

Course Description/Class Syllabus Inventory Control/Logistics Certificate Program

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OVERVIEW:

This course features hands-on and classroom instruction including interactive lessons and videos.

Students learn about practical concepts and applications of warehousing, inventory and logistical management including commonly used industry equipment, storage, and systems. Coursework also spotlights technologies used to identify and track units in storage and processing environments. Students gain an understanding of safety, security, operations, proper merchandise handling, and delivery protocols. The curriculum aligns with prevailing industry standards, offering a comprehensive overview relative to warehousing and logistical management practices.

SCHEDULE:

Training is conducted over four consecutive weeks, with 8 class sessions on and at:

- Wednesdays and Fridays
- 10:00 am to 2:00 pm
- REAP Climate Center
2133 Tynan Ave
Alameda, CA 94501

GENERAL OCCUPATIONS AND INDUSTRY RELATED JOB TITLES

- **Stock Clerks** (stockroom, warehouse, or storage yard personnel)
 - Storing and issuing materials, equipment, and other items to and from a stockroom, warehouse, or storage yard
 - Keeping records and compiling stock reports

- **Inventory Clerks and Order Fillers**
 - Receiving and handling of sales floor merchandise, materials, equipment, and other items from a stockroom, warehouse, or storage yard
 - Filling and replenishing shelves, racks, tables, or customer orders
 - Marking prices on merchandise and setting up sales displays

- **Logistics Analysts**
 - Analyzing product delivery or supply chain processes
 - Identifying or recommending changes for improvement
 - Managing route activity (invoicing, electronic bills, and shipment tracing)

- **Shipping and Receiving Clerks**
 - Shipping and receiving merchandise, customer service delivery, packing and preparing merchandise for delivery
 - Creating invoices, bills of lading and shipment labels
 - Attending to postage, mail distribution, and utilization of transport and shipping companies for delivery

- **Warehouse Workers and Material Handlers**
 - Loading and unloading products for delivery and display
 - Attending to inventory counts, product inspection, and arranging stock in warehouse settings

COURSEWORK:

Week 1

Session 1: General Overview of Inventory and Logistics Industry

- Safety and security in logistics and warehousing
- General inventory control and stock handling procedures
- Customer/interpersonal skills
- Greeting and reception of customers and visitors in a professional setting
- Maintaining a positive attitude and deescalating conflicts
- Understanding various perspectives and non-verbal cues

Session 2: Introduction to Computer Usage

- Basic computer usage concepts
- History and introduction to Microsoft Office
- Inventory control software and other industry software applications and systems

Week 2

Session 3: Shipping and Receiving Procedures, Freight Handling, and Records Maintenance

- Customer interaction and quality customer service techniques
- Confidentiality and security procedures
- Videos and exercises related to the logistics and inventory control
- Group review and discussion

Session 4: Purchasing, Ordering and Tracking

- Inventory cycles
- Billing and invoicing
- Labeling for effective inventory control
- Customer service videos
- Customer service scenarios and role-playing
- Group review and discussion

Week 3

Session 5: Integrated Systems, Relationships, and Coordination

- Computerized warehouse/inventory control systems and databases
- Developing and maintaining relationships
- Building networks and partnerships
- Working in a warehouse or logistics setting
- Coordinating delivery services with co-workers, transportation personnel and distribution processes
- Group review and discussion

Session 6: Identify Strengths and Areas of Improvement

- DiSC assessment review and discussion
- Overview of DiSC profiles
- Group review and discussion

Week 4

Session 7: Assessment Results and Recap

- Review of completed DiSC assessments
- Recap of delivery, routing, storing, loading, and unloading of merchandise
- Group review and discussion

Session 8: Launching Into the Industry

- Job search skills
- Interview practice
- Resume review and critique
- Awarding of certificates of completion

Course Provided By:

Pacific Coast Community Services
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