



Qualification training

Introductory Certificate in Logistics and Transport

CILT

CILT International

Training for those starting in logistics and transport: how goods and services move and what customers expect, then two units you choose from freight, passenger, warehousing, purchasing or operations planning.

Delivered by Vertex Business, a professional certification training provider.



4 units

2 mandatory, 2 optional



6 options

for the optional units



Exam-assessed

by CILT



Plan with us

before you enrol

Program details and enrolment

vertexbusiness.xyz/programs/cilt?lang=en

A first structured qualification for entering logistics.



About the training

The qualification gives frontline transport and storage staff the foundation they need: logistics concepts, customer service, then a specialism chosen to fit your work. The training ties each unit to what happens on the dock, in the warehouse and in the traffic office.

The qualification at a glance

4 units to achieve the certificate	6 options to choose two from	160 hours guided learning (GLH)
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Per CILT International's qualification page, accessed 15 October 2026. GLH is the issuer's figure for the whole qualification.

How it is assessed



Assessed by examination

CILT International states assessment is by examination, without publishing its format or length.



Exam format

Number, type and duration of questions: check with the issuer at registration.

LOGISTICS THINKING

How to analyse an operational situation

01

Follow the movement

Where does the shipment come from, go to, and stop?

02

Identify the customer

Who is waiting, and what does a delay mean to them?

03

Balance cost and service

The fix that keeps the date without extra cost.

For those starting in transport and storage, or working there without a framework.



This suits you if you:

- ✓ **Are new to logistics**
And want to understand the logic before learning by trial.
- ✓ **Are frontline staff or a supervisor**
And need shared vocabulary with managers and customers.
- ✓ **Work in a warehouse or store**
And want to see where your work fits in the chain.
- ✓ **Work in shipping or traffic**
And want a grounding in transport planning and service.



Roles at this level

Illustrative entry roles that use this knowledge; hiring requirements vary by employer.

- ✓ **Shipping coordinator**
Books shipments with carriers and tracks their arrival.
- ✓ **Warehouse supervisor**
Organizes receiving, storage and dispatch and checks accuracy.
- ✓ **Fleet traffic officer**
Assigns vehicles and drivers to daily trips.
- ✓ **Logistics customer service officer**
Answers order status queries and resolves delays with the team.

REGISTRATION AND ASSESSMENT

Before you register

Entry requirements

Check with CILT International before registering; they are not published on the qualification page.

Qualification details on [CILT International's page](#)

Choosing units

Two mandatory units, plus two you choose from six to suit your work.

The exam

Assessment is by a CILT examination; details are confirmed at registration.

Mandatory and optional units

You achieve the certificate by completing two mandatory units and two optional units chosen from six.

Mandatory units

M1-L2 Introduction to Logistics

Parts of the supply chain

Flows of materials and information

Logistics cost and its impact

M2-L2 Introduction to Customer Service and Marketing

Internal and external customer needs

Setting and measuring service levels

Marketing a transport service

Choose two of six

O1 Freight Transport Services

Transport modes

Choosing a carrier

O2 Passenger Transport Services

Types of passenger service

Traveller needs

O3 Warehousing and Inventory

Warehouse operations

Inventory control

O4 Purchasing

The purchasing cycle

Working with suppliers

O5 Planning and Operation of Freight Transport

Trip planning

Running the fleet

O6 Planning and Operating Passenger Transport

Timetables and routes

Running the service

Source: CILT International's qualification page, accessed 15 October 2026. Items under each unit are an illustrative summary.

Every unit shows up in an ordinary operating day.

Each unit moves from the concept to a warehouse, fleet or traffic office situation, then to a question that checks understanding.

01 Logistics foundations

How materials and information move between supplier, organization and customer, and what drives the cost of movement.

Applied example A shipment arrives complete, but a day after production needed it.

02 Customer and service

Who the internal and external customers are, how service levels are set and measured, and marketing's role in transport.

Applied example A customer complains about a delay nobody told them about.

03 Your chosen specialism

Freight or passengers, warehousing or purchasing, or operations planning, depending on the two units you choose.

Applied example A warehouse fills with slow movers and runs short of fast ones.

— LEARNING OUTCOMES

What you will be able to do

01 Explain the role of logistics

In an organization's work and cost.

02 Identify customer needs

And link them to a clear service level.

03 Apply your specialism's basics

In transport, storage or purchasing.

04 Use the sector's terms

In English and Arabic.

Logistics is understood from the workplace.



Walk your own operation

Follow one order through your organization from arrival to delivery, noting every stop.

Turns unit concepts into a scene you know.



A bilingual glossary

For each unit, a list of English terms with their Arabic meaning and a short example.

Because CILT materials and terms are in English.

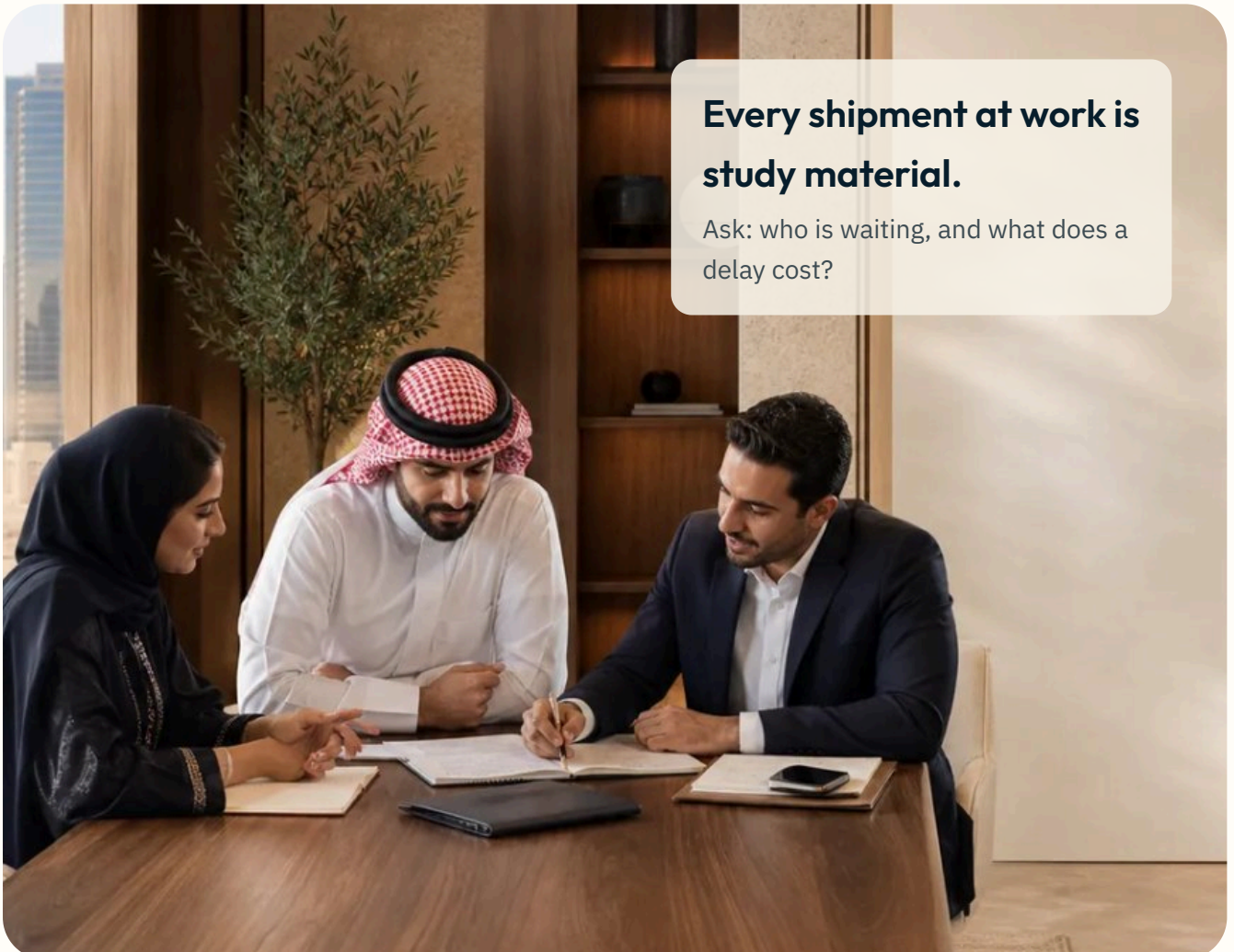


A plan that fits your time

Study format, dates and any accompanying materials are confirmed with the Vertex Business team before enrolment, based on your level and available time.

Every shipment at work is study material.

Ask: who is waiting, and what does a delay cost?





STUDY PLAN

A practical plan from registration to the exam.

01 Choose your units early

Based on your current job or the area you are heading for.

02 Start with Introduction to Logistics

The unit every other unit builds on.

03 Move to customer service

And link it to delays and complaints at work.

04 Study the first optional unit

With examples from a warehouse or fleet you know.

05 Complete the second one

And compare the two on cost and service.

06 Revise before the exam

Terms first, then applied situations.

Knowledge

Understanding concepts and terms as CILT units present them.

Application

Linking a concept to an operating decision in transport or storage.

“What impressed me most was the trainer’s care that the information landed and that everyone had a chance to take part... and pointing out what matters most in the material.”

— CPTD learner about the trainer after a session · translated from Arabic · published on the Vertex site

“An excellent session. I learned important things about the certification and benefited a lot... everything was explained so clearly that I had no questions left.”

— SHRM learner after a live session · translated from Arabic · published on the Vertex site

“This achievement would not have been possible without the support, guidance and training I received... which prepared me for the exam.”

— Learner who earned CPTD · translated from Arabic · public post shown on the Vertex site



About Vertex Business

Vertex Business provides professional certification training in talent development, human resources and project management, alongside a professional diploma in medical research and team training for organizations. Training pairs Arabic explanation that keeps the exam’s English terminology with application to real workplace decisions.

[Company details](#) 



Registering for the qualification

Registration and examination follow CILT International’s procedures; details are confirmed at registration.

[Official CILT International qualification page](#) 

COMPLETION CERTIFICATE AND PROFESSIONAL CREDENTIAL

Training completion requirements and the Vertex Business completion certificate are confirmed in the enrolment details.

The CILT professional credential itself is awarded by CILT International under its own requirements, after you pass its assessment.



Discuss your goal and choose how to study.



Scan with your phone camera

YOUR NEXT STEP

- ✓ Training topics and outcomes
- ✓ A level that fits your experience
- ✓ Available study formats and dates
- ✓ Details and price confirmed before enrolment

Open the program page →

01

Open the program page

Scan the code or tap the link.

02

Discuss your goal

Use the WhatsApp button on the program page.

03

Confirm the details

Study format, dates and price before enrolment.

vertexbusiness.xyz/programs/cilt?lang=en