning outcome of your unit, you can decide which route to use in order to pass the criteria. This is IoSCM's Blended Approach

Past Experience - Use examples of your previous work as evidence that you've achieved a specific learning outcome in the past within a past or current job role.

Work Based Learning - As the majority of students work full time, the work based learning approach is the most suitable and convenient. Use your current working environment, colleagues and senior management as the foundation of your work.

Traditional Online Study - IoSCM's online learning platform allows you to complete units in the traditional way. With have a huge array of study materials online for you to read, study and complete an assignment based on what you've learnt.

Research and Reference - The institute also accept a learner's own research in order to pass units. You may choose this particularly academic approach to achieve learning outcomes if you're familiar with writing structured, formal assignments and referencing your work.



Your Course Information

IoSCM Level 2 Award, Certificate, Diploma Management and Business

Core Units

Team Leader

- Teams and Groups
- Team Development
- Team Roles
- Leadership Styles

Optional Units

Introduction to Sales

- Sales environments
- Characteristics of sales market
- Unique selling points
- Market position and competition
- Product, customer and sales focus
- Barriers to achieving customer focus
- Effective time management
- Role and use of IT in sales
- Different media used in customer communication

Introduction to Business

- Range of Business
- Business Functions and Departments
- Communication in Business
- Quality Management Systems
- The Customer
- Organisational Resources

Introduction to Customer Service

- Customer Service
- Cultures of Customers
- Points in a Customer Care Policy
- Evaluating Customer Service
- Using Customer Feedback

Effective HR Practices

- Knowledge, skills and behaviour of effective HR
- HR Services
- Development needs
- Continuous Professional Development (CPD)

Introduction to Account Management

- Duties of account management
- Attributes of a key account
- Role of an account manager
- Account management language
- Client/consultant life cycle
- Common problems and difficult clients
- Strategy for key accounts
- SWOT client analysis
- Setting goals and objectives

Introduction to Supply Chain

- Supply Chain
- Successful Supply Chains
- Relationships between the Links of a Supply Chain
- Roles Organisations Play

Your Course Information

IoSCM Level 2 Award, Certificate, Diploma Management and Business

Optional Units

Introduction to Warehousing and Inventory

- Inventory
- Control Inventory Levels
- Types of Costs
- Location Coding
- Warehouse

Introduction to Purchasing

- Functions of a Purchasing System
- Stages of the Life Cycle
- Stages of the Purchasing Process
- Methods Used to Gain Information
- Supplier Development

Introduction to Movement of Goods

- Types of Goods
- Safe Handling of Goods
- Movement Methods
- Appropriate Modes of Transport

Introduction to Manufacturing Planning and Control

- Business Core Function
- Manufacturing Process Components
- Support Functions
- Manufacturing Requirements
- Information Required
- Production Planning
- Improvement Technique

Introduction to Logistics

- Logistics Type
- Service
- Supply Chain in a Logistics Environment
- Types of Logistics Activities

Introduction to International Trade and Freight

- Trade
- Freight
- Goods Identification
- Freight Organisations
- Trade Legislation and Regulations

Your Course Information

IoSCM Level 3 Award, Certificate, Diploma Management and Business

Aim of the course

The IoSCM management academy is dedicated to helping those within the management industry develop and grow their knowledge and expertise. This level 3 qualification means whether you have previously studied a lower level qualification or have experience working as a team leader, here at IoSCM we can still develop and teach you valuable topics which you can apply to your career/business.

Can I enrol on this course?

You can enrol on this course if you work within a **supervisor role**, have a **level 2 qualification or higher**, or you have **relevant experience**.

Passing the course, whats involved?

The course has three main pathways consisting of a totally flexible approach to choice of unit. These pathways are shown below.

AWARD - Learners need to complete any **1 core unit** to achieve this qualification.

CERTIFICATE - Learners need to complete any **1 core unit** and **any other 2 units** to achieve this qualification.

DIPLOMA - Learners need to complete any **1 core unit** and **any other 3 units** to achieve this qualification.



Level 3 is equivalent to a AS or A level qualification

Assessment Methods

IoSCM offer four main study methods to complete your qualification, depending on which approach is the most suitable for the individual. For each learning outcome of your unit, you can decide which route to use in order to pass the criteria. This is IoSCM's Blended Approach

Past Experience - Use examples of your previous work as evidence that you've achieved a specific learning outcome in the past within a past or current job role.

Work Based Learning - As the majority of students work full time, the work based learning approach is the most suitable and convenient. Use your current working environment, colleagues and senior management as the foundation of your work.

Traditional Online Study - IoSCM's online learning platform allows you to complete units in the traditional way. With have a huge array of study materials online for you to read, study and complete an assignment based on what you've learnt.

Research and Reference - The institute also accept a learner's own research in order to pass units. You may choose this particularly academic approach to achieve learning outcomes if you're familiar with writing structured, formal assignments and referencing your work.



Your Course Information

IoSCM Level 3 Award, Certificate, Diploma Management and Business

Core Units

Business Improvement Techniques

- Need and application of business improvement
- Improvement activities
- Improvement activities resources
- Communication

Business

- Range of business
- Business functions and departments
- Quality management systems
- Communication
- Legislation
- Health and safety
- Marketing

Optional Units

Leadership

- Leaders
- Objectives
- Leadership Theory
- Leaders mistakes/challenges
- Communication

Improving Team Performance

- Team Development
- Effective characteristics
- Issues encountered
- Team building
- Team evaluation

Customer Service

- Customers
- Standards
- Improvements
- Policies and procedures
- Barriers to dealing with customer complaints

Sales Fundamentals

- Importance of up-to-date information for sales planning
- Benefits and risks of information sources
- Limitations of sales related information
- Sources of information
- Collation of information
- Analytical protocol
- Provision of sales related information for target audiences

HR Management

- The Meaning and Importance of Human Resource Management (HRM)
- The Meaning and the Role of Human Resource Planning (HRP) in Organisations
- The Meaning of Human Resource Development (HRD)
- The Recruitment and Selection Process

Learning and Development within the Workplace

- Learning and Development preparation
- Positive environment
- Communication techniques
- Engagement of learners
- Monitoring

Your Course Information

IoSCM Level 3 Award, Certificate, Diploma Management and Business

Optional Units

Key Account Management

- Strategic, relationship, tactical development
- Team facilitation
- Leadership
- Loyalty
- Sustainability
- Long term business relationship
- Resource Management
- Strategic direction
- Team development

Transport Planning Operations

- Role of transport
- Transport
- Principles of transport planning
- Legislation and regulations
- Health and safety measures
- Transport equipment

Ports and Shipping

- Types of ports
- Port functions
- Seaport connection and transshipment
- Maritime network considerations
- Port considerations

Inventory Processes

- Inventory
- Purpose of inventory
- Inventory control process
- Alternatives to holding inventory

Basic Finance Costing

- Role of costing systems in organisations
- Recording and analysing cost information
- Apportion costs

Supply Chain Operation

- The supply chain
- Relationships
- Supply chain components
- Logistics
- Integrated systems

Manufacturing and Production

- Organising production
- Level of demand
- Competitors
- Sales forecasting
- Production planning
- Planning using buffer stocks

Freight

- Role of freight
- Transport
- Route plan
- Environmental
- External influences
- Legislative

Warehousing Operations

- Warehouse Departments
- Bridge Between Supply and Demand
- Warehouse Management Systems (WMS)
- Types of Warehouses
- Warehouse Location Factors

Purchasing Processes

- Organisations involved in the purchasing role
- Relationships
- Markets
- External factors
- Purchasing

Logistics

- Logistics services
- Aim of logistics
- Transport
- Policies and influence

Your Course Information

IoSCM Level 5 Award, Certificate, Diploma, Extended Diploma Management and Business

Aim of the course

The IoSCM management academy is dedicated to helping those within the management industry develop and grow their knowledge and expertise. This level 5 qualification means whether you have previously studied a lower level qualification or have experience working as a senior manager, here at IoSCM we can still develop and teach you valuable topics which you can apply to your career/business.

Can I enrol on this course?

You can enrol on this course if you work within a **senior management role**, have a **level 3 or 4 qualification or higher**, or you have **relevant experience**.

Passing the course, whats involved?

The course has four main pathways consisting of a totally flexible approach to choice of unit. These pathways are shown below.

AWARD - Learners need to complete any **1 core unit** to achieve this qualification.

CERTIFICATE - Learners need to complete any **1 core unit** and **any other 2 units** to achieve this qualification.

DIPLOMA - Learners need to complete any **1 core unit** and **any other 3 units** to achieve this qualification.

EXTENDED DIPLOMA - Learners need to complete any **1 core unit** and **any other 5 units** to achieve this qualification.



Level 5 is equivalent to a HND qualification

Assessment Methods

IoSCM offer four main study methods to complete your qualification, depending on which approach is the most suitable for the individual. For each learning outcome of your unit, you can decide which route to use in order to pass the criteria. This is IoSCM's Blended Approach

Past Experience - Use examples of your previous work as evidence that you've achieved a specific learning outcome in the past within a past or current job role.

Work Based Learning - As the majority of students work full time, the work based learning approach is the most suitable and convenient. Use your current working environment, colleagues and senior management as the foundation of your work.

Traditional Online Study - IoSCM's online learning platform allows you to complete units in the traditional way. With have a huge array of study materials online for you to read, study and complete an assignment based on what you've learnt.

Research and Reference - The institute also accept a learner's own research in order to pass units. You may choose this particularly academic approach to achieve learning outcomes if you're familiar with writing structured, formal assignments and referencing your work.



Your Course Information

IoSCM Level 5 Award, Certificate, Diploma, Extended Diploma Management and Business

Core Units

Operation Management Processes

- Operations management
- Operations processing
- Relationship between operations management and strategic planning
- Operations improvement techniques
- Organisational challenges

Business

- Strategic development
- Business relationships
- Human resource management
- Management of finance
- Government legislation
- Marketing strategies

Optional Units

Management

- Leadership and management
- Decision making
- Managing and implementing change
- Risk management processes
- Project management

Finance Management

- Costing Information
- Standard Costing and Performance
- Measure Performance and Manage Costs
- Estimation Techniques

Business

- Range of Business
- Business Functions and Departments
- Quality Management Systems
- Communication

Sales Management

- Legal requirements and codes of practice
- Social and ethical concerns
- Contract law and penalties for misinterpretation
- Coaching, expert help and training
- The value of marketing planning
- Setting objectives and formal/informal communication

Advanced Key Account Management

- Limiting key accounts
- Pursuit of key accounts
- Key account management plan
- Development of strategies
- Stakeholders and their involvement
- Winning and developing accounts
- Decision making processes
- Interfunctional co-ordination
- Dominant brands

Customer Service

- Managing Customer Relationships
- Customer Focused Culture
- Customer Satisfaction
- Managing Customer Complaints

Warehousing

- Warehouse policies
- Requirements
- Inventory strategy
- Legislation

Transport Management

- Nature and purpose of transport planning
- Land use
- Sustainability
- Transport demand
- Movement of freight

Supply Chain Management

- Effective management and control
- Physical and information flows
- Why a supply chain may not function correctly
- Strategic and operational planning
- Impact of technology

Your Course Information

IoSCM Level 5 Award, Certificate, Diploma, Extended Diploma Management and Business

Optional Units

Quality Management

- Quality management systems
- Advantages of quality management systems
- Tools and techniques
- Improve organisational performance

Purchasing Management

- Key roles of management
- Impact of legislation
- Working relationships with suppliers
- Effective negotiating skills

Production Management

- Production planning
- Production planning, sales planning and forecasting
- Master scheduling terminology
- Manufacturing and control systems
- Improve planning performance

Port and Shipping Management

- Shipping and international trade
- Business strategy in shipping
- Port operations management
- Agile ports

Movement of Goods

- Principles and practices in relation to the movement of goods
- The characteristics of goods and the impact on their handling
- Considerations that influence the flow of goods

Logistics

- Logistical requirements of a supply chain
- Customer needs
- Optimise use of logistics
- Modes of transport
- Technology, Information & communication technology

Inventory

- Purpose of inventory management
- Fixed period and fixed quantity models
- Effect of inventory management on the supply chain
- Modern inventory systems
- Minimising stock level

Your Course Information

IoSCM Level 6 Award, Certificate, Diploma, Extended Diploma Management and Business Strategy

Aim of the course

The IoSCM management academy is dedicated to helping those within the management industry develop and grow their knowledge and expertise. This level 6 qualification means whether you have previously studied a lower level qualification or have experience working as a senior manager, here at IoSCM we can still develop and teach you valuable topics which you can apply to your career/business.

Can I enrol on this course?

You can enrol on this course if you work within a **senior management role**, have a **level 5 qualification or higher**, or you have **relevant experience**.

Passing the course, whats involved?

The course has four main pathways consisting of a totally flexible approach to choice of unit. These pathways are shown below.

AWARD - Learners need to complete any **1 core unit** to achieve this qualification.

CERTIFICATE - Learners need to complete any **1 core unit** and **any other 2 units** to achieve this qualification.

DIPLOMA - Learners need to complete any **1 core unit** and **any other 3 units** to achieve this qualification.

EXTENDED DIPLOMA - Learners need to complete any **1 core unit** and **any other 5 units** to achieve this qualification.



Level 6 is equivalent to a Bachelors degree qualification

Assessment Methods

IoSCM offer four main study methods to complete your qualification, depending on which approach is the most suitable for the individual. For each learning outcome of your unit, you can decide which route to use in order to pass the criteria. This is IoSCM's Blended Approach

Past Experience - Use examples of your previous work as evidence that you've achieved a specific learning outcome in the past within a past or current job role.

Work Based Learning - As the majority of students work full time, the work based learning approach is the most suitable and convenient. Use your current working environment, colleagues and senior management as the foundation of your work.

Traditional Online Study - IoSCM's online learning platform allows you to complete units in the traditional way. With have a huge array of study materials online for you to read, study and complete an assignment based on what you've learnt.

Research and Reference - The institute also accept a learner's own research in order to pass units. You may choose this particularly academic approach to achieve learning outcomes if you're familiar with writing structured, formal assignments and referencing your work.



Your Course Information

IoSCM Level 6 Award, Certificate, Diploma, Extended Diploma Management and Business Strategy

Core Unit

Management and Leadership

- Process of management activities
- Impact of leadership and management techniques
- Risk management
- Organisational cultures
- Factors impacting time management

Optional Units

Business

- Internal and external environment
- Operating a marketing system
- Financial documentation
- Change management processes

Cash Management

- Prepare cash budgets
- Use cash budgets to monitor cash flow
- Manage cash balances
- Managing liquidity and the UK financial system
- Raising finance from the bank
- Investing surplus funds
- Statistical techniques

Project Management

- Principles of Project Management
- Identify and Justify a Management Project
- Conducting Research and Analyse Data
- Monitor, Review and Evaluate

Inventory

- Strategic role of inventories
- Inventory cost on business performance
- Managing order levels
- Inventory control

Human Resource Management

- Responsibilities of HRM
- HRM processes and practices
- HRM and performance management
- Managing employment relationships
- Reward management

Operations Management

- Operational Strategy
- Managing People and change in the work place
- Methods of Managing Capacity
- Operational Scheduling and Process Management
- Managing Quality

Production Management

- Production
- Requirement of product design and production strategy
- Location, layout and productivity of manufacturing
- Forecasting, planning and scheduling of production
- Purchasing and inventory management

Supply Chain Management

- Effective supply chain
- Strategic objectives of an organisation
- Value of 3PL and 4PL
- Cause of supply chain failures
- Developments in information technology

Finance Management

- Balance sheets, income statements and cash flow
- Cost vs. Value of developing a project
- Financial analysis and impact on short and long term business plans
- Mergers and acquisitions

Your Course Information

IoSCM Level 6 Award, Certificate, Diploma, Extended Diploma Management and Business Strategy

Optional Units

International Freight Management

- Creating an international supply chain
- Multimodal freight movement operation
- Legislation of the international movement of freight
- Alternatives to moving international freight

Logistics Management

- Key requirements of logistics management
- Setting up a logistic operation
- Benefits of different transport modes
- Methods of rationalising logistic operations
- Technology in logistics

Ports and Shipping Management

- Shipping and globalisation
- Value of operating and agile ports
- Resource requirements
- Containerised shipping operation

Purchasing Management

- Purchasing environment
- Purchasing strategy
- IT in the purchasing process
- Supplier assessment and performance rating
- Support tools for the purchasing process

Warehouse Management

- Warehouse requirements of business
- Warehouse layout for specific business needs
- Important considerations of a warehouse location
- Services of 3rd party distributors

Quality Management

- Characteristics of quality
- Quality management systems
- Total Quality Management Systems in an organisation
- European Foundation for Quality Management (EFQM) Excellence Model

Transport Management Planning

- Transport planning and economic development
- Transport within a supply chain infrastructure
- Methods of trip distribution modelling
- Effective transport policy
- International movement of freight

Your Course Information

IoSCM Level 7 Certificate, Diploma, Extended Diploma Management and Business

Aim of the course

The IoSCM Level 7 Management Academy is dedicated to helping those within the management industry further develop and grow their knowledge and expertise. This level 7 qualification means whether you have previously studied a lower level qualification or have experience working as a senior manager, here at IoSCM we can still develop and teach you valuable topics which you can apply to your career/business.

Can I enrol on this course?

You can enrol on this course if you work within a **senior management role**, have a **level 6 qualification or higher**, or you have **relevant experience**.

Passing the course, whats involved?

The course has four main pathways consisting of a totally flexible approach to choice of unit. These pathways are shown below.

CERTIFICATE - Learners need to complete any **3 core units** in order of listing to achieve this qualification.

DIPLOMA - Learners need to complete any **3 core units** in order of listing and any **1 optional unit** to achieve this qualification.

EXTENDED DIPLOMA - Learners need to complete any **3 core units** in order of listing and any **3 optional units** to achieve this qualification.



Level 7 is equivalent to a Masters degree qualification

Assessment Methods

IoSCM offer four main study methods to complete your qualification, depending on which approach is the most suitable for the individual. For each learning outcome of your unit, you can decide which route to use in order to pass the criteria. This is IoSCM's Blended Approach

Past Experience - Use examples of your previous work as evidence that you've achieved a specific learning outcome in the past within a past or current job role.

Work Based Learning - As the majority of students work full time, the work based learning approach is the most suitable and convenient. Use your current working environment, colleagues and senior management as the foundation of your work.

Traditional Online Study - IoSCM's online learning platform allows you to complete units in the traditional way. With have a huge array of study materials online for you to read, study and complete an assignment based on what you've learnt.

Research and Reference - The institute also accept a learner's own research in order to pass units. You may choose this particularly academic approach to achieve learning outcomes if you're familiar with writing structured, formal assignments and referencing your work.



Your Course Information

IoSCM Level 7 Certificate, Diploma, Extended Diploma Management and Business

Core Units

Strategic Management Principles

- Strategic management
- Formulate organisational strategy
- Strategic effects of a organisation plan
- Communicating an organisational plan

Business Research

- Philosophies and approaches
- Plan project reports
- Research
- Compare research outcomes with specifications
- Present report

Leadership and Enterprise

- Relationship between Management and Leadership
- Effective leadership
- Theories of management and leadership in organisational contexts
- Advise management & leadership skills
- Enterprise culture and the characteristics of different entrepreneurs

Optional Units

Global Procurement in Supply Chain

- Objectives for a procurement strategy
- Effectiveness of a procurement strategy
- Selecting effective procurement methods

Manufacturing Production

- Production
- Product design and production strategy
- Location, layout and productivity of manufacturing
- Forecasting, planning and scheduling
- Purchasing and inventory management

Corporate Finance

- Role of corporate finance manager
- Source of debt
- Evaluating investment
- Company shares
- Dividends
- Business capital

Quality Management

- The concept of quality management
- Embedding quality management
- Systems that support quality management

Entrepreneurship in Business

- Entrepreneurship in today's economy
- Developing successful business ideas
- Strategy planning
- Planning future growth

Change Management

- Background of change management
- Issues
- Proposing change
- Managing the change process

Principles of Marketing

- Principles and concepts of marketing
- Develop a marketing strategy
- Analyse competitive advantage

Logistics and Transport

- Logistics and marketing interface
- Costs and performance within Logistics
- Concept of lead time
- Transport planning
- The impact of traffic

Ports and Shipping

- Maritime operations in a business context
- Planning process for maritime operations
- Maritime resource management
- Maritime law

Import and Export

- Key elements of export strategies
- Key elements of import strategies
- Third party intermediaries

Your IoSCM Membership



IoSCM qualifications are recognised globally by leading companies as a statement of supply chain excellence.

Your IoSCM Membership

An IoSCM Membership is an investment in yourself and into your career; one that will prove to pay for itself several times over. Not only will you see significant value for money but also an immeasurable effect on your career.

Your membership will see you gain exclusive access to a wealth of first class resources, guides and tools to support you at every stage of your career, as well as global networking opportunities and consideration for IoSCM awards by submitting outstanding achievements and success stories.

Being an IoSCM member can make you a more marketable prospect to employers too. Being the first international institute to represent the interests of the wider supply chain, they're highly respected throughout the industry and are trusted to train and educate the workforce of some of the world's largest corporations.



Your Membership Includes:



- Membership **certificate**
- A **FREE short course**
- Officially permitted to use IoSCM **post-nominals initials**
- Access to the IoSCM **Members area**
- **First look** of every edition of our **global magazine; Supply Chain Outlook**
- Regular **updates, newsletters and bulletins** via email
- **Global networking opportunities** with IoSCM's thousands of other members
- Institute **career development articles and research journals**
- LinkedIn group access with **expert forums and debates**
- Opportunities to be nominated and win IoSCM **awards and accreditations for outstanding achievements and success stories**
- **Secure 20% off** all future IoSCM qualifications and course fees
- **Advice** and job recommendations from a **Careers Specialist**
- The **building and networking of your CV** for career development
- **Redundancy advice and support**

Your DLC Support Package

Support

Here at DLC Training, we pride ourselves on providing a 5* distance learning experience for every student. We have built an unrivalled support package customised to meet the needs of our learners. As well as a dedicated student mentor team, each student has unlimited access to industry expert tutors who will share their experience and understanding of the industry to provide an outstanding learning journey, ensuring every learner achieves their individual development aims.

The student support team can be contacted by email, phone, Skype and Facetime, as well as through our superior learning platform where you can direct message any member of team. With so many methods of contact available, the only difficulty will be choosing which way is best for you.

What's included?

- **Student Support Team** - We have a dedicated enrolment team who are on hand to ensure your enrolment is as quick and easy as possible. We understand you want to start your studies as soon as possible without any hassle and the enrolment team are here to make sure that is exactly what happens.
- **Industry Expert Tutors** - We believe our Tutors are one of the many reasons we have a student pass rate of 98.6%.
- **Mentor Support** - Every student studying with DLC Training has a Mentor on hand to offer support and guidance throughout your studies. The Mentors are a vital part of the distance learning experience.
- **Exam and Assignment support** - Depending on the course you have selected, you may be required to take exams or write assignments. The exam and assignment support means you never have to worry about being unprepared.

Freedom to study in your own way

The main advantage of distance learning is the ability to work at your **own pace**, in your **own time** and in the comfort of your **own home**. This means that with the right planning and schedule in place, you can get a great balance between your studies and other commitments, and even earn while you learn.

Resources

Unlike a classroom course, with our distance learning courses you don't have to rely on your notes to pass units or assignments. You can **revisit your study materials** and **online resources** at any point to refresh your understanding.



Unbeatable Support Package

We **guarantee** the **best support package** on the market with **industry experts** here to support you through your studies.



Outstanding Performance

We are proud of our **98.6% pass rate** and so we **guarantee** you are in safe hands when enrolling on a course with DLC.



Earn Qualified Status

Achieve qualified status with DLC Training and we will **guide you every step of the way**.



Flexible Study

We understand that **every single professional is unique**, that's why we build our courses to enable you to **study in the way that suits you and your needs**.