



MINISTRY OF EDUCATION,
YOUTH & INFORMATION



Centre of Occupational Studies
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THE CENTRE OF OCCUPATIONAL STUDIES

CURRICULUM

OCCUPATIONAL ASSOCIATE DEGREE in LOGISTICS & SUPPLY CHAIN MANAGEMENT

Developed By

THE CENTRE OF OCCUPATIONAL STUDIES
MINISTRY OF EDUCATION, YOUTH and INFORMATION
JAMAICA

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COS 2017

INTRODUCTION

Aligned with the goals of the National Development Plan for Jamaica, is the thrust for educational development through opportunities of higher learning and professional development. One element of this thrust is the development and implementation of Occupational Programmes of Study. Occupational Certification is designed to bridge the gap between traditional and TVET education at the tertiary level.

Occupational Studies involves the training and assessment to support the development of competence in specific skills/occupations, designed to prepare individuals for employment. Occupational programmes are defined by the methodologies of Competency Based Education and Training (CBET), and the Technical Vocational Education Training (TVET) strategies for the development of competent workforces. A critical operational principle of the CBET Policy is that the development of Training, Assessment and Certification Programmes must be designed upon the occupational competencies of the workplace that is the needs, demands and requirements of employment.

The term **curriculum** refers to the lessons and academic content taught in a school or in a specific course or program. The design and development of this Occupational Associate Degree curriculum has incorporated the CBET Principles, the National Vocational Qualification of Jamaica, benchmarked against other international standards and similarly recognized international programmes of like nature. It is also reflective of the Educational, TVET, Social, Cultural and Economic goals of the Vision 2030 Development Plan for Jamaica.

The Occupational Degree Curriculum is designed to aid the professional and competency based pathway for persons to develop occupational competencies across the specific skill areas at various levels, with an emphasis on academic and personal cognitive development. This parallel pathway will allow persons to have comparable credentials of recognition to those of their counterpart perusing academic studies.

OCCUPATIONAL RATIONALE

A country's global competitiveness is a function of the quality of its workforce and therefore, a skilled workforce is essential for sustainable, and balanced growth. The Planning Institute of Jamaica, in the 2012 survey of living conditions, reported that the age 14 and over population without certification at any level was 69.6 per cent. Some 90.7 per cent of the poorest in the population had no certification while among the wealthiest, the figure was 53.5 per cent. Non-certification among the Prime Working Age (25 – 29) was at 70.1 percent, males with no certification were 77.1 percent, and females were 64.0 percent. In the Kingston Metropolitan Area, the number of people without formal certification was 39.4 percent. Clearly, there is the need for relevant and accessible educational training opportunities that are designed to create a globally competitive workforce. The industry through a needs analysis, also clearly identified and defined the need for a workforce complimented by qualified employees with applied knowledge and skills in selected areas of study; to provide effective and efficient supervisory and leadership competencies.

The development of occupational certification is further rationalized by the obvious necessity to align higher education with the emerging needs of workplace and industry as well as the growing relevance of occupational certification internationally.

Philosophical Principles

Programmes in Occupational Studies will be developed against the philosophical principles that,

- Professional knowledge is what a learner should know and understand regarding the subject.
- Professional skills are what a learner should be able to do.
- Core skills refer to basic skills involving dexterity and use of methods, materials, tools and instruments used to perform the job including Information Technology skills needed for that job.
- Responsibility aspect determines the
 - Nature of working relationship,
 - Level of responsibility for self and others
 - Managing change and
 - Accountability for actions.

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3. Maintaining and Evaluating Occupational Health and Safety Systems		
4. Applying the Principles of Logistics and Supply Chain Management		
5. Monitoring Commercial Shipping Operations		
6. Using Information Technology I to Complete Work Operations		
7. Applying Business Communication Strategy II to Complete Work Operations		
8. Applying International Conventions for Freight Transportations to Complete Work Operations		
9. Applying Environmental Studies and Sustainability Systems to Operations		
10. Using Management Strategy to Complete Work Operations		
11. Communicating Interactively Using Spanish I		

12. Monitoring Finance for Shipping Business Solutions		
13. Applying Entrepreneurship Skills		
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22. Monitoring and Evaluating Marketing Practices		
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24. Managing Transport and Distribution Operations		
25. Applying Industrial Relations & Collective Bargaining		
26. Major Capstone Project		
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Acknowledgement

The Centre of Occupational Studies acknowledges the professional and intellectual contribution of the institutions and organisations which served in the development of the Occupational Associate Degree in Logistics and Supply Chain Management.

This Curriculum being designed on workplace competencies and recognized Occupational Standards, required the input and validation of trainers, lecturers, instructors, industry professionals and learning resource developers.

Paramount to the development of this curriculum was the collaborative efforts of representatives from the below entities. It is therefore with respect and regard for competent learning and quality service that the Centre of Occupational Studies acknowledges:

- ❖ HEART –Trust/NTA

- ❖ Caribbean Maritime Institute

Matriculation Requirements

For matriculation or entry into the Occupational Associate Degree programme applicants must meet/possess at least one of the below requirements:

- Career Advancement Programme (CAP) NVQ/CVQ, Minimum Level 2 Certification
- HEART Trust/NTA, NVQ – Minimum Level 2 Certification
- Other entry requirements – in accordance with the respective COS Institution minimum entry requirements.
- Mature Entry

Applicants with relevant experience of service in the sector may seek to pursue this programme. The mature entry status should be further specified and confirmed in accordance with the relevant policies and procedures established at the institution hosting this programme. Applicants who qualify under this category must pass a college readiness test of English and Mathematics and are required to submit a professional portfolio which will be used to determine eligibility. Mature entrants may be required to complete bridging

courses prior to enrollment into this programme being guided by the institutional policies and procedures specific to same.

Entry Test

All applicants requesting enrollment into this programme MUST sit the COS recommended entry test (ASSET Test).

Entry Points

- Entry at the start of the programme: Candidates can enter this OAD Programme at the commencement, year 1 semester 1.
- Entry at the start of the year two: Candidates can enter this OAD programme at the commencement of year 2 semester 1, provided the candidate satisfies the minimum proficiency rating of the demonstrated occupational outcomes of all prerequisite and prior sequenced courses in the year 1.

Exemptions

Prior Learning Assessment/Advanced placement may be sought by trainees who have successfully completed courses taken through a recognized technical vocational institution or recognized certifying body. Trainees may apply for credit transfer in accordance with the Transfer Policies and Procedures of the institution offering this programme, in consultation with the COS. Successful applicants will receive exemptions from eligible units of competency once requirements for obtaining credit transfer are satisfied.

Design Format

This Curriculum is packaged in discrete Courses of Employable Skills which can be independently delivered and assessed; however, there are courses which are competency builders for others. These courses, although independently teachable and assessable, may be prerequisite courses and should be attained by the student prior to commencement of the respective course to be pursued.

Programme Structure

The Occupational Associate Degree Programme is structured to be delivered over 4/5 semesters. The programme should be completed within the limits as stated below:

- By full-time study the programme is normally two years. The time limit to complete the programme must not exceed three years.
- By part-time study, the programme is expected to be completed within three years, but must not exceed four years.

The programmes are structured to provide a mixture of:

- general education courses
- support courses
- specialized courses
- industry experience

The Programme Structure consists of a number of Courses. The following are the components of each course:

1. Course Parameters

The parameters detail the name of the *faculty*, the *programme name*, the *course name*, the *course code*, the *credit hours*, the *credit value*, *semester and year*, *prerequisite course*; and the *approving authority*.

2. Learning Outcomes and Instructional Objectives

The set the boundaries for the learners' attainment, as well, as that for the instructors'/lecturers' delivery of content.

3. Units

The Units are the building blocks for the course; they have *Specific Objectives*, which form the instructional strategies for the delivery of the unit and the basis for the development of assessment strategies and project assignments. The course content is each Unit. It sets the range and depth of knowledge, skills and attitudes to be covered by each instructor/lecturer. It serves to standardize the instructors'/lecturers.

4. Credit Hours & Credit Value

Credit Hours is the time suggested for the duration of the delivery time. Credit Value is the credit requirements aligned with the credit hours, for certification or the granting of the Award. The theory courses are calculated as 15 hours per credit with a minimum of 45 hours of instruction and practical courses are calculated at 45 hours per credit with a maximum of 4-6 credits per course.

5. Capstone Experience

The Capstone Experience outlines industry specific tasks/assignments the students will undertake to consolidate their learning by incorporating the competencies gained. Students' capstone experience is represented in a project, undertaken after successful completing and acquiring the requisite competencies of all courses in the programme.

6. Resources

The resources required to support the attainment of the learning and instructional objectives are indicated, these often include: human resources, materials, text, etc.

7. Industry Experience – Internship/Externship

The Associate Degree programmes include a work experience component which allows students to gain practical skills and observe and apply management principles and theories. Students pursuing an this degree are required to complete 240 hours of Industry Experience. Exemptions may be granted at the discretion of the institution.

8. Methodology

The methods of delivery are the suggested instructional strategies use in the delivery of the specific programme. **These learning strategies are intended to encourage, in each student, the following competencies; the ability to:**

- manage resources within defined areas of work
- make independent choices and solve routine problems independently
- transfer and apply theoretical concepts and technical skills to a range of contexts
- judge the reliability and validity of different sources of information

- manage, under guidance, ethical and professional issues in accordance with current professional and/or ethical codes or practices
- understand the importance of Standard English in written, spoken or visual messages in the field of Renewable Energy
- understand the value of life-long learning to a professional in the field of Renewable Energy
- demonstrate awareness of own and others' roles, responsibilities and contributions when carrying out and evaluating tasks
- demonstrate tolerance and temperance when interacting with others.
- develop the performance of the requisite technical competencies relevant to the unit and the course of study
- increase the independence of the learner
- create critical thinkers
- equip learners to enter the corporate world

A variety of strategies will be used to facilitate student learning and competency development. The list includes, but is not limited to, combinations of the following:

- Interactive lectures
- guest lectures
- group discussions/ Think-pair-share
- case studies
- audio visual presentations
- independent study
- individual/group research/projects
- individual/group presentations
- laboratory work
- practical demonstrations
- problem solving
- site visits (including virtual visits)
- seminars/workshops
- blended delivery to include the use of the Internet/Intranet

9. Occupational Assessment (OA) & Evaluation

The curriculum is designed to accommodate occupational assessment and evaluation, similar to that of competency based assessment. This is where student learning, competency development and demonstrated performance is assessed on an on-going basis in alignment with the specific learning outcomes for each course. This approach allows for corrective development and learning.

All assessment is designed to measure the level of mastery a student has achieved of the competencies stated in the course syllabus. Student competencies are displayed, as much as possible, in a real or simulated workplace environment. Where it is not possible for this to be done, students are presented with an opportunity to display competencies in a context that is familiar to them.

Assessment instruments are designed to produce valid and reliable grades that are used to inform planning, and competencies are measured in contexts which are student-centered, and provide opportunity for verification of the authenticity of students' work.

Occupational Assessment for this programme will outline in each course outline:

- the suggested unit/ cluster-of-units to be assessed, (for example, UNIT I, II and III)
- the suggested strategy/type(s) of Occupational Assessment (OA), (example, OA – Group research paper and presentation)
- the percentage weight which each grade will represent in the final grading for rating, (for example, 20%)

An occupational assessment/evaluation can be a combination of any of the following.

- Tests/written paper
- Laboratory activities
- Practical demonstrations (in-class, field)
- Projects (individual or group)
- Oral reports and presentations (in-class)
- Graphical displays
- Self and peer evaluations

In applying an on-going assessment approach, the view of final examination will must not be observed, instead assessment which is scheduled at the end of the semester will cover the remaining

units to be assessed. The facilitating team within the institution has the liberty to determine to, should the need be observed, minimally include previously assessed units based on an alignment with the main units to be assessed.

The end of semester assessment will be any of or a combination of any of the following:

- Multiple Choice Questions (MCQs) & Structure Questions (SQs)
- Practical Assignments (PAs)

Portfolio of Assessment

A Portfolio of Occupational Assessment will be developed by each student on a per semester basis. The portfolio is intended to capture for external verification purposes, evidences of occupational assessment activities and related outcomes. The institution is required to provide mentoring to students in the development of individual portfolios.

Feedback

Students will be given analytic rubric within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence/instrument.

10. Proficiency Rating/Grading Scheme

A student's *final grade* which determines the *competency rating* is calculated by the combination of the on-going assessment grades. *See the Grading Scheme below.*

11. Recommendations to Programme Administrators/Lecturers

This Occupational Associate Degree is designed on the CBET Principles to reflect the requirements of industry, as well as, that of the learning institution. It is therefore important that individuals responsible for programme administration, programme delivery and the management of the assessment and certification processes exercises due process to actualize the principles of Competency Based Education and Training (CBET) in the Teaching and Learning experiences. It is being recommended that Experiential Learning Strategies be a critical feature of the process. The Assessment Processes employs Authentic and Fair Assessment Strategies to confirm students'

competencies. Assessment should not only be for the confirmation of competence but also be used as a catalyst for improving the instructional process and students' achievements.

Awarding of Degree

Upon completion of the below, participants who have pursued the Logistics and Supply Chain Management programme will be awarded an ***Occupational Associate Degree in Logistics and Supply Chain Management***.

Participants must have:

1. completed all courses as specified by the programme
2. completed two hundred and forty (240) hours of Work Experience
3. met all other requirements as outlined by individual institutions and the *Centre of Occupational Studies within the Ministry of Education Youth and Information*

Mark Range (where applicable)	Grade Point Average (GPA)	Letter Grade	Description
95-100%	4.00	A+	High Competence: where the student has demonstrated highly original, relevant and sophisticated applications of research, appraisal, enquiry and evaluation techniques resulting in innovative concepts that challenge existing conventions in the field of study.
90 – 94%	3.80	A	
85 – 89%	3.70	A-	Competence with Distinction: where the student has demonstrated a high level of performance indicating depth and breadth in research, appraisal, enquiry and evaluation with broad application of knowledge of theoretical concepts, and applied analytical thought.
80 – 84%	3.60	B+	Competence with Credit: where the student has undertaken an innovative and creative interpretation of assessment briefs, and has provided evidence of extended research and inquiry applied to assessments tasks.
75 – 79%	3.30		
70-74	2.70	B-	Competent: where student has met all requirements of assessment tasks to a satisfactory level.
65-69	2.30	C+	
60-65	2.00	C	
55-59	1.70	C-	
50-54	1.30		

Under 50 (45-49)	1.00	D	NYC: where the student has not demonstrated satisfactory performance in assessment tasks or has not met subject requirements.
Under 45	1.00	E	
NYC of a 'must pass event'			Not Yet Competent: where the student has an overall mark for the subject at a passing level, but has not demonstrated satisfactory performance to be deemed competent.
Withdrawn no penalty:			
<ul style="list-style-type: none"> a) Where the student has withdrawn from the subject on or before the census date b) Where the student has withdrawn from subject after consultation, without penalty c) Where the student has withdrawn from the subject due to serious illness or misadventure 			
Deferred result: Where, for approved reasons, health or misadventure, a student is allowed to resubmit an assessment or sit an exam at a later date.			

PROFILE

OCCUPATIONAL ASSOCIATE DEGREE

LOGISTICS & SUPPLY CHAIN MANAGEMENT

Programme Rationale

According to the Maritime Sector Study, conducted by the Research and Technical Services Department, within the Technical Services Division of the HEART Trust/NTA; the Maritime Industry represents one of the strategic priority areas discussed within the Vision 2030 Jamaica – Transportation Sector Plan. The maritime industry has been recognised as a significant component to Jamaica’s economic development and an influence in Jamaica being the choice of place to do business. Hence, the intent of the government to train and develop human resources to meet the needs of this unique industry.

The said source further notes that, one main problem in recruiting persons for the Maritime industry is the lack of staffing with adequate knowledge and competencies to provide the services required by the job. The said study also reported that, at the top of its list of difficult occupational areas to staff, is logistics. The cause of the noted difficulty is the limited human resources who are fully (practical and knowledge based) trained with practical/hands-on experience. Other needs analysis, also identified that there is a need for a workforce complimented by qualified employees with applied knowledge and skills in selected areas of study; to provide effective and efficient supervisory and leadership competencies. The development of occupational certification is further rationalized by the obvious necessity to align higher education with the emerging needs of workplace and industry as well as the growing relevance of occupational certification internationally.

Giving regard to these factors and the mandates of the Centre of Occupational studies, the development of the Occupational Associate Degree in Logistics and Supply Chain Management had been undertaken.

Programme Description

The Occupational Associate Degree Programme in Logistics and Supply Chain Management is an Applied Associate Degree which is designed on workplace competencies with the intent to provide

workforce solutions in the field of Maritime, with particular focus on the training and certification of persons at the noted level.

The programme contents will expose participants to the technical, operational processes and managerial competencies required to manage logistics and related activities in areas such as, inventory control, transport and distribution, fleet control, warehousing, terminal (land, air & sea).

The duration of study is projected for two years across four administrative semesters and a summer internship/externship (work attachment component) component. The programme design combines related underpinning academic competencies with the practical occupational competencies. The programme allows for a “work-ready” and “employable” graduate who can contribute to and create/add value to their place of employment, the industry and the nation. The development of these competencies are complimented by the professional development courses in this programme; aimed at developing an occupational and workplace competent individual, through application of critical employability skills; science, technology, engineering, arts and mathematics (STEAM) skills and a general awareness of, sensitivity to and appreciation for human diversity. As such, the programme takes a learner-centered approach to instruction and considers the varied needs of students in the use of instructional and assessment strategies.

The programme is also designed at a level where graduates can not only earn an institutional certification, but in addition, professional and or industry recognitions including license required for professional practice. At the end of the programme, students who are deemed competent in the specific requirements for this programme/successful will be awarded an **Occupational Associate Degree in Logistics and Supply Chain Management**.

Programme Goals

The Logistics and Supply Chain Management Programme addresses the growing need for competencies related to the occupational discipline. The programme seeks to produce rounder graduates who will exhibit the abilities and competencies to function as junior supervisors with the capacity to grow and develop in the industry and continue on to higher levels of education.

Upon completion of this programme graduates should be able to:

- Effectively communicate in the occupational environment
- Efficiently conduct international business operations
- Maintain related international health and safety and environmental regulations and standards.
- Monitor commercial shipping operations
- Design logistics operational plan
- Supervise and maintain inventory control systems and operations.
- Coordinate distribution and transportation
- Appropriately communicate in another language
- Handling managing and securing resources
- Managing information systems

Employment/Career Opportunities

The competencies and professional skills to be developed by this programme are the basis for an expanding variety of rewarding careers locally and internationally. Upon completion, graduates may be eligible for employment at a supervisory level in areas such as:

- Logistics Manager
- Integrated Programs Director
- Supply Chain Director
- Inventory Manager
- Supply Chain Planning Manager

PROGRAMME STRUCTURE AND SEMESTERISATION

Foundation General Education Courses: Critical to the delivery of this Occupational Degree Programme is the inclusion of general foundation courses, in the following subject areas: **Mathematics, Communication and Computer Application.** These courses will be timetabled and included in the training and delivery programme by the institution.

Year 1 - Semester 1

Course Code	Course	Credit Value	Credit Hours
OSGEN101A16	Using Applied Mathematics I to Complete work operations	3	45
OSGEN102A16	Applying Business Communication Strategy I to complete work Operations	3	45
OSOHS101A16	Maintaining and Evaluating Occupational Health and Safety Systems	3	45
OSLSM101A16	Applying Logistics and Supply Chain Management Principles	3	45
OSLSM102A16	Monitoring Commercial Shipping Operations	3	45
Total	5	15	225

Year 1 – Semester 2

Course Code	Course	Credit Value	Credit Hours
OSICT201A16	Using Information Technology I to Complete Work Operations	3	45
OSGEN201A16	Applying Business Communication Strategy II to Complete Work Operations	3	45
OSLSM201A16	Applying International Conventions for Freight Transportations to Complete Work Operations	3	45
OSENV201A16	Applying Environmental Studies and Sustainability Systems to Operations	3	45
OSBPS201A16	Using Management Strategy to Complete	3	45

	Work Operations		
OSPCD202A16	Internship/Externship (Workplace Attachment)	6	240
Total	6	21	465

Year 2 – Semester 3

Course Code	Course	Credit Value	Credit Hours
OSGEN203A16	Communicating Interactively Using Spanish I	3	45
OSBPS202A16	Monitoring Finance for Shipping Business Solutions	3	45
OSBPS203A16	Applying Entrepreneurship Skills	3	45
OSISS201A16	Planning and Managing Enterprise Security	3	45
OSRMS201A16	Managing Resource for Distribution and Transportation	3	45
OSHCR201A16	Applying Values & Attitude to Personal Development	3	45
Total	6	18	270

Year 2 – Semester 4

Course Code	Course	Credit Value	Credit Hours
OSLSM301A16	Managing Inventory and Warehousing Solutions	3	45
OSLSM302A16	Monitoring Customs Processes and Procedures	3	45
OSICT301A16	Managing Logistics and Supply Chain Information Systems	3	45
OSBPS301A16	Applying Industrial Research Practices and Techniques	3	45
OSQUA201A16	Applying Principles of Customer Service	3	45
Total	5	15	225

Year 2 – Semester 5 (summer)

Course Code	Course	Credit Value	Credit Hours
OSBPS401A16	Monitoring and Evaluating Marketing Practices	3	45
OSBPS403A16	Applying Economics of Shipping to Work Operations	3	45
OSBITM401A16	Managing Transport and Distribution Operations	3	45
OSQUA301A16	Applying Industrial Relations & Collective Bargaining	3	45
OSLSM403A16	Major Capstone Project	1	45
	Acquiring Industry and Professional Recognition	1	45
Total	6	14	270

Course Codes: Note that all programme and course codes are under official review. Final approved programme and course codes will be communicated through a revision and promulgation of this document.

COURSE OUTLINES

YEAR 1

SEMESTER 1

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	USING APPLIED MATHEMATICS TO COMPLETE WORK OPERATIONS
COURSE CODE:	OSGEN101A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 1, SEMESTER 1
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

The main emphasis of this course is on developing the ability of the students to start with a problem in non-mathematical form and transform it into mathematical language. This will enable them to bring mathematical insights and skills in devising a solution, and then interpreting this solution in real-world terms.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this course students are competent when they are able to:

1. Use data collection tools, organize and analysis data to make decisions
2. Use Mathematical Skills to inform research data needed for productive employment and life-long learning
3. Use appropriate statistical language in written and oral presentations
4. Develop an awareness importance of applications of Mathematics
5. Apply Mathematics to relevant problems encountered daily
6. Use calculators and computers to enhance mathematical investigations
7. Develop a mathematical curiosity and creativity
8. Acquire relevant skills and knowledge to access advanced courses in Mathematics and its applications in other subject areas

UNIT I: SOLVE ORDINARY DIFFERENTIAL EQUATIONS 6 HOURS

Specific Objectives

Upon completion of this Unit, students are competent when they are able to:

- 1.1 Solve simple equations
- 1.2 Solve simultaneous equations
- 1.3 Solve quadratic equations

Content

To include but not limited to:

- Initial value problem – existence, uniqueness.
- One-step methods for the numerical solution of the initial value problem – explicit and implicit schemes. Numerical solution of nonlinear equations.
- Stability and phase plane analysis, bifurcations.
- Applications such as population models, epidemiology.
- Boundary value problems; finite difference methods - numerical solution of banded linear systems.
- Sturm-Lowville systems.

UNIT II: APPLY FOURIER SERIES 9 HOURS

Specific Objectives

Upon completion of this Unit, students are competent when they are able to:

- 2.1 Apply Discrete Fourier Series to solve problems
- 2.2 Interpret related formulae
- 2.3 Calculate orthogonal expansions

Content

To include but not limited to:

- Fourier series
- Orthogonal expansions
- Discrete Fourier series and convolutions

UNIT III: SOLVE HEAT EQUATIONS

6 HOURS

Specific Objectives

Upon completion of this Unit, students are competent when they are able to:

- 3.1 Use Fick's Law
- 3.2 Separate Variables
- 3.3 Scale Invariance
- 3.4 Use Finite difference Methods

Content

To include but not limited to:

- Heat flow, Fick's law
- Separation of variables
- Fundamental solution from Fourier transforms; scale-invariance
- Smoothing effect, maximum principle
- Finite difference methods for heat equation in 1-3 dimensions

UNIT IV: SOLVE QUASI-LINEAR AND BURGER'S EQUATIONS

3 HOURS

Specific Objective

Upon completion of this Unit, students are competent when they are able to:

- 4.1 Interpret Quasi-Linear Equations

- 4.2 Solve Quasi-Linear Equations
- 4.3 Interpret Burger's Equations
- 4.4 Solve Burger's Equations

CONTENT

To include but not limited to:

- Quasi-linear first-order equations
- Characteristics: Burger's equation Quasi-Linear equations

UNIT V: SOLVE WAVE EQUATION

6 HOURS

Specific Objectives

Upon completion of this Unit, students are competent when they are able to:

- 5.1 Interpret Wave Equations
- 5.2 Solve Wave Equations
- 5.3 Use d'Alembert's formula
- 5.4 Use Hadamard's Methods
- 5.5 Use 2D and 3D Methods
- 5.6 Clarify Numerical Issues
- 5.7 Use Energy Conservation Formula

Content

To include but not limited to:

- 1D - d'Alembert's formula, initial-boundary value problems
- 2D, 3D: method of spherical means, Hadamard's method of descent
- Inhomogeneous equations via Duhamel's principle
- Domain of influence/dependence, Huygen's principle
- Conservation of energy
- Numerical issues

UNIT VI: USE DISTRIBUTIONS, DELTA, GREEN FUNCTIONS AND SOLUTIONS

3 HOURS

Specific Objectives

Upon completion of this Unit, students are competent when they are able to:

- 1.1 Use Distributions Solutions
- 1.2 Apply Delta Solutions
- 1.3 Use Green Functions

Content

To include but not limited to:

- Distributions
- Delta Functions
- Green's Functions
- Fundamental solutions

UNIT VII: SOLVE LAPLACE AND POISSON EQUATIONS

6 HOURS

Specific Objectives

Upon completion of this Unit, students are competent when they are able to:

- 7.1 Solve Laplace Equations
- 7.2 Solve Poisson Equations
- 7.3 Determine Mean Value Inequity
- 7.4 Use Dirichlet Formula
- 7.5 Separate Variables

CONTENT

To include but not limited to:

- Separation of **variables** for special geometries.
- Green's representation for solution to Dirichlet problem, Poisson integral.
- Mean value inequality, strong and weak maximum principles, uniqueness for Dirichlet problem
- Dirichlet Principle
- Issues in finite difference methods for Poisson equations

- A simple finite element method

UNIT VIII: CONDUCT DIMENSIONAL ANALYSIS

3 HOURS

Specific Objectives

Upon completion of this Unit, students are competent when they are able to:

- 7.6 Conduct Dimensional Analysis
- 7.7 Interpret Findings
- 7.8 Scale Dimensions

Content

To include but not limited to:

- Dimensional Analysis
- Scaling

UNIT IX - USE PERTURBATION THEORY, ODE'S, ASYMPTOTIC METHODS

2 HOURS

Specific Objectives

Upon completion of this Unit, students are competent when they are able to:

- 1.1 Interpret Perturbation Theory
- 1.2 Apply Perturbation Theory
- 1.3 Use Asymptotic Method

Content

To include but not limited to:

- Regular perturbation
- Asymptotic series
- Multiple scales, secular terms
- Boundary layers, matching
- Asymptotic methods for integrals; Stirling's formula

UNIT X: USE DISCRETE MODELS

3 HOURS

Specific Objectives

Upon completion of this Unit, students are competent when they are able to:

- 10.1 Solve Linear Difference Equations
- 10.2 Use Discrete Model solve population dynamics
- 10.3 Use Discrete Model for Economics

Content

To include but not limited to:

- Examples from population dynamics, economics
 - Linear difference equations
-

ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

1. Hand outs of stories, speeches, poems
2. Audiovisual equipment
3. Textbook - Adler, R., Rodman, G., & DuPré, A. Understanding human communication (1st ed.).

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	APPLY BUSINESS COMMUNICATION STRATEGY TO COMPLETE WORK OPERATIONS
COURSE CODE:	OSGEN102A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 1, SEMESTER 1
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This course will help prepare students to be acceptable and functional in business, personal and vocational areas. It is designed to emphasize proper grammar and mechanical skills, as well as to improve students' understanding of literature, vocabulary, speaking, listening, and writing skills. These will enable students to become effective writers, researchers and public speakers as I appropriate.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVE

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completing this course, students will be able to understand and apply English Language within businesses and everyday life.

Specific instructional objectives are for students to be able to:

1. Reading:

Students will become accomplished, active readers who appreciate ambiguity and complexity, and who can articulate their own interpretations with an awareness and curiosity for other perspectives.

2. Writing skills and processing:

Students will be able to write effectively for a variety of professional and social settings. They will practice writing as a process of motivated inquiry, engaging other writers' ideas as they explore and develop their own.

3. Critical Approaches:

Students will develop the ability to read works of literary, rhetoric and deploy ideas from these texts in their own reading and writing. They will express their own ideas as informed opinions that are in dialogue with a larger community of interpreters.

4. Research Skills:

Students will be able to identify topics and formulate questions for productive inquiry; they will identify appropriate methods and sources for research and evaluate critically the sources they find; and they will use their chosen sources effectively in their own writing, citing all sources appropriately.

5. Oral communication skills:

Students will demonstrate the skills needed to participate in a conversation that builds knowledge collaboratively: listening carefully and respectfully to others' viewpoints; articulating their own ideas and questions clearly; and situating their own ideas in relation to other voices and ideas. Students will be able to prepare, organize, and deliver an engaging oral presentation.

UNIT I – LEARN GRAMMATICAL FORMS

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 1.1 Identify parts of speech
- 1.2 Correctly use parts of speech
- 1.3 Correctly punctuate sentences
- 1.4 Capitalize words as appropriate
- 1.5 Identify and use sentences correctly
- 1.6 Correctly identify components of a sentence
- 1.7 Effectively pronounce words

Content

To include but not limited to:

- Grammar Basics, Part I -- The Parts of Speech
- Grammar Basics, Part II -- Capitalization & Punctuation
- Grammar Basics, Part III -- Subject-Verb Agreement & Other Writing Mishaps
- Types of Sentences
- Parts of Sentence - Subject and Predicate
- Pronunciation and Intonation

UNIT II – EXPLORE WRITING TYPES

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 2.1 Compose business, personal, scientific and technical letters
- 2.2 Identify components of expository pieces
- 2.3 Evaluative descriptive forms of writing
- 2.4 Compose descriptive types of letters
- 2.5 Compose persuasive letters
- 2.6 Critically evaluate persuasive writing
- 2.7 Read and evaluate narrative writings
- 2.8 Apply different writing styles to business communication

Content

To include but not limited to:

- **Expository** – Business, Personal, Technical, Scientific
- **Descriptive** – Poetry, Journal, Nature writing, Descriptive passages in fiction
- **Persuasive** – Editorial newspaper pieces, Advertisements, Letter of recommendation
- **Narrative** – Novels, Short stories, Autobiographies or biographies, Oral histories

UNIT III – DEVELOP ESSAYS

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 3.1 Correctly create essays
- 3.2 Select essay topics and thesis statements
- 3.3 Write business arguments
- 3.4 Carry out business research
- 3.5 Correctly creating essay body
- 3.6 Create logical essay conclusions
- 3.7 Learn to revise and finalize essays

Content

To include but not limited to:

- Essay composition
- Business Research
- The Body and Conclusion

UNIT IV – DEVELOP LISTENING COMPETENCIES

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 4.1 Identify the main ideas given in dialogues
- 4.2 Identify supporting details in dialogue
- 4.3 Listen open-mindedly
- 4.4 Differentiate between facts and opinions

- 4.5 Identify bias and prejudice in arguments
- 4.6 Identify verbal and non-verbal messages
- 4.7 Actively listen to dialogues

Content

To include but not limited to:

- Displaying literal listening competencies
 - Recognize main ideas
 - Identify supporting details
 - Recognize explicit relationships among ideas
 - Recall basic ideas and details
 - Attend with an open mind
- Displaying critical comprehension competencies
 - Perceive the speaker's purpose and organisation of ideas and information
 - Discriminate between statements of fact and statements of opinion
 - Distinguish between emotional and logical argument
 - Detect bias and prejudice
 - Recognize the speaker's attitude
 - Recognize discrepancies between the speaker's verbal and nonverbal messages
 - Employ active listening techniques when appropriate

UNIT V – EXPLORE COMMUNICATION STYLES

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 5.1 Correctly define communication
- 5.2 Differentiate between written and oral communication
- 5.3 Identify different kinds of communication
- 5.4 Differentiate between types of communication
- 5.5 Identify the communication process
- 5.6 Differentiate between verbal and non-verbal communication

Content

To include but not limited to:

- Communication defined
- Kinds of Communication e.g. Formal, Informal (grapevine)
- Types of Communication
- The Communication Process
- Verbal and Non-verbal Communication

UNIT VI – DEVELOP PUBLIC SPEAKING SKILLS

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 6.1 Identify what public speaking is and its purpose
- 6.2 Be ethical when speaking
- 6.3 Deal with anxiety when speaking publicly
- 6.4 Identify different types of speeches

Content

To include but not limited to:

- Public Speaking as a Communication Process
- Being an Ethical Speaker
- Managing Anxiety About Public Speaking: Strategies and Tips
- Types of Speeches: Informative, Persuasive, and Special Occasion

UNIT VII – MANAGE AIDS AND BLOCKS TO EFFECTIVE COMMUNICATION

3 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 7.1 Plan properly
- 7.2 Properly pronounce, dictate, modulate
- 7.3 Develop audience appeal
- 7.4 Use proper gestures & mannerisms & Control of nervousness

7.5 Select appropriate attire

Content

To include but not limited to:

- Careful planning and preparation
- Proper pronunciation, diction, voice modulation
- Audience appeal
- Gestures & mannerisms & Control of nervousness
- Appropriate attire

UNIT VIII – RESEARCH WRITING SKILLS FOR BUSINESS COMMUNICATION

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 8.1 Understand the topic to be researched
- 8.2 Properly schedule the research timeline
- 8.3 Choose an appropriate topic
- 8.4 Find and evaluate sources
- 8.5 Organize the paper outline
- 8.6 Properly cite sources
- 8.7 Creating the final draft

Content

To include but not limited to:

- Planning research paper for business communication
 - Understanding the Research Paper
 - Making a Schedule
 - Selecting a Subject
 - Finding and Evaluating Sources

- Writing the Research Paper

- Organizing a Preliminary Outline
- Developing a Thesis and Writing the First Draft
- Quoting, Documenting and Listing Sources
- Typing the Final Draft

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ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to host a seminar on English Language as a Business Tool that enables them to utilize their public speaking skills and will test their correct use of the English Language.

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

1. Handouts of stories, speeches, poems
2. Audiovisual equipment
3. Textbook - Adler, R., Rodman, G., & DuPré, A. Understanding human communication (1st Ed.).

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	MAINTAINING AND EVALUATING OCCUPATION HEALTH AND SAFETY SYSTEMS
COURSE CODE:	OSOHS101A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 1, SEMESTER 1
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This course introduces the student to the study of workplace occupational health and safety. The student will learn safe work practices in offices, industry and construction as well as how to identify and prevent or correct problems associated with occupational safety and health in these locations as well as in the home. The course is designed to assist the student with the implementation of safe healthy practices at work and at home. This module is intended to gear student to implement and manage occupational health and safety strategies and systems. Students will effectively enforce these practices based on multiple region laws and guidelines. Hence, students will be of great purpose to the business sector locally, the region and the world.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this course students are competent when they are able to:

1. Identify hazards in the home or workplace that pose a danger or threat to their safety or health, or that of others.
2. Control unsafe or unhealthy hazards and propose methods to eliminate the hazard.
3. Present a coherent analysis of a potential safety or health hazard both verbally and in writing, citing the Jamaica Occupational Health and Safety Regulations as well as supported acts.
4. Discuss the role of health and safety in the workplace pertaining to the responsibilities of workers, managers, supervisors.
5. Indicate a comprehension of the changes created by Occupational Health and Safety Act and how the voluntary compliance program is beneficial locally.
6. Identify the decisions required to maintain protection of the environment, home and workplace as well as personal health and safety.

UNIT I – PRACTICE PERSONAL HEALTH AND SAFETY

3 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 1.1 Practice personal health and safety at home in the workplace
- 1.2 Identify blood borne viruses
- 1.3 Take precaution against viruses
- 1.4 Treat dermatitis and other skin issues

Content

To include but not limited to:

- Personal health and safety at home and in the workplace

- Blood borne virus, hepatitis B, HIV
- Dermatitis, skin care

UNIT II – PRACTICE PERSONAL SAFETY

3 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 2.1 Perform Emergency first aid treatment
- 2.2 Manage reaction to accidents
- 2.3 Report accidents
- 2.4 Take pro-active procedures when accidents occur
- 2.5 Clean the accident site
- 2.6 Use personal safety wear and protective equipment

CONTENT

To include but not limited to:

- Emergency first aid treatment
- Reaction to accidents
- Reporting of accidents
- Pro-active procedures when accidents occur
- Cleaning the accident site
- Personal safety wear and protective equipment

UNIT III – INVESTIGATE ACCIDENTS AND THEIR EFFECT ON INDUSTRY

3 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 3.1 Evaluate cost of accidents including money and time
- 3.2 Identify parts of the body injured in accidents
- 3.3 Analyze burns
- 3.4 Manage drugs and alcohol in the workplace

Content

To include but not limited to:

- Costs of accidents
- Work accident costs and rates
- Time lost
- Work injuries, parts of the body injured on the job
- Chemical burn injuries
- Carpal Tunnel Syndrome Injuries
- Drugs and Alcohol in the Workplace

UNIT IV - EVALUATE THEORIES OF ACCIDENTS – SELECTIVE 4 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 4.1 Evaluate theories of accidents
- 4.2 Identify factors leading to accidents

Content

To include but not limited to:

- **Theories of Accidents – Selective**
 - Domino Theory of Accident Causation
- **Five factors leading to an accident**
 - Ancestry & social environment
 - Fault of person
 - Unsafe act/mechanical or physical hazard
 - Accident
 - Injury
- **Human Factors Theory of Accident Causation: Chain of events ultimately caused by human error, three factors**
 - Overload
 - Capacity - abilities

- Load
- **Others factors**
 - Environmental factors (e.g noise)
 - Internal factors (e.g. personal problems)
 - Situational factors (e.g. risk)
 - Incompatibility with workstation
 - Doing a task without training
 - Misjudging the degree of risk
- **Accident/Incident Theory of Accident Causation**
 - Ergonomic traps
 - Decision to err
 - System's failure
- **Epidemiological Theory of Accident Causation**
 - Causal relationship between environmental factors and disease
 - Extended to accidents
 - Study causal relationships between environmental factors and the accident
- **Systems Theory of Causation**
 - System - interacting components intended to meet a common goal
 - A change in any component affects the entire system

Components

 - Person
 - Machine
 - Environment

UNIT V– MANAGE WHMIS WORKPLACE HAZARDOUS MATERIAL INFORMATION SYSTEMS 4 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

5.1 Evaluate toxins and points of entry

5.2 Take safety precautions

Content

To include but not limited to:

- Routes of entry into the body of toxic materials
- General safety precautions
- Cleaning chemical spills
- MSDS sheets
- IMDG International Maritime Dangerous Goods Code

UNIT VI – MANAGE FALLING, IMPACT, ACCELERATION AND LIFTING

HAZARDS 3 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 6.1 Perform correct lifting techniques
- 6.2 Use safety equipment
- 6.3 Store materials safety
- 6.4 Deal with manual landing

Content

To include but not limited to:

- Correct lifting techniques
- Selecting correct lifting procedures in the workplace
- Safety equipment
- Safe storage of materials at home and in the workplace
- Dealing with manual handling

UNIT VII – DEAL WITH WORKERS COMPENSATION 1 HOUR

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 7.1 Manage injuries and workers compensation
- 7.2 Resolve workers' compensation disputes

Content

To include but not limited to:

- Injuries and workers compensation
- Resolution of workers' compensation disputes

UNIT VIII – IDENTIFY ROLES OF HEALTH AND SAFETY PERSONNEL 2 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 8.1 Develop health and safety team
- 8.2 Identify health and safety professionals

Content

To include but not limited to:

- The modern health and safety team
- Health and safety manager
- Engineers and safety

UNIT IX – MANAGE STRESS AND SAFETY 4 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 1.1 Explain workplace stress
- 1.2 Manage workplace stress
- 1.3 Manage stress and safety

Content

To include but not limited:

- Workplace stress defined
- Sources of workplace stress
- Human reaction to workplace stress
- Measurement of workplace stress
- Shift work, stress and safety
- Improving safety by reducing stress

- Stress in safety managers
- Stress and workers compensation

UNIT X – MANAGE AND SAFEGUARD MECHANICAL HAZARDS 3 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 10.1 Identify common mechanical injuries
- 10.2 Explain safeguarding
- 10.3 Manage lockout/tag out systems
- 10.4 Take corrective action

Content

To include but not limited to:

- Common mechanical injuries
- Safeguarding defined
- Lockout/tag out systems
- Taking corrective action

UNIT XI – MANAGE HEAT AND TEMPERATURE HAZARDS 3 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 11.1 Investigate the body's response to heat
- 11.2 Manage and prevent heat stress
- 11.3 Explain cold hazards
- 11.4 Prevent cold stress

Content

To include but not limited to:

- The body's response to heat
- Heat stress and its prevention
- Overview of cold hazards

- Preventing cold stress

UNIT XII – INVESTIGATE FIRE HAZARDS

2 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 12.1 Investigate sources of fire hazards
- 12.2 Detect and manage fire hazards
- 12.3 Develop fire safety standards
- 12.4 Identify safety myths

Content

To include but not limited to:

- Sources of fire hazards
- Fire hazards and dangers to humans
- Detection of fire hazards
- Reducing fire hazards
- Development of Fire Safety Standards
- Fire safety myths

UNIT XIII – MANAGE NOISE AND VIBRATION HAZARDS

2 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 13.1 Investigate noise and vibration hazards
- 13.2 Manage noise
- 13.3 Explain vibration hazards

Content

To include but not limited to:

- Hazards levels and risks
- Identifying and assessing hazardous noise conditions
- Noise control strategies

- Vibration hazards

UNIT XIV – PREPARE FOR EMERGENCIES

2 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 14.1 Carry out first aid in emergencies
- 14.2 Report accidents

Content

To include but not limited to:

- First aid in emergencies
- Reporting accident

UNIT XV – PROMOTE SAFETY

1 HOUR

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 15.1 Develop safety committees

Content

To include but not limited to:

- Safety Committees

UNIT XVI – CARRY OUT HEALTH AND SAFETY TRAINING

1 HOUR

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 16.1 Create rationale for health and safety training

Content

To include but not limited to:

- Rationale for health and safety training

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 17.1 Identify hazards in the hazards
- 17.2 Evaluate entry points for toxic agents
- 17.3 Identify and manage airborne and asbestos hazards

Content

To include but not limited to:

- Hazards in the workplace
- Entry points for toxic agents
- Airborne contaminants
- Asbestos hazards
- Hazard recognition, evaluation and control

GROUP PRESENTATION – SELECTIVE

- Safety and the Environment
- Product Safety and Liability
- Ergonomics and Safety

ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight

1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to visit a major industrial facility and make a report about health and safety procedures and shortfalls present based on the course information given.

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

1. Health and safety equipment
2. Course materials
3. Planning occupational safety & health. (1991). North Ryde, N.S.W.

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	APPLYING LOGISTICS AND SUPPLY CHAIN MANAGEMENT PRINCIPLES
COURSE CODE:	OSLSM101A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 1, SEMESTER 1
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This course is designed to equip the students with the knowledge and skills in the Logistics and Supply Chain Management. This will allow them to perform in industry.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this course students are competent when they are able to:

- Describe major logistics functions and activities.

- Differentiate logistics and supply chain management.
- Describe alternative ways to organize for supply chain management.
- Describe methods of inventory planning.
- Explain how technology has and continues to change logistics and supply chain management.
- Compare modes of transportation and related policies.
- Outline computer and supply chain security measures.
- Describe warehouse processes, systems, and performance measures.
- Describe documentation and terms of sale for international shipments.

UNIT I – EVALUATE LOGISTICS AND SUPPLY CHAIN MANAGEMENT 3 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 1.1 Utilize supply chains and logistics
- 1.2 Identify terms used in supply chain management
- 1.3 Evaluate freight and material flow

Content

To include but not limited to:

- Defining Supply Chain, Logistics and Supporting Pillars
- Terms used in Supply Chain Management
- Overview of Freight and Material Flow

UNIT II – GENERATE SUPPLY CHAIN ACTIVITY 6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 2.1 Utilize types of procurement
- 2.2 Identify customer demand and goods
- 2.3 Evaluate terms and conditions of payment
- 2.4 Evaluate suppliers' response

Content

To include but not limited to:

- Customer Demand Goods/Material
- Types of Procurement
- Terms and Condition of Payment
- Suppliers Response

UNIT III – LEARN INVENTORY MANAGEMENT

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 3.1 Explain inventory
- 3.2 Identify objectives and functions of inventory management
- 3.3 Evaluate the link between cost and inventory
- 3.4 Evaluate the different approaches to inventory control

Content

To include but not limited to:

- Definition of Inventory
- Objectives and Function of Inventory Management
- Relationship of Inventory and Cost
- Different Approaches to Inventory Control

UNIT IV – LEARN WAREHOUSE MANAGEMENT

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- Explain warehouse classification
- Identify warehouse needs
- Evaluate factors influencing warehouse layout
- Create field trip report

Content

To include but not limited to:

- Warehouse Classification
- Deciding on Warehouse Needs
- Factor influencing Warehouse Layout
- Efficient Warehouse Operations
- Field Trip & Field Report

UNIT V – MANAGE TRANSPORT

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- Explain transport's role in Logistics
- Identify modes of transportation and their selection
- Evaluate transport networks
- Create transport efficiency in logistics management
- Explain transportation and the Hub Concept and Nodal System

Content

To include but not limited to:

- Transport role in Logistics
- Modes of Transport and their Selection
- Transport Network
- Transport Efficiencies in Logistics Management
- Transportation and the Hub Concept and Nodal System

UNIT VI – LEARN LOGISTICS MANAGEMENT WITHIN THE PORT

3 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 6.1 Explain logistics management in the port
- 6.2 Identify physical flows in a port
- 6.3 Evaluate information flows in a port

Content

To include but not limited to:

- Overview of Logistics Management in a Port
- Physical Flows in a Port
- Information Flows in a Port

UNIT VII – MANAGE COMMUNICATION

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 7.1 Explain information flows in logistics management
- 7.2 Identify the use of ICT in logistics and supply chain management
- 7.3 Utilize port communication systems
- 7.4 Utilize customs systems

Content

To include but not limited to:

- Information Flows in Logistics Management
- ICT
- Port Communication Systems
- Customs Systems

UNIT VIII – IDENTIFY TRENDS IN LOGISTICS MANAGEMENT 6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 8.1 Explain the use of ports in hub and spoke systems
- 8.2 Identify the use of logistics hubs
- 8.3 Identify last mile logistics
- 8.4 Identify multi-channel inventory
- 8.5 Explain 3PL

Content

To include but not limited to:

- Ports in hub and spoke systems
- Logistics hub
- Last Mile logistics
- Multi-channel Inventory
- 3PL

ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
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Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation

- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to make a presentation that will help them to develop the capability to achieve competitive advantage through strategic design of the supply chain and effective integration of functional elements in support of corporate strategy and in response to competitive realities and market requirements.

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

1. Fawcett, S.E., Ellaram, L.M. and Ogeden, J.A. (2014). Supply Chain Management from Vision to Implementation. Pearson Publishers
2. Mangan J., Lalwani C., Butcher T., Javadpour R.(2013). Global logistics & Supply Chain management. 2nd Edition. John Wiley & Sons.
3. Richards G. (2011). Warehouse Management: A Complete Guide to Improving Efficiency and Minimizing Costs in the Modern Warehouse. Kogan Page publishers

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	MONITORING COMMERCIAL SHIPPING OPERATIONS
COURSE CODE:	OSLSM102A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 1, SEMESTER 1
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This course is designed to provide students with an introduction to the fundamental and a general understanding of the various types of commercial shipping operations. It will also provide students with basic knowledge of the roles of international and national organisations in the shipping industry.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings

Upon completion of this course students are competent when they are able to:

1. Learn key concepts in commercial shipping such as tramp marketing, lay time and voyage estimation, liner shipping, passenger shipping, scheduling, routing and bunkering, ship husbandry, and the role of IMO in shipping.
2. Get an opportunity to develop learning skills which will provide a sound basis for further work.
3. Learn ways of thinking that allow a better understanding of shipping and the shipping process as a whole.

UNIT I – EVALUATE COMMERCIAL SHIPPING

3 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 1.1 Explain commercial shipping
- 1.2 Identify components of commercial shipping
- 1.3 Identify cargo types
- 1.4 Identify factors influencing vessel choice

Content

To include but not limited to:

- Definition of commercial shipping
- Components of commercial shipping
- Main cargo types
- Other types of commercial shipping
- Factors influencing vessel choice

UNIT II – INVESTIGATE TRAMP SHIP MARKETING

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 2.1 Explain tramp charter market
- 2.2 Identify tramp shipping vessels
- 2.3 Evaluate tramp shipping operations

- 2.4 Identify types of charter
- 2.5 Investigate the tramp shipping environment

Content

To include but not limited to:

- The tramp charter market
- Tramp shipping vessels
- Tramp shipping operation
- Types of charters
- The tramp shipping environment (organisations, routes & players) Factors influencing vessel choice

UNIT III – CALCULATE LAY TIME AND VOYAGE ESTIMATION 6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 3.1 Explain lay time
- 3.2 Identify factors involved in specifying lay time
- 3.3 Calculate lay time
- 3.4 Identify the effects of various charter party clauses on lay time calculations
- 3.5 Investigate voyage estimation

Content

To include but not limited to:

- Definition of lay time
- The factors involved in specifying lay time
- Methods used to calculate lay time
- Calculations of lay time
- Effects of various charter party clauses on lay time calculations
- Voyage Estimation (samples)

UNIT IV – INVESTIGATE LINER SHIPPING MARKET 6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 4.1 Explain liner trade
- 4.2 Investigate liner operations

Content

To include but not limited to:

- Liner Trade
- Liner operations
- Bills of lading and other liner shipping documents

UNIT V – MANAGE SCHEDULING, ROUTING, AND BUNKERING 6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 5.1 Explain key issues and scheduling in commercial shipping
- 5.2 Investigate the key issues in liner ship scheduling
- 5.3 Identify the effects of load line requirements on routing
- 5.4 Identify factors involved in choosing bunkering ports

Content

To include but not limited to:

- An outline of the key issues and scheduling
- An outline of the key issues in liner ship scheduling
- The effects of load line requirements on routing
- The factors involved in choosing bunkering ports

UNIT VI – MANAGE PASSENGER SHIPPING 6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 6.1 Explain the evolution of passenger shipping
- 6.2 Investigate the logistics of passenger/cruise/ferry shipping

6.3 Identify intermodal linkages in passenger shipping

6.4 Market passenger shipping

Content

To include but not limited to:

- Evolution of Passenger Shipping
- The logistics of passenger/cruise/ ferry shipping
- Intermodal linkages in passenger Shipping
- Marketing passenger shipping

UNIT VII – INVESTIGATE SHIP AGENCIES

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 7.1 Explain ship husbandry
- 7.2 Investigate communication between responsible parties and Government Agencies
- 7.3 Calculate disbursements
- 7.4 Create documentation

Content

To include but not limited to:

- Ship Husbandry
- Communication between responsible parties and Government Agencies
- Disbursements
- Documentation

UNIT VIII – EVALUATE LINER COMPANIES CORPORATION AND AGREEMENTS

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

8.1 Explain the evolution of liner husbandry

8.2 Identify liner conferences

8.3 Control competition in Liner shipping

8.4 Market and sell liner shipping

Content

To include but not limited to:

- Evolution of the Liner industry
- Liner conferences
- Other ways of controlling competition in liner shipping (vessel sharing, consortia, strategic alliance, slot chartering, pooling etc.)
- Doing it alone the independent shipping line
- Liner company organisation
- Liner shipping operations
- Marketing and sales of liner shipping

UNIT IX – INVESTIGATE POLITICS AND ORGANISATIONS 6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 9.1 Explain the role of IMO in shipping
- 9.2 Identify the role of UNCTAD in international shipping
- 9.3 Identify the political aspect of shipping

Content

To include but not limited to:

- The role IMO in shipping
- The role of UNCTAD in international shipping
- The role of other organisation e.g. Classification Societies, INTERTANKO, BIMCO etc.
- Political aspects of shipping
- Services performed by the principal shipping organisations

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ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to make a presentation using all the commercial shipping concepts.

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

- Course materials
- Audiovisual equipment

DRAFT

COURSE OUTLINES

YEAR 1

SEMESTER 2

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	USING INFORMATION TECHNOLOGY 1 TO COMPLETE WORK OPERATIONS
COURSE CODE:	OSICT201A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 1, SEMESTER 2
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This course seeks to increase students' understanding of information technology, its components, language and potential which has become a requirement for personal and professional growth and success.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this course students are competent when they are able to:

1. Understand what computer systems are and developing an appreciation for them
2. Understand the uses of various types of software used in different organisations.
3. Be expose to a working knowledge of user interfaces,operating systems and utility software
4. Be exposed to the use of various input/output devices.
5. Understand the concepts of computer storage.
6. Understand processing methods and their uses in contemporary applications.
7. Understand technology as its relationship with the transmission of data.

UNIT I – EXPLORE COMPUTERS

10 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 1.1 Explain the history computers
- 1.2 Identify the different types of computers
- 1.3 Explain the concept of information technology
- 1.4 Identify the use of computers in business and personal settings
- 1.5 Identify how data can be represented

Content

To include but not limited to:

- History of computers
- Types of computers
- Definition – Information Technology
- Uses of computers in workplaces and the wider society
- Data representation: bits, bytes, kb, MB, GB, TB

UNIT II – INVESTIGATE COMPUTER SOFTWARE

10 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 2.1 Explain the difference between system and application software

- 2.2 Explain the features of Windows Operating Systems
- 2.3 Explore the different application software

Content

To include but not limited to:

- System Software vs. Application Software
- Windows Operating Systems
- Application software

UNIT III –EXPLORE COMPUTER HARDWARE 8 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 3.1 Explain the components of the central processing unit
- 3.2 Identify input and output devices and their uses
- 3.3 Identify how computer memory works
- 3.4 Examine the nature of computer storage

Content

To include but not limited to:

- Central Processing Unit (CPU)
- Input devices
- Output devices
- Memory (RAM vs. ROM)
- Computer Storage

UNIT IV – INVESTIGATE INFORMATION PROCESSING 8 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 4.1 Explain the difference between batch and real-time processing
- 4.2 Identify the difference between on-line and interactive information processing
- 4.3 Examine other related information technology applications

Content

To include but not limited to:

- Batch Processing vs. Real-Time Processing
- On-line, interactive information processing
- Related Applications
 - Commerce
 - Travel
 - Communication
 - Education

UNIT V - INVESTIGATE DATA TRANSMISSION AND COMPUTER NETWORK

9 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 5.1 Explain the difference between LANs and WANs
- 5.2 Explain what the internet is
- 5.3 Explain office automation

Content

To include but not limited to:

- LANs vs. WANs
 - Hardware and Software requirements
 - Topologies (Star, Bus, Ring)
- Introduction to the Internet (theory)
- Introduction to office automation

ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to use the knowledge that they have gathered to create a database for a school registry system.

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

1. Hand outs
2. Computer lab usage
3. Vermaat, M., Sebok, S., Freund, S., Campbell, J., & Frydenberg, M. *Discovering computers* 2016 (1st ed.).

DRAFT

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	APPLYING BUSINESS COMMUNICATION STRATEGY II TO COMPLETE WORK OPERATIONS
COURSE CODE:	OSGEN201A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 1, SEMESTER 2
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This course presents communication as integral to business strategy and as a critical component for success in the workplace. In this course students will develop a foundation for designing effective messages, both written and oral, from concept to delivery. They will use a strategic communication model to identify objectives, analyze audiences, choose information, and create the most effective arrangement and channel for that message.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this course students are competent when they are able to:

1. Use a strategic communication model and critical thinking to identify objectives, analyze audiences, and choose the most effective structure and style for delivering strategically sound written and spoken messages.
2. Practice principles of effective business writing and document design in all written documents.
3. Employ principles of effective group communication to cultivate trust and understanding, increase open participation, and strengthen decision making in work groups and teams.
4. Build an understanding of different organizational cultures, business practices, and social norms to communicate more effectively in domestic and cross-cultural business contexts.
5. Analyze a company's communication processes or key messages and recommend changes that can help advance communication as an integral part of that organization's management strategy.

UNIT I – EXAMINE FOUNDATIONS OF BUSINESS COMMUNICATION 6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 1.1 Explain the business communication concept
- 1.2 Examine business communication models
- 1.3 Identify the characteristics of effective business communication

Content

To include but not limited to:

- Business Communication concept
- Business Communication models
- Characteristics of effective business communication

UNIT II – LEARN TEAM AND INTERPERSONAL COMMUNICATION 6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 2.1 Identify the advantages and disadvantages of working in teams
- 2.2 Examine the importance of collaborative writing
- 2.3 Examine social networking technologies in business communication

Content

To include but not limited to:

Advantages and disadvantages of working in teams

- Guidelines for successful collaborative writing
- Social networking technologies in business communication

UNIT III – DEMONSTRATE ORGANISATIONAL WRITING 6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 3.1 Examine the three-step writing process
- 3.2 Plan, write and complete reports and proposals

Content

To include but not limited to:

- The Three-Step Writing Process
- Planning, Writing, and Completing Reports and Proposals

UNIT IV – CONDUCT BUSINESS PRESENTATIONS 6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 4.1 Develop oral and online presentations
- 4.2 Deliver oral and online presentations
- 4.3 Enhance presentations using slides and other visual aids

Content

To include but not limited to:

- Developing oral and online presentations
- Delivering Oral and Online Presentations
- Enhancing presentations with slides and other visuals

UNIT V – UTILIZE WRITING IN THE WORKPLACE

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 5.1 Write employment letters
- 5.2 Write resumes
- 5.3 Write memos

Content

To include but not limited to:

- Writing Employment Messages
- Writing Resumes
- Writing memos

UNIT VI – DEVELOP EFFECTIVE COMMUNICATION AND NEGOTIATION SKILLS

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 6.1 Examine logic, negotiation and persuasion in business
- 6.2 Communicate strategically

Content

To include but not limited to:

- Logic, Negotiation and Persuasion in business
- Communicating Strategically

UNIT VII – EVALUATE ESSENTIAL ELEMENTS IN BUSINESS COMMUNICATION

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

7.1 Evaluate elements in business communication such as structure, clarity etc

Content

To include but not limited to:

- Structure
- Clarity
- Consistency
- Medium.
- Relevancy
- Medium

UNIT VIII – ELIMINATE BARRIERS IN BUSINESS COMMUNICATION 3 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

8.1 Eliminate barriers in business communication such as audience needs, emotions etc.

Content

To include but not limited to:

- Audience Needs
- Communication Channels
- Cultural differences
- Emotions
- Language

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ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to role play exemplifying employer-employee/interviewer-interviewee relationships using skills such as persuasion and negotiation.

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

- Hand outs
- Audiovisual equipment
- Thill, J. & Bovée, C. Excellence in business communication (1st ed.).

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	APPLYING INTERNATIONAL CONVENTIONS FOR FREIGHT TRANSPORTATIONS TO COMPLETE WORK OPERATIONS
COURSE CODE:	OSLSM201A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 1, SEMESTER 2
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

Freight transportation plays a critical role in any supply chain as it fulfils time and place utility of goods i.e. delivers products and services to where and when they are required. This course aims to explore freight transportation and the conventions which govern it.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this course students are competent when they are able to:

1. Apply the rules of international freight transportation conventions in problem solving
2. Develop and implement domestic and international freight transportation strategies to facilitate effective supply chain operations.
3. Review and evaluate various freight transportation and freight logistics solutions using appropriate assessment methods to rationalize both domestic and international freight transportation and logistics networks.
4. Communicate and work with others effectively to resolve problems in freight transportation and supply chain management.

UNIT I – EXPLORE FREIGHT AND SHIPPING

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 1.1 Explain the difference between freight and shipping
- 1.2 Explore the nature of freight and shipping
- 1.3 Explain the concept of freight forwarding
- 1.4 Give justification for freight transportation
- 1.5 Review shipping declaration and related documentation
- 1.6** Identify the importance of freight transportation in logistics
- 1.7 Examine the freight transport market, logistics sector and supply chains
- 1.8 Identify freight transport and logistics sectors around the world

Content

To include but not limited to:

- Difference between Freight and Shipping
- The Nature of Freight and Shipping
- The Concept of Freight Forwarding
- Justification for Freight Transportation
- Overview of Shipping Declaration and Related Documentation
- Importance of Freight Transportation in Logistics
- Freight transport market, logistics sector and supply chains

- Freight transport and logistics sectors around the world

UNIT II – EXPLORE FREIGHT TRANSPORTATION MODES

6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 2.1 Identify freight transportation modes
- 2.2 Explain the interconnectedness of freight transportation modes

Content

To include but not limited to:

- The Air Cargo System
- The Trucking System
- The Railroad System
- The Ports and Inland Waterway System
- The Pipeline System
- Interconnectedness of freight transportation modes

UNIT III - INVESTIGATE INTERNATIONAL TRANSPORT FACILITATION CONVENTIONS 9 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 3.1 Identify international transport facilitation conventions
- 3.2 Explain the nature of international transport facilitation conventions

Content

To include but not limited to:

- The Convention on Road Traffic, 1968
- The Convention on Road Signs and Signals, 1968
- The Customs Convention on the International
- Transport of Goods under Cover of TIR
- Carnets (TIR Convention), 1975

- The Customs Convention on the Temporary Importation of Commercial Road Vehicles, 1956
- The Customs Convention on the Temporary Importation of Private Road Vehicles, 1954
- The Customs Convention on Containers, 1972
- The International Convention on the Harmonization of Frontier Controls of Goods, 1982
- The Convention on the Contract for the International Carriage of Goods by Road (CMR)

UNIT V- PLAN SUSTAINABLE FREIGHT AND LOGISTICS SYSTEMS 3 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 5.1 Plan integrated transport
- 5.2 Improve transport and logistics infrastructure and services
- 5.3 Develop intermodal transport corridors
- 5.4 Learn to harmonize rules and process
- 5.5 Learn transport and trade facilitation measures
- 5.6** Develop transport and logistics industry
- 5.7 Apply ICT to freight and logistics systems

Content

To include but not limited to:

- Integrated transport planning
- Improvement of Transport and Logistics infrastructure and services
- Development of intermodal transport corridors
- Harmonization of rules and process
- Transport and trade facilitation measures-joining conventions
- Development of transport and logistics industry- engaging private sector
- Application of ICT

UNIT VI - ANALYZE FREIGHT SUPPLY CHAINS AND ECONOMIC COMPETITIVENESS 3 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 6.1 Identify the link between freight supply chains and trade and investment
- 6.2 Investigate the inland waterway system and waterborne freight
- 6.3 Examine rail transportation and economic competitiveness
- 6.4 Investigate the trucking perspective on freight supply chain

Content

To include but not limited to:

- Trade and Investment
- The Inland Waterway System and Waterborne Freight
- Rail Transportation and Economic Competitiveness
- Trucking Perspective

UNIT VII - MANAGE AIR FREIGHT FORWARDING OPERATIONS 6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 7.1 Identify industry regulators and associations
- 7.2 Examine the contents of an air waybill
- 7.3 Identify dangerous goods and implement security measures
- 7.4 Investigate air cargo import, export and transshipment
- 7.5 Calculate air cargo rates and charges

Content

To include but not limited to:

- Industry Regulators and Associations
- Air Waybill
- Dangerous Goods and Security
- Air Cargo Import, Export, Transshipment
- Air Cargo Rates and Charges

UNIT VIII - MANAGE SEA FREIGHT FORWARDING OPERATIONS 6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 8.1 Identify vessels and containers specifications
- 8.2 Create shipping documentation
- 8.3 Examine freight conferences and freight tariff systems
- 8.4 Investigate the roles of carriers and ports\
- 8.5 Examine cargo packing and damage
- 8.6 Create freight quotations and job costing

Content

To include but not limited to:

- Vessels and Containers Specifications
- Shipping Documentation
- Freight Conferences and Freight Tariff Systems
- Role of Carriers and Ports
- Cargo Packing and Damage
- Freight Quotations and Job Costing

ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%

Total		100%
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FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to visit a freight forwarding company and use the information gathered to make a class presentation.

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

1. Bugden, P. & Schnitzer, S. (2010). Goods in transit and freight forwarding. London: Sweet & Maxwell.
2. Güner-Özbek, M. (2011). The United Nations Convention on Contracts for the International Carriage of Goods Wholly or Partly by Sea. Berlin: Springer
3. UNESCO website

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	APPLYING ENVIRONMENTAL STUDIES AND SUSTAINABILITY SYSTEMS TO OPERATIONS
COURSE CODE:	OSENV201A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 1, SEMESTER 2
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This course is concerned with who uses natural resources, how they use them, and how positive outcomes of use can be enhanced and negative impacts can be mitigated. It examines resource use and allocation through the lenses of community engagement, sustainability and environmental justice.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this course students are competent when they are able to:

1. Convey literacy in the ecological, social and economic concepts on which the concept of sustainability is based.
2. Be skilled in leadership, collaboration, problem-solving and self-expression.
3. Understand how to live a sustainable lifestyle and why a sustainable society is important for the environment.
4. Demonstrate their knowledge by analyzing information in a concentration area [ecology, earth science, or policy and management]
5. Speak effectively about environmental issues, using slide presentation software such as PowerPoint.
6. Appreciate the ethical, cross-cultural, and historical context of environmental issues and the links between human and natural systems.

UNIT I – INVESTIGATE ENVIRONMENT AND SUSTAINABILITY

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 1.1 Define environment and sustainability
- 1.2 Identify factors affecting the environment
- 1.3 Identify factors that promote growth
- 1.4 Explore factors that can lead to sustainable development

Content

To include but not limited to:

- Defining the concepts environment and sustainability
- Factors affecting the environment
- Growth and sustainable development

UNIT II – UTILIZE COMMUNICATION FOR SUSTAINABILITY 6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 2.1 Use theoretical frameworks and marketing techniques to design comprehensive communication strategies to change behaviour
- 2.2 Identify and apply effective facilitation, conflict management, messaging, and negotiation strategies
- 2.3 Explain why communication for sustainability matters

Content

To include but not limited to:

- Theoretical frameworks and marketing techniques in communication strategies
- Behaviour change
- Conflict management and negotiation strategies
- Importance of sustainability

UNIT III – ENCOURAGE CITIZEN ENGAGEMENT FOR SUSTAINABILITY

8 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 3.1 Identify public engagement strategies
- 3.2 Customize public engagement strategies to yield feedback
- 3.3 Build teams
- 3.4 Learn leadership skills
- 3.5 Learn strategies to build strong neighbourhoods

Content

To include but not limited to:

- Public engagement strategies
- Customizing public engagement
- Team building and leadership
- Building strong neighbourhoods

UNIT IV – INVESTIGATE ENVIRONMENTAL POLICY

8 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 4.1 Identify politics and practice of environmental and resource policy
- 4.2 Develop corporate environmental management strategy
- 4.3 Use metrics, tools and indicators in corporate responsibility
- 4.4 Develop strategies for land conservation
- 4.5 Explore environmental law and policy

Content

To include but not limited to:

- The Politics and Practice of Environmental and Resource Policy
- Corporate Environmental Management and Strategy
- Metrics, Tools and Indicators in Corporate Responsibility
- Strategies for Land Conservation
- Environmental Law and Policy

UNIT V– MANAGE ENVIRONMENTAL PLANNING AND EVALUATION 8 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 5.1 Carry out environmental planning
- 5.2 Implement and evaluate environmental plans
- 5.3 Manage watershed and river basin
- 5.4 Analyze environmental systems
- 5.5 Make water and environmental policies

Content

To include but not limited to:

- Environmental Planning and Implementation
- Solid Waste Management
- Watershed and River Basin Management
- Environmental Systems Analysis

- Water and Environmental Policy Making

UNIT VI – DEMONSTRATE GRANT WRITING AND FUND DEVELOPMENT

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 6.1 Learn the basics of grant writing and fund development
- 6.2 Master the fund raising environment
- 6.3 Plan and manage projects
- 6.4 Design effective fund raising strategies
- 6.5 Raise funds online

Content

To include but not limited to:

- Basics of grant writing and fund development
- Mastering Fund Raising Environment
- Project Planning and Development
- Designing effective Fund Raising Strategies and Online Fund Raising

UNIT VII – PRACTICE ORGANISATIONAL MANAGEMENT 6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

Utilize environmental management systems

Utilize financial management systems

Manage land, air and water according to the needs of the organisation

Content

To include but not limited to:

- 7.1 Environmental Management Systems
- 7.2 Financial Management Systems

.....

ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will work collaboratively on a current environmental problem, including characterizing the problem, analyzing possible solutions, implementing some solutions, and publicly presenting the results in a presentation

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

- 1 Kiser, C. (2014). *Creating Social Value*. Sheffield, UK: Greenleaf Publishing.
- 2 Werbach, A. (2009). *Strategy for sustainability*. Boston, Mass.: Harvard Business Press.

DRAFT

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	USE MANAGEMENT STRATEGY TO COMPLETE OPERATIONS
COURSE CODE:	OSBPS201A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 1, SEMESTER 2
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This course will expose students to the field of management and will cover areas such as management concepts and scope, managerial planning and leadership and management.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this course students are competent when they are able to:

1. Highlight the areas where organisations may exercise social responsibility

2. Understand the link between government and social responsibility
3. Explain the structure of the global economy and its effect on international management
4. Pinpoint the main challenges encountered in international management
5. Describe the nature of operating in a global environment
6. Explain the structure of the global economy and its effect on international management
7. Pinpoint the main challenges encountered in international management
8. Describe different types of organisational plans such as; strategic, tactical, operation and contingency
9. Pinpoint and describe different approaches to corporate-level strategy formulation
10. Explain the leadership skills needed for effective and efficient management
11. Assess current organisational practice and make appropriate recommendation
12. Explain the role of ethical issue and social responsibility to management and society
13. Explain the management process and strategy
14. Understand the interrelationship between the environment and organisations
15. Identify entrepreneurial ventures

UNIT II – EXPLORE ROLES, THEORIES AND HISTORY OF MANAGEMENT

4 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 2.1 Explain the different management schools of thought
- 2.2 Identify contemporary management issues and challenges
- 2.3 Identify solutions to contemporary management issues and challenges

Content

To include but not limited to:

- Management schools of thought
 - Classical
 - Quantitative and Contemporary
- Contemporary Management Issues and Challenges

UNIT III – INVESTIGATE CONTEXTUAL FRAMEWORK OF MANAGEMENT

4 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 3.1 Evaluate the environment in which an organisation operates
- 3.2 Explain the relationship between an organisation and its environment
- 3.3 Identify the different degrees of international business
- 3.4 Identify the challenges of international business

Content

To include but not limited to:

- The organisation's environment, (external, internal)
- Relationship between the organisation and the environment
- Degrees of International Business
- Challenges in International Business

UNIT IV – INVESTIGATE SOCIAL RESPONSIBILITY AND ETHICS 4 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 4.1 Examine individual ethics in an organisation
- 4.2 Explain the relationship between an organisation and its environment
- 4.3 Evaluate social responsibility in an organisation
- 4.4 Identify the role of the government in social responsibility

Content

To include but not limited to:

- Individual ethics in the organisation
- Managerial ethic and managerial ethical behaviour
- Social responsibility and organisation
- The government and social responsibility

UNIT V – EXPLORE MANAGERIAL PLANNING

4 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 5.1 Identify elements of planning and decision making
- 5.2 Explain the planning and decision making process
- 5.3 Identify types of goals and learn how to set them
- 5.4 Develop an organisational plan
- 5.5 Develop skills for contingency planning

Content

To include but not limited to:

- Element of Planning and Decision making
- Decision making and planning process
- Setting goal, type of goal
- Organisational plan
- Contingency planning

UNIT VI – MANAGE ENTREPRENEURSHIP AND PLANNING

4 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 6.1 Identify elements of plan
- 6.2 Explain the planning and decision making process
- 6.3 Identify types of goals and learn how to set them
- 6.4 Develop an organisational plan
- 6.5 Develop skills for contingency planning

Content

To include but not limited to:

- The nature of entrepreneurship
- Role of entrepreneurship in society

- Strategy for entrepreneurial organisations
- Structure of entrepreneurial organisations
- The performance of entrepreneurial organisations

UNIT VII – INVESTIGATE THE ORGANISATION PROCESS 4 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 7.1 Explain the organisation process
- 7.2 Explain job description and specification
- 7.3 Learn how to set up a department
- 7.4 Coordinate activities in an organisation
- 7.5 Create information reporting relationships
- 7.6 Manage line and staff

Content

To include but not limited to:

- The organisation process
- Elements – job description, specification
- Setting up department
- Setting up reporting relationship
- Coordinating activity
- Line and staff authority

UNIT VIII – EXPLORE HUMAN RESOURCE MANAGEMENT 4 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 8.1 Explain the relationship between the law and human resource management
- 8.2 Explain how human resource is managed during organisational change
- 8.3 Learn how the human resource department in an organisation gathers information
- 8.4 Explain the role of the human resource department in labor issues

Content

To include but not limited to:

- The environment of legal strategic importance
- Change and Human Resource
- Developing of material human resource service
- Labour Relations Issue

UNIT IX – INVESTIGATE EMPLOYEE ATTITUDES, PERCEPTIONS AND BEHAVIOURS 4 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 9.1 Explain basic elements of individual behavior in an organisation
- 9.2 Explore the nature of individual differences
- 9.3 Describe the relationship between attitude and individual behaviour
- 9.4 Describe the relationship between perception and individual behaviour
- 9.5 Examine the relationship between stress and organisational behavior/motivation
- 9.6 Describe how individual behaviour affect performance

Content

To include but not limited to:

- Basic elements of individual behaviour in the organisation
- The nature of individual differences
- Attitude and individual behaviour
- Perception and individual behaviour
- Stress and organisational behaviour/ motivation
- Individual behaviour and performance

UNIT X – DEVELOP SKILLS FOR LEADERSHIP AND MANAGEMENT 3 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 10.1 Differentiate between leadership and management

- 10.2 Identify leadership traits in behaviour
- 10.3 Describe the different approaches to leadership
- 10.4 Identify different types of organizational leaders

Content

To include but not limited to:

- Leadership vs. management
- Leadership traits in behaviour
- Approaches to leadership
- Types of organisation leaders

UNIT XI – INVESTIGATE THE COMMUNICATION PROCESS 3 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 11.1 Identify the relationship between communication and management
- 11.2 Explore the interpersonal dynamic
- 11.3 Describe the different forms of communication
- 11.4 Manage organisation communication

Content

To include but not limited to:

- Communication and management
- Interpersonal dynamic
- Forms of communication
- Managing organisation communication

UNIT XII – EXAMINE WORK AND MANAGEMENT 3 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 12.1 Differentiate between groups and teams in an organisation
- 12.2 Identify characteristics of groups and teams

- 12.3 Identify and manage conflict
- 12.4 Explain span of control
- 12.5 Examine the relationship between quality and productivity

Content

To include but not limited to:

- Group or Team in organisation
- Characteristic of group and team
- Conflict and conflict management
- Span of Control
- Quality and productivity

ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to role play exemplifying employer-employee relationships using skills learnt through this course.

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

1. Burrow, J. & Kleindl, B. (2012). Business Management. Mason, US: Cengage Learning.
2. Sen, M. (2008). Business management. Jaipur, India: Oxford Book Co.

COURSE OUTLINES

YEAR 2

SEMESTER 3

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	COMMUNICATING INTERACTIVELY USING SPANISH I
COURSE CODE:	OSGEN203A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 2, SEMESTER 3
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This course will allow students to become effective users of the Spanish Language. It is designed to meet the development of four abilities of Spanish as a foreign language at the basic level, and to satisfy communication demands as part of the social responsibility in the logistics and supply chain industry.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this course students are competent when they are able to:

1. Effectively greet, make introductions and say goodbye in Spanish.
2. Count, recognize and manipulate numbers from zero to one thousand.
3. Conjugate and use appropriate regular verbs in the present.
4. Use common nouns in the correct context
5. Recognize and use appropriate vocabulary to tell the time and state the date.
6. Conjugate and use appropriate the verb TENER, SER, ESTER in the present tense.
7. Describe the family in terms of size, physical features, age etc.) Using appropriate expression...
8. Ask for and give appropriate direction.
9. Use the verb GUSTAR and similar verbs to state likes and dislikes and performance
10. Place and facilitate an order for food using appropriate vocabulary.

UNIT I - USE GREETINGS, INTRODUCTION AND FAREWELLS 6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 1.1 Identify letters of the Spanish alphabet
- 1.2 Greet and say farewell to persons in Spanish
- 1.3 Identify numbers in Spanish

Content

To include but not limited to:

- Spanish Alphabet: name and sound of each letter
- Cardinal numbers from zero to one thousand
- Greetings for different times of the day
- Phrases for meetings
- Farewells/ leave talking

UNIT II - USE NOUNS AND REGULAR VERBS IN PRESENT TENSE, DATE & TIME

6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 2.1 Identify gender and nouns
- 2.2 Use adjectives appropriately
- 2.3 Exchange personal information
- 2.4 Identifying nationalities
- 2.5 Discuss jobs

Content

To include but not limited to:

- Gender and nouns
- Agreements with adjectives
- Asking for and giving personal information including telephone numbers
- Talking about countries and nationalities
- Talking about jobs

UNIT III -USE IRREGULAR VERBS IN PRESENT TENSE (SER, ESTAR, TENER)

6 HOURS

Specific Objectives

- 3.1 Upon completion of this unit, students are competent when they are able to:
- 3.2 Use ser and estar appropriately
- 3.3 Express ages
- 3.4 Give directions

Content

To include but not limited to:

- Uses of Ser/Estar
- Describe the family including saying how old someone is
- Finding your way to get to a place
- Asking for and saying where places/ things are
- Saying where you live now or where you are now

UNIT IV - ORDER FOOD AND BEVERAGE

6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 4.1 Identify foods
- 4.2 Indicate what is needed to be eaten
- 4.3 Read menus

Content

To include but not limited to:

- Names of some foods and drinks
- Use of Gustar and similar verbs
- Saying what you want to eat and drink
- Ordering foods and drink (in restaurants, bars coffee shops etc.)
- Saying what there is on the menu

UNIT V - LET'S GO SHOPPING!

6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 5.1 Identify clothes
- 5.2 Use measurements as necessary
- 5.3 Explore shops and their contents
- 5.4 Ask the price for items

Content

To include but not limited to:

- Talking about shops and produce sold
- Names of clothing and footwear
- Describing features of apparel and footwear (colour, size, fabric etc.)
- Demonstratives: este, esta, estos, estas, agreement, with noun in number and gender
- Measures weights and quantities
- Pricing of items

UNIT VI - USE IR, HACER & REFLEXIVE VERBS

9 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 6.1 Discuss hobbies
- 6.2 Express times
- 6.3 Talks about routines

Content

To include but not limited to:

- Conjugation of some reflexive verbs in present tense
- Conjugation of IR and HACER in present tense
- Talking about the working day and free time activities
- Ask for and say the time for various activities
- Questions and answers about routines

UNIT VII - DESCRIBE BUILDING/PLACES & BOOKING INTO A HOTEL

6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 7.1 Describe buildings such as hotels
- 7.2 Book a hotel reservation
- 7.3 Discuss dates and seasons
- 7.4 Discuss quantity
- 7.5 Identify the difference between SER and ESTAR
- 7.6 Pluralise words according to quantity and gender

Content

To include but not limited to:

- Asking for and answering about dates
- Hotel reservation booking
- Adjective and noun agreement in gender and quantity (singular and plural)
- Question pattern: Cuanto, Cuanto, cuesta, cuestan

- Adjectives used to describe place like a hotel and a house
 - Words about the time of day of the week and month of the year
 - Contrast in meaning SER and ESTAR
-

ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to create a play that will showcase their understanding of the course.

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

1. Haylett C. Leacock, M., Mendez Y., Pasos A., Pinnock G., & Ramnarine A. (2007). *Que' Hay? Libro Del Alumno* 2nd ed. London Nelson Thornes Publishers
2. Martin R. M. & Ellis M (2007). *Pasos Spanish: Beginners Course* 3rd ed. London Hodder Education

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	MONITORING FINANCE FOR SHIPPING BUSINESS SOLUTIONS
COURSE CODE:	OSBPS202A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 2, SEMESTER 3
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This course will explore the skills and knowledge needed to conduct financial transactions with customers in the transport industry. Students will also be exposed to budgeting and invoicing.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this course students are competent when they are able to:

1. Operate point of sale equipment

2. Transact sales
3. Clear register
4. Maintain sales documents
5. Plan budget requirements
6. Monitor budget and take corrective action
7. Monitor expenditure
8. Review and modify budget
9. Record and balance petty cash transactions
10. Reconcile invoices for payment to creditors
11. Prepare invoices for debtors
12. Prepare and process banking documents

UNIT I – OPERATE POINT OF SALE EQUIPMENT

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 1.1 Maintain workplace records and documentation
- 1.2 Select appropriate mathematical process
- 1.3 Conduct direct financial transactions with clients in the courier industry
- 1.4 Use appropriate communication strategies and equipment
- 1.5 Select appropriate mechanical aids, including calculators and computers

Content

To include but not limited to:

- Operation and maintenance of point of sale equipment
- Procedure for opening the sales equipment or register
- Cash management
- Cash security procedures

UNIT II – CONDUCT SALES TRANSACTIONS

3 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 2.1 Correctly calculate sales transactions
- 2.2 Provide customers with correct change

Content

To include but not limited to:

- Customer sales calculations
- Transaction reconciliation

UNIT III – CLEAR THE REGISTER

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 3.1 Clear cash register and other sales equipment
- 3.2 Secure cash and cheques after transactions

Content

To include but not limited to:

- Sales equipment / register clearance and funds transfer
- Cheques, credit and other non-cash transactions handling
- Handling cash and security

UNIT IV – MAINTAIN SALES DOCUMENTS

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 4.1 Complete refunds and “no” sales transactions
- 4.2 Maintain an adequate supply of documents
- 4.3 Process and record petty cash transactions
- 4.4 Reconcile invoices
- 4.5 File documents for auditing purposes
- 4.6 Prepare and process banking documents

Content

To include but not limited to:

- Completing records for all transactions including “refunds” and “no sales”
- Maintaining adequate supplies of dockets, vouchers and point of sale documents
- Processing debtor transactions
- Reconcile invoices for payment to creditors
- Record and balance petty cash transactions
- Processing petty cash claims and vouchers
- Prepare and process banking documents
- Filing documents for auditing purposes

UNIT V – ORGANISE FREIGHT INVOICING AND PAYMENT 12 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 5.1 Prepare purchase orders
- 5.2 Document payment methods
- 5.3 Source invoice documents
- 5.4 Register invoices
- 5.5 Check invoices
- 5.6 Authorize invoices
- 5.7 Check chart of accounts to verify payments
- 5.8 Check chart of accounts to verify outstanding debts against invoices
- 5.9 Produce ledgers
- 5.10 Cross check monthly payments
- 5.11 Filing appropriate government returns
- 5.12 Archive documents

Content

To include but not limited to:

- Preparing purchase order or documentation regarding request for invoice
- Documenting payment method, currency and exchange rates
- Sourcing and registering invoice documents for providing goods and services
- Checking and authorise invoices

- Checking chart of accounts to verify payment or outstanding debt(s) against invoice(s) raised
- Producing debtor's ledger from balance sheet
- Cross checking monthly statements
- Completing and filing records of payments and any required government returns
- Archiving documents

UNIT VI – BUDGET AND EXPENDITURE PLANNING 12 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 6.1 Prepare budgets
- 6.2 Manage budgets
- 6.3 Manage resources
- 6.4 Provide good customer service
- 6.5 Solve budget overrun issues
- 6.6 Plan expenditure
- 6.7 Modify budgets

Content

To include but not limited to:

- Planning and scheduling financial flows for budgetary periods
- Assessing and interpreting information on costs and resource utilization
- Cost reduction
- Maintaining customer value
- Taking corrective action for budget overrun
- Proper expenditure planning
- Modifying budgets

ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing MoEYI - Centre of Occupational Studies *Draft 2.0 COS/ October 2017* **Page 115 of 224**

assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to complete a project in the form of a business transaction that showcases their understanding of the course.

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

1. Cinnamon, R., Helweg-Larsen, B., & Cinnamon, P. (2010). How to understand business finance. London: Kogan Page.

2. Shipping finance. (2011). Livingston.

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THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	APPLYING ENTREPRENEURSHIP SKILLS SOLUTIONS
COURSE CODE:	OSBPS203A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 2, SEMESTER 3
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

Experience tells us that entrepreneurship skills can be taught. With the correct working environment, entrepreneurial thinking promotes innovation and higher financial returns. This course will provide students with a strong business education, as well as develop management and entrepreneurial skills.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this course students are competent when they are able to:

1. Develop the ability to recognize a business opportunity.
2. Demonstrate the ability to provide a self-analysis in the context of an entrepreneurial career.
3. Demonstrate the ability to find an attractive market that can be reached economically.
4. Demonstrate the understanding of how to launch an entrepreneurial career.
5. Develop a well-presented business plan.

UNIT I – EXPLORE ENTREPRENEURSHIP

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 1.1 Identify entrepreneurial opportunities
- 1.2 Evaluate entrepreneurs
- 1.3 Describe the entrepreneurial process
- 1.4 Display skills needed to be a successful entrepreneur

Content

To include but not limited to:

- Defining entrepreneurship
- Identifying entrepreneurs
- Fostering Entrepreneurship
- Evaluating the entrepreneurial process
- Developing entrepreneurial skills

UNIT II – CREATE SUCCESSFUL BUSINESS MODELS

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 2.1 Identify manufacturer, distributor, retailer and franchise
- 2.2 Evaluate the advantages and disadvantages of different business model
- 2.3 Identify examples of these business models locally and internationally

Content

To include but not limited to:

- Evaluating business models
 - Manufacturer
 - Distributor
 - Retailer
 - Franchise

UNIT III – LEARN BUSINESS PLAN DEVELOPMENT 6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 3.1 Identify key elements of a business plan
- 3.2 Create business plans
- 3.3 Evaluate business plans

Content

To include but not limited to:

- Developing business plans using elements such as:
 - Executive Summary
 - Organisation & Management
 - Funding Request
 - Company Description
 - Service or Product Line
 - Financial Projections
 - Market Analysis
 - Marketing and Sales
 - Appendix

UNIT IV - LEARN ENTREPRENEURIAL MARKETING 6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 4.1 Identify key elements of marketing
- 4.2 Evaluate the importance of entrepreneurial marketing
- 4.3 Assess the importance of marketing in entrepreneurship
- 4.4 Describe the functions of marketing
- 4.5 Utilize marketing strategies

Content

To include but not limited to:

- Definition of entrepreneurial Marketing
- Evaluating characteristics of Entrepreneurial Marketing e.g.
 - Pro-activeness
 - Calculated risk-taking
 - Innovativeness
 - Opportunity focus
 - Resource leveraging
 - Customer intensity
 - Value creation
- Identifying functions of Marketing e.g.
 - Building up customer trust
 - Creating customer preferences
 - Creating sustainable competitive advantages
- Evaluating marketing Challenges for a new company e.g.
 - Newness of the company

UNIT VI – FIND FUNDING FOR NEW VENUES

3 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 6.1 Identify sources of capital for new businesses

6.2 Evaluate the effectiveness of sources of capital

Content

To include but not limited to:

- Identifying sources of capital for new businesses e.g.
 - Bootstrapping
 - Friends and family
 - Small business grants
 - Loans or lines of credit
 - Incubators
 - Bartering
 - Commit to a major customer

UNIT VII – DEVELOP ENTREPRENEURIAL LEADERSHIP 9 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 7.1 Identify leadership styles and skills
- 7.2 Evaluate the effectiveness of leadership styles and skills
- 7.3 Negotiate effectively
- 7.4 Differentiate between bad and good leadership
- 7.5 Identify the different types of entrepreneurs
- 7.6 Create a link between leadership and social responsibility

Content

To include but not limited to:

- Evaluating Leadership Traits, Characteristics and Motives
- Discussing Entrepreneurial Dreams and Aspirations
- Identifying Leadership Styles and Talent Management
- Identifying Types of Entrepreneurs and their Challenges
- Discussing Influence, Power, Politics and Ethics for Leadership
- Evaluating Motivation and Coaching Skills of the Entrepreneurial Leader

- Effectively Communicating, Negotiating and Resolving Conflict
- Linking Strategic Leadership and Social Responsibility

UNIT VIII – ASSESS RISK MANAGEMENT

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 8.1 Identify the different types of risk in business
- 8.2 Evaluate the effectiveness of risk management
- 8.3 Identify the role of Insurance in risk management

Content

To include but not limited to:

- Evaluating the different types of risk management eg.
 - Interest rate risk
 - Market risk
 - Credit risk
 - Liquidity risk
 - Project Risks
 - Industry Risk
 - Management Risks
 - Technology and other operational risks
- Identifying the relationship between Insurance and risk management

ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements

No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to create a mock business using all the principles such as business plan, marketing skills etc. and will then make a presentation in a seminar.

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

1. Barringer, B. & Ireland, R. (2012). Entrepreneurship. Boston: Pearson.
2. Mankar, D., Shambharkar, Y., & Wankhade, P. (2013). Entrepreneurship [i.e. Entrepreneurship] development and management. Udaipur: Agrotech Pub. Academy.

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	PLANNING AND MANAGING ENTERPRISE SECURITY
COURSE CODE:	OSISS201A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 2, SEMESTER 3
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This course covers the skills and knowledge required to conduct and co-ordinate safety and hazard control procedures during high risk loading, unloading or goods movement activities. It also covers skills and knowledge required to evaluate and implement security measures.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this course students are competent when they are able to:

1. Manage hazard consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment.
2. Carry out bulk handling, dangerous goods and freight forwarding sections of the Transport and Distribution industry.
3. Carry out movement of equipment, goods, materials and vehicular traffic
4. Exercise discretion and judgment for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures.

UNIT I - CLARIFY MOVEMENTS OF HAZARDOUS OR HIGH RISK GOODS

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 1.1 Schedule details, nature of risk, special precautions and procedures clarified with line managers or supervisory staff
- 1.2 Collect and check information against workplace procedures and relevant regulatory framework
- 1.3 Identify activities requiring special approvals or workplace procedure changes
- 1.4 Communicate safety and hazard control procedures to relevant parties

Content

To include but not limited to:

- Scheduling risk details and procedures
- Hazardous or high risk goods movement regulations
- Communication channels for goods movement

UNIT II – IMPLEMENT SAFETY AND HAZARD CONTROL PROCEDURES FOR LOADING, UNLOADING OR GOODS MOVEMENT ACTIVITIES 6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 2.1 Identify the different types of risk in business
- 2.2 Evaluate the effectiveness of risk management
- 2.3 Identify the role of Insurance in risk management

Content

To include but not limited to:

- Evaluating the different types of risk management eg
 - Interest rate risk
 - Market risk
 - Credit risk
 - Liquidity risk
 - Project Risks
 - Industry Risk
 - Management Risks
 - Technology and other operational risks
- Identifying the relationship between Insurance and risk management

UNIT III - REVIEW AND COMPLETE GOODS TRANSFER OPERATION

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 3.1 Check completed activities against operational plan
- 3.2 Complete relevant documentation
- 3.3 Maintain and store specialized equipment used for the process
- 3.4 Check and return worksite operational status

Content

To include but not limited to:

- Operational plans

- Goods transfer documentation
- Equipment maintenance
- Worksite operations

UNIT IV - ASSESS SECURITY RISKS

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 4.1 Review records of security breaches, thefts and damage to identify past security incidents
- 4.2 Make assessment of potential risks to the security of stock, personnel, facilities, information and equipment considering both internal and external factors
- 4.3 Assess risks from a range of sources and compare with existing security measures
- 4.4 Note discrepancies between identified risk and current security processes

Content

To include but not limited to:

- Security breaches
- Thefts and damages
- Security risks
- Security processes

UNIT V - SPECIFY SECURITY REQUIREMENTS

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 5.1 Make decisions and adjustments to security equipment, facilities and services based on risk assessment
- 5.2 Document security organisational arrangements and implementation strategies
- 5.3 Prepare security plan including performance indicators in accordance with enterprise requirements
- 5.4 Respond to questions and feedback from stakeholders

Content

To include but not limited to:

- Security equipment
- Security services
- Security facilities
- Implementation strategies
- Security plans

UNIT VI - IMPLEMENT SECURITY PLAN

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 6.1 Identify priorities for implementation and management of security plans
- 6.2 Identify competency needs for the staff and suggest training needs
- 6.3 Allocate equipment and facilities
- 6.4 Organize workplace personnel and equipment to meet requirements
- 6.5 Explain operating procedures and methods to workplace personnel
- 6.6 Use the appropriate communication channels to ensure operating procedures are followed

Content

To include but not limited to:

- Implement and manage security plans
- Team building
- Allocation of resources
- Resources organisation
- Communication techniques

UNIT VII - IDENTIFY AND RESOLVE DISRUPTIVE/UNLAWFUL ACTIVITY

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 7.1 Monitor facilities and transportation units under surveillance to view behaviour

- 7.2 Identify potential problem situations in order to take steps to defuse the situation in accordance with agreed procedures.
- 7.3 Identify incidences which breach legislation
- 7.4 Operate surveillance equipment within legal and organisational parameters
- 7.5 Accurately assess the nature of disruptive or unlawful behaviour
- 7.6 Resolve conflict using relevant conflict resolution strategies

Content

To include but not limited to:

- Security surveillance
- Conflict resolution
- Regulation breaches

UNIT VIII - MONITOR AND REVIEW SYSTEM PERFORMANCE 3 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 8.1 Collate and categorize security reports
- 8.2 Compare reports to identify any trends in breaches
- 8.3 Modify security procedures to rectify any gaps

Content

To include but not limited to:

- Report creation
- Report analysis
- Security modification

ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing

assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

RESOURCES

There are several resources that will be utilized in order to effectively teach this course.

These include:

- Australian Dangerous Goods Code
- Australian and International standards, criteria and certification requirements
- Occupational health and safety procedures

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	MANAGING RESOURCE FOR DISTRIBUTION AND TRANSPORTATION
COURSE CODE:	OSRMS201A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 2, SEMESTER 3
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This course will provide skills and knowledge required to participate in planning processes in organisations, incorporating information gathering, planning and resourcing within the organisation. It will also deal with the assessing of inquiries for mobile crane services and provide a quotation following a site inspection or other clarification of job requirements by a mobile crane supervisor. Additionally, it covers developing, implementing and evaluating a business plan for an organisation or discrete business unit operating within the transport and distribution industry.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop

interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

UNIT I – MANAGE WORKPLACE INFORMATION **5 HOURS**

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 1.1 Identify information sources and the needs of individuals/teams
- 1.2 Review information held by the organisation to determine suitability and accessibility
- 1.3 Make arrangements to obtain information which is not available/accessible
- 1.4 Collection of information is timely and relevant to the needs of individuals/teams
- 1.5 Analyze information to identify and report relevant trends and developments
- 1.6 Use management information systems to store and retrieve data for decision making
- 1.7 Prepare resource proposals

Content

To include but not limited to:

- Sourcing information
- Arranging information
- Collection of information
- Information analysis
- Management information systems
- Resource proposals

UNIT II - ASSESS JOB REQUIREMENTS

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 2.1 Identify customer requirements and degree of urgency
- 2.2 Determine credit rating of customer
- 2.3 Clarify location, time, type of lift, type of crane and service needed
- 2.4 Identify need for permits, notifications and authorizations
- 2.5 Specify job requirements and methods with customers
- 2.6 Clarify service costs and proposed methods
- 2.7 Create customer quotations

Content

To include but not limited to:

- Identifying customer needs
- Customer credit rating
- Identifying location, time and equipment
- Acquiring permits and authorization
- Costing and methods
- Creating customer quotations

UNIT III - DEVELOP A TRANSPORT AND DISTRIBUTION BUSINESS PLAN

7 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 3.1 Identify transport and distribution services, markets, products
- 3.2 Identify factors that distinguish the business and contribute to its success
- 3.3 Identify target markets and relevant regulatory requirements
- 3.4 Identify competitors, customer perceptions and market share
- 3.5 Analyze current industry business operations, practices, work flow and equipment
- 3.6 Assess strengths and weaknesses of the organisation
- 3.7 Construct projections of profit and loss or income statements per quarter
- 3.8 Prepare business plan including performance indicators

- 3.9 Implement marketing strategies and any areas of specialization
- 3.10 Monitor performance of the organisation

Content

To include but not limited to:

- Transport and distribution services, markets and products
- Business contribution factors
- SWOT Analysis
- Market research
- Business Identity

UNIT IV - DEVELOP AND EVALUATE STRATEGY 10 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 4.1 Analyse the enterprise's internal and external operating environment
- 4.2 Undertake an analysis of the enterprise's capacity to operate within the environment
- 4.3 Develop strategies to maximise outcomes for the enterprise
- 4.4 Generate strategies to implement agreed recommendations
- 4.5 Implement and evaluate strategies to maximize outcomes
- 4.6 Implement performance benchmarks for measuring change strategies
- 4.7 Respond to changes within the transport and distribution environment
- 4.8 Generate strategies to meet changes in the transport and distribution environment

CONTENT

To include but not limited to

- PESTEL vs. SWOT ANALYSIS
- Strategic Planning
- Business Analysis
- Performance monitoring

UNIT V – TRANSPORTATION MANAGEMENT 10 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 5.1 Identify safety and security requirements
- 5.2 Identify and document procedures to safely use equipment and substances
- 5.3 Develop documentation system
- 5.4 Develop a system for tracking stock and communication
- 5.5 Design storage zones
- 5.6 Undertake the positioning of storage areas, bays, and work stations

CONTENT

To include but not limited to:

- Safety and security requirements
- Space and security documentation
- Storage zones
- Stock and communication tracking

UNIT VI - ESTABLISH INTERNATIONAL DISTRIBUTION NETWORKS 7 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 6.1 Source potential networks
- 6.2 Identify current enterprise distribution networks
- 6.3 Establish potential service providers' profile
- 6.4 Evaluate distributors contact details, scope of operation, cost and service standards
- 6.5 Contract service providers
- 6.6 Negotiate terms of operation and performance standards with service providers
- 6.7 Monitor performance of service providers

Content

To include but not limited to:

- Business networks
- Distribution networks

- Negotiating with networks
- Performance monitoring

.....

ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to complete a project that displays knowledge of the course.

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

1. Bolton, E. (1997). *Managing time and space in the modern warehouse*. New York: AMACOM.
2. Wintry, A. & Neumann, T. (2011). *Human resources and crew resource management*. Boca Raton: CRC Press.

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THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	APPLYING VALUES AND ATTITUDE TO PERSONAL DEVELOPMENT
COURSE CODE:	OSPCD201A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	COMPETENT / NOT YET COMPETENT
YEAR/SEM.:	YEAR 2, SEMESTER 3
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This module is designed to actively engage students in their career development process through exposure to the use of values and attitudes skills to develop personal and professional competence.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES:

Upon completion of this course students are competent when they are able to:

1. Develop an awareness of key fundamental steps in identifying their career journey
2. Display an awareness of professional standards and principles that guide their development
3. Demonstrate a working knowledge of the interpersonal skills needed by a professional employees within the renewable energy sector

4. Develop the competences required in managing change within the organisation and industry and
5. Design a plan for professional and personal development through self-assessment

UNIT I – PLAN PROFESSIONAL DEVELOPMENT

3 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 1.1 Define the scope of Professional Development
- 1.2 Recognize the importance of Professional Development
- 1.3 Define who is a Professional
- 1.4 Identify Key skills/characteristics and core values of a professional
- 1.5 Discuss the importance of being a life-long learner

Content

To include but not limited to:

- Definition of Professional Development
- Importance of Professional Development
- Definition of a Professional
- Key skills/characteristics of a Professional
- Innate vs. Learnt Behaviour
- Core Values vs. Beliefs
- Evaluation of traits and habits of successful business persons
- Life-Long Learner

UNIT II - ADHERE TO PROFESSIONAL STANDARDS

3 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 2.1 Identify the professional standards of the sector.
- 2.2 Demonstrate awareness in the practices involved in professional development.

Content

To include but not limited to:

- Ability, Attitude and Aptitude
- Principles to guide the quest for Professional Development - Great Respect and Consideration for Everyone (G.R.A.C.E), Treating others as you would want to be treated etc.
- Industry standards for Tourism, Hospitality & Culinary Arts & Production

UNIT III - ANALYZE AND DISCOVER SELF

2 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 3.1 Assess current status in their personal & professional development
- 3.2 Undertake personal S.W.O.T Appraisal
- 3.3 Suggest techniques to improve identified weaknesses and threats

Content

To include but not limited to:

- Who am I and what is my purpose?
- Personal S.W.O.T Analysis
- Aptitude Assessment

UNIT IV - IMPLEMENT CAREER DEVELOPMENT PLANS AND GOALS

3 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 4.1 Recognize the importance of Goal Setting
- 4.2 Create S.M.A.R.T Goals linked to their Career Development Process
- 4.3 Identify what needs to be done in completing their career development process

Content

To include but not limited to:

- Definition of Goal Setting
- Classification of the acronym S.M.A.R.T

- Career Development Process

UNIT V - APPLY BUSINESS ETIQUETTE, PROTOCOL AND GROOMING 6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 5.1 Demonstrate good business etiquette
- 5.2 Demonstrate confidence in all aspects of dining etiquette
- 5.3 Apply the techniques for dressing on a budget
- 5.4 Recognize the importance of employing proper grooming

Content

To include but not limited to:

- Business etiquette
- Dining etiquette
- Executive presence
- First Impressions
- Dressing on a Budget
- Grooming

UNIT VI - CHANGE MANAGEMENT 3 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 6.1 Recognize the dynamic nature of renewable energy sector
- 6.2 Demonstrate behaviour required to managing change
- 6.3 Explore the various ways employees respond to the changing work environment
- 6.4 Recognize and adapt to the diversity within the work place

Content

To include but not limited to:

- Stress Management and Change
- Time Management and Techniques

- Emotional Intelligence
- Management Styles
- Understand the corporate culture
- Diversity - Gender - Race - Ethnicity - Sexual Orientation - Religion

UNIT VII - PRACTICE BUSINESS COMMUNICATION

3 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 7.1 Identify the key elements of writing a successful resume and cover letter
- 7.2 Design resumes and cover letter
- 7.3 Recognize the differences in written communication
- 7.4 Recognizing the Communication Process and Chain of Command of Organisation
- 7.5 Use principles that guide Audio Visual Presentations

CONTENT

To include but not limited to:

- Communication
- Resume Writing
- Cover Letters
- Written Communication - memorandums, speeches emails etc.
- Oral presentations
- Audio visual presentations

UNIT VIII - PERSONAL BRANDING

3 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 8.1 Recognize that each individual is a brand
- 8.2 Identify ways in which to facilitate continuous self- improvement
- 8.3 Recognize the importance of Networking: face-to-face & social media – LinkedIn etc
- 8.4 Discuss the importance of Financial Management

CONTENT

To include but not limited to:

- Individual as a Brand
- What are my unique selling points
- Marketing yourself as a brand
- Social Media
- Networking

UNIT IX - PRACTICE VALUES AND ATTITUDES

3 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 9.1 Explain the importance of practicing values and attitudes daily
- 9.2 Adhere to values and attitudes norms
- 9.3 Practice Values and Attitudes protocols in daily interactions
- 9.4 Encourage others to practice values and attitudes protocols
- 9.5 Use Values and Attitudes in business communication and social interactions.
- 9.6 Practice Values and Attitudes at the workplace.

Content

To include but not limited to:

- Practicing values and attitudes
- Values, attitudes and norms
- Values and attitudes protocols
- Values and attitudes and social interactions
- Values and attitudes and the workplace

ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing

assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

RESOURCES

Students will be required to role play using the skills learnt throughout this course.

COURSE OUTLINES

YEAR 2

SEMESTER 4

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THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	MANAGING INVENTORY AND WAREHOUSING SOLUTIONS
COURSE CODE:	OSLSM301A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	COMPETENT / NOT YET COMPETENT
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 2, SEMESTER 4
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This Inventory Management and Warehouse Solutions module is intended to convey to student a combination of effective Warehouse and Inventory management strategies, systems and operational practices. The primary goal is to provide all participants with in-depth knowledge as to the nature, design and skills of inventory management along with warehouse management procedures, techniques and practices.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this course students are competent when they are able to:

1. Examine the movement of material and its impact on global trade and commerce.
2. Discuss globalization and the role it plays in outsourcing and off-shoring
3. Differentiate the different types of inventory.
4. Apply inventory management in the organization.
5. Justify why organizations holds different types of inventory.
6. Debate when and why organizations should hold inventory.
7. Carry out discussions on independent and dependent demand for inventory.
8. Question inventory costs and resolve to find ways to lower same
9. Prioritize inventory using the classification technique.
10. Apply inventory control using cycle as a management tool
11. Critique inventory management operations within the organization
12. Calculate inventory replenishment and ordering techniques
13. Apply time series forecasting methods to determine demand

UNIT I – MANAGE PRODUCT MOVEMENT

9 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 1.1 Explain the concept of international trade
- 1.2 Investigate the impact of globalization on product movement
- 1.3 Investigate Manufacturing, Industrialization and Trading Blocs
- 1.4 Explain supply chain and SCM
- 1.5 Investigate logistics and five pillars of effective logistics

Content

To include but not limited to:

- International Trade
- Globalization – its genesis and effects (Outsourcing, Off-shoring, Near-shoring)
- Manufacturing, Industrialization and Trading Blocs
- What is the Supply Chain and SCM

- Logistics and Five (5) Pillars of effective logistics

UNIT II – MANAGE INVENTORY

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 2.1 Define inventory
- 2.2 Identify types of inventory
- 2.3 Develop inventory management skills
- 2.4 Rationalize the holding of inventory by organisations
- 2.5 Determine when to avoid holding inventory
- 2.6 Differentiate between independent and dependent inventory
- 2.7 Calculate inventory costs
- 2.8 Classify inventory
- 2.9 Control inventory
- 2.10 Explain basic concepts and calculations for inventory replenishment
- 2.11 Establish inventory management practice
- 2.12 Develop skills for inventory Forecasting Reverse logistics
- 2.13 Explain the concept of reverse logistics

Content

To include but not limited to:

- Defining Inventory
- Types of inventory
- Inventory management as a competitive tool
- Why organizations hold inventory (Raw and finished goods)
- When to avoid holding inventory
- Independent and dependent inventory
- Inventory Costs
- Inventory classification
- Inventory control (cycle count)
- Basic concepts and calculations for inventory replenishment (EOQ, ROP and others)

- Inventory management practice
- Inventory Forecasting (Time Series calculations – Moving Averages and Exponential Smoothing)
- Reverse logistics

UNIT III – WAREHOUSE MANGEMENT

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 3.1 Identify types of warehouses and their purposes
- 3.2 Identify warehouse layouts
- 3.3 Learn warehouse operations
- 3.4 Identify material handling equipment
- 3.5 Identify warehouse operational efficiency contributing factors
- 3.6 Utilize warehouse management systems
- 3.7 Utilize logistics management systems
- 3.8 Investigate cross docking/inbound/internal movements

Content

To include but not limited to:

- Types of warehouses and purposes
- Layout (racks, bins, aisle space, emergency egress)
- Warehousing Operations
- Material Handling Equipment
- Warehouse Operational Efficiency Contributing Factors
- Warehouse Management Systems
- Warehouse Logistics Management
- Cross docking/Inbound/Outbound/ internal movements

ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to complete a project that that will showcase knowledge of the course.

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

1. A global Atlas
2. Pillsbury, R. (2006). *Geography* (1st ed.). Chapel Hill [N.C.]: University of North Carolina Press.
3. Wood, D. (2002). *International logistics* (1st ed.). New York: AMACOM.

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THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	MONITORING CUSTOMS PROCESSES AND PROCEDURES SOLUTIONS
COURSE CODE:	OSLSM302A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 2, SEMESTER 4
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This course is designed to provide all participants with knowledge and an appreciation of the work which is carried out by Jamaica Customs Department. On completion of this course they will be able to apply procedures, calculations and submit documentary requirement in keeping with customs requirements.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this course students are competent when they are able to:

1. At the end of this course, the students should be able to:
2. Explain the roles, functions and responsibilities of the Customs Department.
3. Discuss the varied perspectives of Customs.
4. Carry out discussions on the Customs Act.
5. Examine the central role of the Commission of Customs.
6. Identify the key documents required for cargo importation and exportation.
7. Reconcile with the methods used by Customs in determining the value(s) of imported cargo (i.e. Valuation Methods).
8. Participate in discussions on the Harmonization System and the classification of goods.
9. Discuss the rights and responsibilities of importers and exporters.
10. Evaluate cargo clearance procedures.
11. Acknowledge the effect of shipping and transaction payment terms.
12. Defend trade facilitation as the new role of Customs
13. Justify the role of IT in trade facilitation and Customs processes

UNIT I – INVESTIGATE DIFFERENT PERSPECTIVES OF CUSTOMS 9 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 1.1 Review the history of customs
- 1.2 Investigate Jamaica's customs department
- 1.3 Identify key players in the Jamaica customs system
- 1.4 Assess the impact of customs on the movement of persons and products
- 1.5 Analyze customs and Peril's trade
- 1.6 Investigate the role of customs as a revenue collector

Content

To include but not limited to:

- An historical review of customs
- Jamaica Customs: its growth and changes

- Globalization: impact of customs on the movement of persons and products.
- Customs: trade regulators/ facilitators and border protectors
- Customs and Perils Trade: (contraband, corruption, breaches of the Customs Act, under invoicing, False Declaration etc.)
- Customs as a revenue collector

UNIT II – REVIEW THE CUSTOMS ACT

9 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 2.1 Explain the Customs Act
- 2.2 Identify the role of the Commissioner
- 2.3 Explain the role of the World Customs Council and the World Custom Organisation
- 2.4 Investigate the Customs Tariff and the Harmonization inclusive of CARICOM
- 2.5 Categorize and classify goods

Content

To include but not limited to:

- Review of the Customs Act
- Role of the Commissioner
- Understanding the role of the World Customs Council and the World Custom Organization
- The Customs Tariff and the Harmonization codes.
- Efforts and implication of Tariff Harmonization inclusive of CARICOM
- Categorizing and Classifying goods

UNIT III – USE VALUATION METHODS

9 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 3.1 Explain bases for valuation
- 3.2 Determine countries of origin of goods

- 3.3 Explain valuation methods
- 3.4 Analyze the burden of proof
- 3.5 Identify shipping and terms of payments
- 3.6 Differentiate between the importer and exporter

CONTENT

To include but not limited to:

- Bases for Valuation
- Determining countries of origin (of goods)
- Valuation Methods –
 - Method 1,
 - Method 2,
 - Method 3
 - Method 4.
- Burden of Proof
- Invoices and Invoicing
- Shipping and Terms of Payments
- General rules of Interpretation
- The Importer and the Exporter – His rights, roles, requirements and responsibilities.

UNIT IV – TRANSACT BUSINESS

9 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 4.1 Create customs documents
- 4.2 Transact customs business
- 4.3 Explain the role of the Customs broker

Content

To include but not limited to:

- Customs Documents
- Transacting Business (Simulated exercises involving)

- Refrigerated cargo and Perishables
- Treating human remains
- Permitted Products and their Regulatory Agencies
- Warehousing and other Bonded facilities
- Motor Vehicles (Private, Governmental and Dealer imports)
- Governmental procurements
- Airfreight
- Ocean freight
- Road haulage
- Returning Residents
- Drugs and other contrabands and the C.E.T.
- Liquors and Cigarettes
- The Customs Brokers' role, functions and responsibilities by Law and in accordance with the Customs Act (Rules and Regulations).

UNIT V – TRADE FACILITATION

9 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 5.1 Identify and explain the elements that contribute to trade facilitation

Content

To include but not limited to:

- Components
- Role of the port
- Customs Role
- Transshipment
- Importance of IT
- Port Community systems
- ASCUYDA World
- Various Customs Trade Facilitation Programme AEO. SEZ, Temporary imports

ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to complete a project to showcase knowledge of the course.

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

1. Carriage of Goods by Sea Law Study Guide

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THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	MANAGING LOGISTICS AND SUPPLY CHAIN INFORMATION SYSTEMS
COURSE CODE:	OSICT301A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 2, SEMESTER 4
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

The Logistics and Supply Chain Management Information Systems module is intended to convey to student a combination of effective Warehouse and Inventory management strategies, systems and operational practices. The primary goal is to provide all participants with in-depth knowledge as to the nature, design and skills of inventory management along with warehouse management procedures, techniques and practices.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this course students are competent when they are able to:

1. Examine the movement of material and its impact on global trade and commerce.
2. Discuss globalization and the role it plays in outsourcing and off-shoring
3. Differentiate the different types of inventory.
4. Apply inventory management in the organization.
5. Justify why organizations holds different types of inventory.
6. Debate when and why organizations should hold inventory.
7. Carry out discussions on independent and dependent demand for inventory.
8. Question inventory costs and resolve to find ways to lower same
9. Prioritize inventory using the classification technique.
10. Apply inventory control using cycle as a management tool
11. Critique inventory management operations within the organization
12. Calculate inventory replenishment and ordering techniques
13. Apply time series forecasting methods to determine demand
14. Discuss the different types of warehouse and the functions
15. Simulate the layout of the warehouse and its operation
16. Practice warehouse management using the intelligent system

UNIT I – MANAGE PRODUCT MOVEMENT

15 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 1.1 Explain the concept of international trade
- 1.2 Investigate the impact of globalization on product movement
- 1.3 Investigate Manufacturing, Industrialization and Trading Blocs
- 1.4 Explain supply chain and SCM
- 1.5 Investigate logistics and five pillars of effective logistics

Content

To include but not limited to:

- International Trade

- Globalization – its genesis and effects (Outsourcing, Off-shoring, Near-shoring)
- Manufacturing, Industrialization and Trading Blocs
- What is the Supply Chain and SCM
- Logistics and Five (5) Pillars of effective logistics

UNIT II – MANAGE INVENTORY

15 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 2.1 Define inventory
- 2.2 Identify types of inventory
- 2.3 Develop inventory management skills
- 2.4 Rationalize the holding of inventory by organisations
- 2.5 Determine when to avoid holding inventory
- 2.6 Differentiate between independent and dependent inventory
- 2.7 Calculate inventory costs
- 2.8 Classify inventory
- 2.9 Control inventory
- 2.10 Explain basic concepts and calculations for inventory replenishment
- 2.11 Establish inventory management practice
- 2.12 Develop skills for inventory Forecasting Reverse logistics
- 2.13 Explain the concept of reverse logistics

Content

To include but not limited to:

- Defining Inventory
- Types of inventory
- Inventory management as a competitive tool
- Why organizations hold inventory (Raw and finished goods)
- When to avoid holding inventory
- Independent and dependent inventory
- Inventory Costs

- Inventory classification
- Inventory control (cycle count)
- Basic concepts and calculations for inventory replenishment (EOQ, ROP and others)
- Inventory management practice
- Inventory Forecasting (Time Series calculations – Moving Averages and Exponential Smoothing)
- Reverse logistics

UNIT III – WAREHOUSE MANGEMENT

15 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 3.1 Identify types of warehouses and their purposes
- 3.2 Identify warehouse layouts
- 3.3 Learn warehouse operations
- 3.4 Identify material handling equipment
- 3.5 Identify warehouse operational efficiency contributing factors
- 3.6 Utilize warehouse management systems
- 3.7 Utilize logistics management systems
- 3.8 Investigate cross docking/inbound/internal movements

Content

To include but not limited to:

- Types of warehouses and purposes
- Layout (racks, bins, aisle space, emergency egress)
- Warehousing Operations
- Material Handling Equipment
- Warehouse Operational Efficiency Contributing Factors
- Warehouse Management Systems
- Warehouse Logistics Management
- Cross docking/Inbound/Outbound/ internal movements

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ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to complete a project to showcase knowledge of the course.

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

1. Ultimate Navigation Manual. (2011) (1st Ed.).

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SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	APPLYING INDUSTRIAL RESEARCH PRACTICES AND TECHNIQUES
COURSE CODE:	OSBPS301A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 2, SEMESTER 4
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This course is designed to expose students to research as a scientific mode of searching, organizing and presenting knowledge. It also aims to prepare students for selecting their own research interest and executing their data collection and analysis. Novice researchers are also taught how to present their findings and offer useful recommendations to strengthen the body of knowledge surrounding their study.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this course students are competent when they are able to:

1. Identify research interest
2. Develop a title for the research
3. State the problem/need being addressed
4. Develop research objectives/questions/hypothesis
5. Critically review literature relative to the study
6. Assess the appropriate use of quantitative/ qualitative/Action research principles
7. Develop instruments
8. Write in accordance with APA 6th edition

UNIT I - INVESTIGATE THE NATURE OF ENQUIRY 6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 1.1 Identify the processes of social investigation
- 1.2 Differentiate social variables and attributes
- 1.3 Investigate scientific nature of enquiry

Content

To include but not limited to:

- Processes of Social Investigation
- Worldview about social investigation
- Social variables and attributes
- Scientific theory and research

UNIT II - EXPLORE THE SCIENTIFIC METHOD 6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 2.1 Identify elements of scientific methods
- 2.2 Differentiate between Scientific Vs. Non-scientific Methods
- 2.3 Apply Inductive and Deductive reasoning as necessary

Content

To include but not limited to:

- The concepts of scientific methods
- Element of scientific methods
- Scientific vs. Non-scientific Methods
- Inductive vs. Deductive reasoning

UNIT III - INVESTIGATE RESEARCH METHODOLOGY 6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 1.6** Use qualitative & quantitative techniques as appropriate
- 1.7** Create research questions
- 1.8** Identify types of statistic tests

Content

To include but not limited to:

- The qualitative & quantitative techniques
- Methods associated with qualitative & quantitative techniques
- The concept of Action Research
- Formulating research questions
- Types of statistical tests
- Data presentation
- Use of descriptive data
- Concepts of distribution of scores
- Data analysis

UNIT IV - EXPLORE RESEARCH DESIGN 3 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

4.1 Identify and apply concepts in social research

Content

To include but not limited to:

- Concepts in social research

UNIT V - INVESTIGATE ETHICAL CONSIDERATIONS IN SOCIAL RESEARCH

3 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

5.1 Identify ethical issues in social research

Content

To include but not limited to:

- Ethics

UNIT VI - EXPLORE ACTION RESEARCH AND LITERATURE REVIEW 6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 6.1 Assess phenomenon
- 6.2 Create a literature review

Content

To include but not limited to:

- Critique a range of phenomenon
- Writing Literature Review

UNIT VII - ACTION RESEARCH DESIGN AND DATA COLLECTION 6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

7.1 Design an action research

7.2 Design research instruments

CONTENT

To include but not limited to:

- Designing Action Research
- Design Instruments

UNIT VIII– INVESTIGATE ACTION RESEARCH: ANALYZE AND INTERPRET DATA 6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 8.1 Analyze data
- 8.2 Interpret data
- 8.3 Write research findings

Content

To include but not limited to:

- Data analysis
- Data Interpretation
- Writing Research Findings

UNIT IX - DISCUSS RECOMMENDATIONS 3 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 9.1 Write research recommendations

Content

To include but not limited to:

- Research recommendations

ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to choose a research topic and make a presentation using all the principles learnt in the course

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

1. Bell, J. (1997). *Doing your Research. Project: A guide for First-Time Researcher in Education and social Science*. Philadelphia. Open University Press.
2. Jill, J and Johnson, P. (1997). *Research Methods for Mangers*. 2nd ed. London. Paul Chapman Publishing Ltd.
3. Veal, A.J. (2006). *Research Methods for Leisure and Tourism Practical Guide*. 2nd ed. UK. Financial Times. Longman Group

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SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	APPLYING PRINCIPLES OF CUSTOMER SERVICE
COURSE CODE:	OSQUA201A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 2, SEMESTER 4
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This course covers the skills and knowledge required to work effectively within a commercial or business environment. It will show students how to identify customer needs and provide a service to customers within a prescribed framework. It will also train students to provide customers with information and service regarding freight forwarding operations and take the necessary actions to deal with customer complaints.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this course students are competent when they are able to:

1. Collect, analysing and organising information – to develop understanding of organisation's requirements
2. Communicate ideas and information – to individuals and members of the work team
3. Plan and organise activities – to develop work schedules
4. Work with teams and others – to implement work plans

UNIT I - WORK IN A BUSINESS ENVIRONMENT

9 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 1.1 Locate and read organisational documents
- 1.2 Demonstrate understanding of employees and employers rights and responsibilities
- 1.3 Comply with duty of care, legal responsibilities, organisational goals and objectives
- 1.4 Identify and question standards and values considered to be detrimental
- 1.5 Identify and practise self and other's behaviour which contribute to safety
- 1.6 Identify and prioritise personal and work goals
- 1.7 Plan future work/career directions based on personal and work values
- 1.8 Identify skills and values needed to carry out tasks as necessary

CONTENT

To include but not limited to:

- Legislation, codes and work standards
- Goals and Objectives
- Ethical Standards
- Employment roles and chain of command
- Rights and responsibilities of employees and employers
- Problem solving in teams
- Communication within the organisation

UNIT II - DELIVER SERVICE TO CUSTOMERS

9 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 2.1 Identify customer needs
- 2.2 Use interpersonal skills to ensure customers' needs are met
- 2.3 Provide customers with information about available options for meeting their needs
- 2.4 Deliver service to customers
- 2.5 Build and maintain customer rapport
- 2.6 Identify opportunities to enhance the quality of service and products

Content

To include but not limited to:

- Customer needs
- Developing interpersonal skills
- Prioritising customer's needs
- Customer needs alternatives
- Customer service delivery
- Building rapport

UNIT III- PROVIDE FREIGHT FORWARDING SERVICE TO CUSTOMERS

12 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 3.1 Deal with customer inquiries courteously and efficiently
- 3.2 Use questions to clarify customer requirements, needs or concerns
- 3.3 Accurately convey information to the customer in a comprehensible manner
- 3.4 Forward areas not effectively dealt with to other personnel or external party
- 3.5 Undertake follow-up procedures in accordance with enterprise procedures
- 3.6 Explain the freight forwarding chain of operations to customers
- 3.7 Explain parameters of service relevant to customer requirements
- 3.8 Forward documentation concerning service provision to the customer

Content

To include but not limited to:

- Dealing with customer queries
- Conveying accurate information
- Escalating customer queries
- After-service customer service
- Freight forwarding chain of operations
- Parameters of customer service
- Customer service documentation

UNIT IV - RESOLVE CUSTOMER COMPLAINTS

15 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 4.1 Establish nature of complaint is by listening, questioning and confirming needs
- 4.2 Establish rapport with customer by displaying empathy towards customer's needs
- 4.3 Accurately record documentation to describe complaint in simple language
- 4.4 Verify customer complaint to ensure it has been recorded accurately
- 4.5 Refer customer complaints to personnel or external body as necessary
- 4.6 Promptly forward documentation and investigation report for customer complaints
- 4.7 Undertake follow-up with appropriate personnel to gain a prompt decision
- 4.8 Process complaint/dispute in accordance with dispute resolution procedures
- 4.9 Obtain necessary reports relating to complaint
- 4.10 Make decisions about complaints as appropriate
- 4.11 Maintain a register of complaints / disputes
- 4.12 Inform customer of outcome of investigation
- 4.13 Discuss any further action with appropriate personnel and customer

Content

To include but not limited to:

- Identify customer complaint/dispute
- Record complaint/dispute
- Refer complaint/dispute

- Implement corrective action policy regarding customer complaints
- Process complaint/dispute
- Follow up

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ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to role play a situation that will reflect the principles learnt throughout the course.

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

1. Gale, B. & Wood, R. (1994). *Managing customer value* (1st ed.). New York: Free Press.
2. Customer Service Manuals

DRAFT

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	INDUSTRIAL ATTACHMENT 1
COURSE CODE:	OSPCD202A16
COURSE HOURS:	80 HOURS (80 Hours Practical)
CREDIT VALUE:	COMPETENT/NOT YET COMPETENT
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 2, SEMESTER 4
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This Work Place Attachment Programme is designed to provide the students with industrial /business placement commensurate with their chosen career. The placement is 240 hours in duration and is intended to give students on-the-job experience appropriate to their occupational area(s) of study. During this period the students are to receive at least one visit from the Tutor and or the Programme Coordinator/Advisor. The student should be assigned a workplace mentor who will facilitate the student's integration into and work experiences in the organisation

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this attachment programme the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this attachment programme students will be able to relate to concepts, theories and techniques, which are studied, to develop and practice a range of technical competencies, personal competencies and social competencies; help students to identify and develop career paths within their industry. It will also encourage students to develop important employability skills make contacts with potential employers and to construct work experience profiles commensurate with the demands of future employers and or explore entrepreneurial opportunities.

Upon successful completion of this attachment programme, students are competent when they are able to:

1. Practice theoretical principles
2. Follow work instructions
3. Adhere to organisations policies
4. Comply with relevant legislations, regulations and codes of practices
5. Comply with safety requirements
6. Acquire/develop competencies in their occupational area
7. Apply procedures for work processes.
8. Analyze work plans and implement as instructed
9. Manage area of specialization
10. Plan, organize and implement tasks/assignments according to given instructions and or procedures.
11. Work effectively as part of a team
12. Practice employability skills on the job
13. Be productive, efficient, effective, cost controlled and quality focused
14. Provide excellent customer service
15. Adhere to Dress Codes and Interpersonal Relations Standards

16. Conduct research industry trends, document lessons learned, prepare career development plan, prepare and submit report

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ASSESSMENT PROCEDURES

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1		Student Daily Logs	10%
2		Appraisal by employer and tutor	20%
3		Written report on experience	100%
4		Hands-on Experience	60%
Total			100%

DRAFT

COURSE OUTLINES

YEAR 2 (Summer)

SEMESTER 5

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	MONITORING AND EVALUATING MARKETING PRACTICES
COURSE CODE:	OSBPS401A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 2, SEMESTER 5 (Summer)
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This course is design to help students develop knowledge of the basic principles of marketing practices. The course will also help students to develop an appreciation of the role of marketing in contemporary business.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this course students are competent when they are able to:

1. Define marketing

2. Explain the concepts in marketing.
3. Discuss the micro and macro environmental factors in marketing.
4. Discuss the processes in marketing information.
5. Formulate strategic marketing plan.
6. Explain the marketing plan process
7. Discuss the 4 Ps strategies in marketing
8. Differentiate between goods and services marketing

UNIT I - EXPLORE THE NATURE OF MARKETING **6 HOURS**

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 1.1 Properly define marketing
- 1.2 Identify the basic elements of marketing
- 1.3 Analyze marketing philosophies

Content

To include but not limited to:

- Definitions of marketing
- Basics of marketing
- Marketing Philosophies

UNIT II - EXPLORE THE MARKETING ENVIRONMENT **6 HOURS**

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 2.1 Display knowledge of the marketing micro environment
- 2.2 Display knowledge of the marketing macro environment

Content

To include but not limited to:

- Marketing micro environment
- Marketing macro environment

UNIT III - GATHER MARKETING INFORMATION

6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 3.1 Find and analyze marketing information
- 3.2 Utilize the marketing process to get results

Content

To include but not limited to:

- Finding and analysing marketing information
- The marketing research process

UNIT IV – DEVELOP STRATEGIC MARKETING PLANS

6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 4.1 Learn how to develop a strategic marketing plan
- 4.2 Identify different marketing strategies
- 4.3 Utilize marketing strategies

Content

To include but not limited to:

- Developing a marketing strategy
- Segmenting strategy
- Targeting strategy
- Positioning strategy

UNIT V – UTILIZE CONCEPTS OF MARKETING

9 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 5.1 Utilize concepts of marketing

5.2 Identify the pros and cons of each element

Content

To include but not limited to:

- Product
- Price
- Promotion
- Place

UNIT VI – LEARN TO MARKET SERVICES 9 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 6.1 Identify different categories of services
- 6.2 Analyse core product and supplementary services
- 6.3 Deliver quality customer service

Content

To include but not limited to:

- The nature of services
- Core product and supplementary services
- Quality customer service

UNIT VII - MARKETING AND QUALITY MANAGEMENT 3 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 7.1 Create marketing plans
- 7.2 Implement marketing plans
- 7.3 Control marketing plans
- 7.4 Learn to implement quality assurance procedures

Content

To include but not limited to:

- Implementing and controlling marketing plans
 - Controlling quality
-

ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to complete a project that shows knowledge of the course.

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

1. Armstrong, G. and Kotler, P. (2010). Marketing: An Introduction. 10th ed. Upper Saddle River. N.J. Pearson Prentices Hall
2. Perreault, W.Jr., Cannon, J. and McCarthy, E.J. (2011). Essentials of Marketing 13th ed. New York. McGraw-Hill/Irwin
3. Armstrong, G. and Kotler, P. (2013). Principles of Marketing 15th ed. Upper Saddle River. N.J. Pearson Prentices Hall

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	APPLY ECONOMICS OF SHIPPING TO WORK OPERATIONS
COURSE CODE:	OSBPS402A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 2, SEMESTER 5 (Summer)
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This course is designed to expose students to the principles and practices of economics of international shipping. Students will gain knowledge and skills applicable to demand and supply of seaborne transport, cost of shipping services, shipping finance, the impact of competition on the delivery of shipping services and the economics of ship building, second hand tonnage and scrapping.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this course students are competent when they are able to:

1. Use the terminology of economics as applicable to shipping in carrying out daily task
2. Apply basic modern economic theory to the economic aspects of shipping.
3. Discuss the processes of supply and demand for seaborne transportation.
4. Identify the components costs of seaborne transportation.
5. Describe the important factors which impact on financing of shipping.
6. Compare and contrast the economics of shipbuilding for new tonnage and the second hand market.
7. Discuss the economic conditions which results in the scrapping of vessels
8. Analyse the impact of the shipping cycle on the various stakeholders in the shipping market
9. Identify the implications of the vary degree of competitiveness of shipping companies on users of shipping services
10. Justify the extent to which economic environmental conditions influence ship owner's decision to supply shipping services.

UNIT I - EXAMINE ECONOMIC THEORY OF SHIPPING

9 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 1.1 Assess the definition of economics of shipping
- 1.2 Analyse important terms in economics of shipping
- 1.3 Discuss the relationship of Economics of Shipping to Supply Chain Management
- 1.4 and globalization
- 1.5 Identify the elements of micro-economics in freight transport
- 1.6 Examine the difference between globalized trade and international trade

Content

To include but not limited to:

- Definition of Economics of Shipping
- Important Terms in Economics of Shipping
- Relationship of Economics of Shipping to Supply Chain Management and Globalization
- Globalized trade / International Trade

UNIT II - DEMAND AND SUPPLY AFFECTING SHIPPING SERVICES 6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 2.1 Assess factors influencing the demand of shipping services
- 2.2 Analyse factors influencing the supply of shipping services

Content

To include but not limited to:

- Factors influencing the demand of shipping services
 - theory of demand
 - distance and the concept of tonne mile
 - derived demand
 - elasticity of demand and shipping service
- Factors influencing the supply of shipping services
 - theory of supply
 - trends in world fleet
 - factors which influence short term supply of shipping service
 - elasticity of supply and shipping services

UNIT III - ANALYZE THE SHIPPING OPERATING ENVIRONMENT 6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 3.1 Assess factors influencing demand and supply for sea transport

- 3.2 Analyze developments and stages in the economic cycle
- 3.3 Analyze developments and stages in the business cycle
- 3.4 Analyze developments and stages in the economic cycle
- 3.5 Analyze developments and stages in the shipping cycle

Content

To include but not limited to:

- Factors which influence demand and supply for sea transport
 - Conditions in the World economy
 - Conditions in Trade Route
 - Conditions in Product Market
 - Freight rate fluctuation
 - Political Environment
- Developments and stages in the Economic Cycle
- Developments in the Business Cycle
- Developments in the Shipping Cycle

UNIT IV - ANALYZE THE SHIPPING MARKET

6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 4.1 Assess the organization of the shipping market
- 4.2 Identify decisions facing the ship owner
- 4.3 Assess the freight market
- 4.4 Analyse new business market
- 4.5 Analyse sales and purchase market
- 4.6 Analyse demolition and recycling market

Content

To include but not limited to:

- Organization of the shipping market
- Decisions facing the ship owner

- Freight market
- New building market
- Sales and purchase market
- Demolition and recycling market

UNIT V - CALCULATE COSTS AND THE SHIPPING COMPANY

9 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 5.1 Identify Economics and Accounting concept of cost
- 5.2 Calculate Vessel overhead cost versus operating cost
- 5.3 Identify factors influencing shipping cost
- 5.4 Assess marginal cost and shipping service
- 5.5 Assess short and long run cost of cost of shipping service
- 5.6 Identify economies of scale and shipping cost
- 5.7 Examine cost and the quality of shipping services
- 5.8 Assess cost and optimum ship size

Content

To include but not limited to:

- Economics and Accounting concept of cost
- Vessel overhead cost versus operating cost
- Factors influencing shipping cost
- Marginal cost and shipping service
- Short and long run cost of cost of shipping service
- Economies of scale and shipping cost
- Cost and the quality of shipping services
- Cost and optimum ship size

UNIT V I - MEASURE FINANCIAL PERFORMANCE

3 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 6.1 Control ship operating cost
- 6.2 Generate cash flow for shipping services
- 6.3 Generate revenue for shipping service
- 6.4 Maximize profit for shipping services
- 6.5 Control risk

Content

To include but not limited to:

- Controlling ship operating cost
- Generating cash flow for shipping services
- Generating revenue for shipping service
- Maximizing profit for shipping services
- Control of risk

UNIT V II - ACQUIRE FINANCING FOR SHIPPING SERVICES

3 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 7.1 Consider the ship owner
- 7.2 Source ship finance/capital market
- 7.3 Source ship finance for new building
- 7.4 Source ship finance for second market
- 7.5 Acquire financing of new vessel design
- 7.6 Analyze risk for ship finance
- 7.7 Financial justification for scrapping

Content

To include but not limited to:

- Considerations of the ship owner
- Sources of ship finance/ the capital market
- Ship finance for new building
- Ship finance for second market

- Financing of new vessel design
- Analysis of risk for ship finance
- Financial justification for scrapping

UNIT V III - SHIPPING MARKET COMPETITIVENESS 3 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 8.1 Analyse competitive models
- 8.2 Asses non-competitive models

Content

To include but not limited to:

- Competitive model
 - Definition of a pure competitive model in economics
 - Definition of a competitive shipping model
 - Dry bulk market as a model of competitive shipping
 - Tanker and dry bulk trade different competitive shipping model
- Non-Competitive Models
 - Monopolistic competitive practices of liner trade
 - Container revolution
 - Price discrimination
 - Conference paradox
 - Antitrust Law USA
 - Rulings against the conference system (North America & EU)

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ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to complete a project that shows knowledge of the course.

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

1. Principles of Economics by Robert Frank Bernanke published by Mc Graw Hill Irwin 2007
2. Review of Maritime Transport 2015, UNCTAD (internet download)

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT
COURSE NAME:	MANAGING TRANSPORT AND DISTRIBUTION OPERATIONS
COURSE CODE:	OSLSM401A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 2, SEMESTER 5 (Summer)
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This course will provide skills and knowledge required to participate in planning processes in organisations, incorporating information gathering, planning and resourcing within the organisation. It will also deal with the assessing of inquiries for mobile crane services and provide a quotation following a site inspection or other clarification of job requirements by a mobile crane supervisor. Additionally, it covers developing, implementing and evaluating a business plan for an organisation or discrete business unit operating within the transport and distribution industry.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop

interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

After completing this course the student will be well equipped with the skills and competencies needed to carry out transportation and distribution related tasks.

UNIT I - MANAGE WORKPLACE INFORMATION

5 Hours

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 1.1 Identify information needs of individuals/teams and the potential sources
- 1.2 Review information held by the organisation to determine suitability and accessibility
- 1.3 Make arrangements to obtain information which is not available/accessible
- 1.4 Collection of information is timely and relevant to the needs of individuals/teams
- 1.5 Analyse information to identify and report relevant trends and developments
- 1.6 Use management information systems to store and retrieve data for decision making
- 1.7 Prepare resource proposals

Content

To include but not limited to:

- Sourcing information
- Arranging information
- Collection of information
- Information analysis
- Management information systems
- Resource proposals

UNIT II - ASSESS JOB REQUIREMENTS

6 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 1.7 Identify customer requirements and degree of urgency

- 1.8 Determine credit rating of customer
- 1.9 Clarify location, time, type of lift, type of crane and service needed
- 2.0 Identify need for permits, notifications and authorizations
- 2.1 Specify job requirements and methods with customers
- 2.2 Clarify service costs and proposed methods
- 2.3 Create customer quotations

Content

To include but not limited to:

- Identifying customer needs
- Customer credit rating
- Identifying location, time and equipment
- Acquiring permits and authorization
- Costing and methods
- Creating customer quotations

UNIT III - DEVELOP A TRANSPORT AND DISTRIBUTION BUSINESS PLAN

7 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 3.1 Identify transport and distribution services, markets, products
- 3.2 Identify factors that distinguish the business and contribute to its success
- 3.3 Identify target markets and relevant regulatory requirements
- 3.4 Identify competitors, customer perceptions and market share
- 3.5 Assess strengths, threats, opportunities and weaknesses surrounding a business

Content

To include but not limited to:

- Transportation and distribution business plan
- SWOT and PESTEL analysis

UNIT IV - DEVELOP AND EVALUATE STRATEGY

10 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 4.1 Analyse the enterprise's internal and external operating environment
- 4.2 Undertake an analysis of the enterprise's capacity to operate within the environment
- 4.3 Develop strategies to maximise outcomes for the enterprise
- 4.4 Generate strategies to implement agreed recommendations
- 4.5 Implement and evaluate strategies to maximize outcomes
- 4.6 Implement performance benchmarks for measuring change strategies
- 4.7 Respond to changes within the transport and distribution environment
- 4.8 Generate strategies to meet changes in the transport and distribution environment

Content

To include but not limited to:

- PESTEL vs SWOT
- Strategic Planning
- Business Analysis
- Performance monitoring
- Risk Management

UNIT V - MANAGE TRANSPORT

10 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 5.1 Identify safety and security requirements
- 5.2 Identify and document procedures to safely use equipment and substances
- 5.3 Develop documentation system
- 5.4 Develop a system for tracking stock and communication
- 5.5 Design storage zones
- 5.6 Undertake the positioning of storage areas, bays, work stations

Content

To include but not limited to:

- Safety and security requirements
- Space and security documentation
- Storage zones
- Stock and communication tracking

UNIT VI - ESTABLISH INTERNATIONAL DISTRIBUTION NETWORKS

7 HOURS

Specific Objectives

Upon completion of this unit students are competent when they are able to:

- 6.1 Source potential networks
- 6.2 Identify current enterprise distribution networks
- 6.3 Establish potential service providers' profile
- 6.4 Evaluate distributors contact details, scope of operation, cost and service standards
- 6.5 Contract service providers
- 6.6 Negotiate terms of operation and performance standards with service providers
- 6.7 Monitor performance of service providers

Content

To include but not limited to:

- Business networks
- Distribution networks
- Negotiating with networks
- Performance monitoring

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ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%
3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to complete a project that shows knowledge of the course.

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

1. Lowe, D. (2005). *Intermodal freight transport*. Amsterdam: Elsevier Butterworth-Heinemann.
2. Rinaldi, L. (1972). *Containerization*. New York: Sterling Pub. Co.

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	APPLYING INDUSTRIAL RELATIONS AND COLLECTIVE BARGAINING OPERATIONS
COURSE CODE:	OSQUA301A16
COURSE HOURS:	45 HOURS (45 Hours Theory)
CREDIT VALUE:	3
PREREQUISITES:	NONE
YEAR/SEM.:	YEAR 2, SEMESTER 5 (Summer)
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This course provides an introduction to Industrial Relations and Collective Bargaining. It focuses on the principal Industrial Relations actors (workers, management and government) and their contribution to the process of workplace governance.

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this course the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this course students are competent when they are able to:

1. Have a sound knowledge of principles, concepts and practices of Industrial Relations and the capacity to advance his/her knowledge in the area.
2. Be exposed to the institutions, concepts and outcomes arising from modern employment relationship
3. Identify the implications arising from conflicts of interest between employers and employees
4. Identify the changes taking place in the world of work and be and be encouraged to think critically about the implications for their own future as well as the future of society.
5. Enhance their capacity for independent learning and information seeking in the field of Industrial Relations
6. Develop an ability to work in group settings
7. Develop the skills necessary in evaluating and managing the kinds of conflict that emerge from the employment contract.

UNIT I – INVESTIGATE CONCEPTS IN INDUSTRIAL RELATIONS 3 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 1.1 Explain industrial relations
- 1.2 Investigate perspectives and approaches to Industrial Relations
- 1.3 Identify institutions and players in Industrial Relations
- 1.4 Identify the role of the Industrial Disputes Tribunal

Content

To include but not limited to:

- Nature of Industrial Relations
- Perspectives and approaches to Industrial Relations
- Institutions and players e.g. employer and government
- The Industrial Disputes Tribunal

UNIT II – IDENTIFY THE ROLE OF TRADE UNIONS

6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 2.1 Analyze the historical perspective of trade unions
- 2.2 Identify different types of trade unions
- 2.3 Identify the relationship between Affiliate Unions and Organisations

Content

To include but not limited to:

- Historical Perspective
- Types of Trade Union
- Affiliate Unions and Organisations
- Roles and functions of Trade Unions
- Socio-Economic and political effect of Trade Unions

UNIT III – IDENTIFY THE DYNAMICS OF NEGOTIATION

6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 3.1 State the meaning of collective bargaining
- 3.2 Identify the scope and aims of collective bargaining
- 3.3 Use different approaches to collective bargaining
- 3.4 Make joint consultation
- 3.5 Identify what happens at the bargaining table

Content

To include but not limited to:

- Collective Bargaining defined
- Scope and aims of collective bargaining
- Approaches to collective bargaining
- Joint consultation
- The bargaining table

UNIT IV – MANAGE CONFLICT

6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 4.1 Manage industrial disputes
- 4.2 Identify the different types of conflict
- 4.3 Utilize mechanisms for resolving workplace conflict
- 4.4 Manage industrial actions
- 4.5 Investigate injunctions

Content

To include but not limited to:

- Industrial disputes
- Types of conflicts
- Mechanisms for resolving conflict at the workplace
- Industrial action
- Injunctions

UNIT V – REACH A COLLECTIVE AGREEMENT

6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 5.1 Interpret and apply collective agreement to conflicts
- 5.2 Discuss types of agreement
- 5.3 Analyze the scope of collective agreement
- 5.4 Enforce compliance of collective agreement

CONTENT

To include but not limited to:

- Interpretation and application of collective agreement
- Types of Agreement
- Scope of collective agreement

- Mechanisms for enforcing compliance of collective agreement.

UNIT VI – CREATE CONTRACTS

6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 6.1 Identify types of contracts
- 6.2 Identify terms of a contract
- 6.3 Identify variations of a contract
- 6.4 Investigate employment contracts

Content

To include but not limited to:

- Types of contract
- Explicit and implied terms of a contract
- Variations to contract
- Termination of employment contract

UNIT VII – REVIEW LABOUR LAWS

6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 7.1 Identify labour relations acts
- 7.2 Determine the use of labour code
- 7.3 Discuss the different types of leaves that an employee is entitled to

Content

To include but not limited to:

- L.R.I.D.A – Labour Relations and Industrial Dispute Act
- Labour code
- E.T.R.P.A. – Employment Termination and Redundancy Payment Act
- Maternity Leave
- Holiday with pay Act

UNIT VIII – INVESTIGATING INDUSTRIAL RELATIONS IN THE PUBLIC SECTOR

6 HOURS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 8.1 Identify and explain the role of the public sector in industrial relations and collective bargaining

Content

To include but not limited to:

- Employment
- Authority
- Administration
- Appointment
- Promotion
- Acting appointment
- Separation
- Staff Order
- P.S.R.B
- Centralized negotiation
- Occupational Health and Safety

ASSESSMENT

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending classes, completing assigned work, and complying with existing copyright legislations. To successfully complete this course, a student must pass **ALL** the different components of the course.

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1	I, II, III,	Oral Assignment	20%
2	IV, V	Written Assignment	20%

3	VI, VII, VIII	Group Project	40%
4	IX, X	Written	20%
Total			100%

FEEDBACK

Students will be given rubrics and grading schemes within the first contact period of the course. Each student will also be given written and oral feedback. Feedback will be immediate and no longer than one week after a task is assessed. Feedback may be documented on assessment evidence.

INSTRUCTIONAL METHODS

- Lecture presentations
- Class and group discussion/work
- Peer evaluation
- In class tests
- Use of visual and audio-visual aids

CAPSTONE EXPERIENCE

Students will be required to complete a project that shows knowledge of the course.

RESOURCES

There are several resources that will be utilized in order to effectively teach this course. These include:

1. Industrial relations and collective bargaining. (1996). London.
2. The Jamaican Constitution

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	MAJOR PROJECT
COURSE CODE:	OSITM403A16
COURSE HOURS:	45 HOURS
CREDIT VALUE:	1
PREREQUISITES:	COMPLETION OF ALL COURSES
YEAR/SEM.:	YEAR 2, SEMESTER 5 (Summer)
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

CAPSTONE EXPERIENCE DESCRIPTION

This major capstone experience is intended to give students the opportunity to integrate the total body of learning experiences gained throughout the program duration. Students will be required to use knowledge, skills and aptitude acquired to design, develop, and prepare implementation strategies for the project assignments indicated here under.

The students will do the following project assignment:

Create a freight transportation company in which they will plan, organize and audit.

Capstone Assignment Scenario:

Using a made up company, show how sugar cane can be transported from Jamaica to Netherlands using the following:

- The supply channel—the time and space between an organization’s sources of supply and its processing points. If the supplies are materials, the logistics of the supply channel is commonly referred to as materials management. It includes the flows into and through the production process. Incoming materials may include raw materials, components, and preassembled parts.
- The distribution channel—the time and space between a firm’s processing points and its customers. The logistics of the distribution channel is commonly referred to simply as possible.

Scope of assignment activities

1. You are required to use your learning from the courses of the programme to:
2. Prepare business plans.
3. Develop business strategies
4. Develop a vision and mission statement
5. Coin a name for branding the freight transport company
6. Develop a floor plan (layout for: service areas- (Table, chairs, offices and layout with equipment)
7. Prepare equipment listing
8. Prepare listing of essential office supplies
9. Develop faculties for customer service
10. Develop budgets for recruitment expenditures: capital, expenditure raw materials
11. Prepare pricing schedule
12. Develop staffing requirements
 - Staff Complement
 - Recruitment plans
 - Training and development
 - Work schedules
13. Develop safety and quality system
14. Plan travel routes
15. Prepare and submit formal audit reports and recommendations
16. Develop follow-up monitoring plan for implementation

17. Develop budget for audit activities
18. Audit documentation and reports are prepared using standard English

ASSESSMENT PROCEDURES

Students are required to complete the assignment. Prepare a proposal for execution of the assignment and discuss with lecturer or advisor. The assessment factors for consideration are:

- Use of group activities where applicable.
- Planning an organization of assignment activities
- Use of supporting research available on the particular subject matter
- Technical content, completeness, logics and factual data
- Form of documentation, writing styles and use of grammar
- Use of drawings and other specifications

The institution's assessment policies and procedures in regard to research and or thesis and any other related assessment requirement will be re-enforced

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1		Student Daily Logs	10%
2		Appraisal by employer and tutor	20%
3		Written report on experience	100%
4		Hands-on Experience	60%
Total			100%

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	EXTERNSHIP INDUSTRIAL ATTACHMENT 2
COURSE CODE:	OSPCD301A16
COURSE HOURS:	80 HOURS (80 Hours Practical)
CREDIT VALUE:	COMPETENT/NOT YET COMPETENT
PREREQUISITES:	COMPLETTION OF ALL COURSES
YEAR/SEM.:	YEAR 2, SEMESTER 5 (Summer)
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

COURSE DESCRIPTION

This Work Place Attachment Programme is designed to provide the students with industrial /business placement commensurate with their chosen career. The placement is 240 hours in duration and is intended to give students on-the-job experience appropriate to their occupational area(s) of study. During this period the students are to receive at least one visit from the Tutor and or the Programme Coordinator/Advisor. The student should be assigned a workplace mentor who will facilitate the student's integration into and work experiences in the organisation

LEARNING OUTCOMES AND INSTRUCTIONAL OBJECTIVES

After completing this attachment programme the student will be well equipped with the skills and competencies needed to carry out tasks within the workplace. Additionally, the student will develop interpersonal and professional skills that are necessary to function effectively and efficiently in all settings.

Upon completion of this attachment programme students will be able to relate to concepts, theories and techniques, which are studied, to develop and practice a range of technical competencies, personal competencies and social competencies; help students to identify and develop career paths within their industry. It will also encourage students to develop important employability skills, make contacts with potential employers and to construct work experience profiles commensurate with the demands of future employers and or explore entrepreneurial opportunities.

Upon successful completion of this attachment programme, students are competent when they are able to:

1. Practice theoretical principles
2. Follow work instructions
3. Adhere to organisations policies
4. Comply with relevant legislations, regulations and codes of practices
5. Comply with safety requirements
6. Acquire/develop competencies in their occupational area
7. Apply procedures for work processes.
8. Analyse work plans and implement as instructed
9. Manage area of specialization
10. Plan, organize and implement tasks/assignments according to given instructions and or procedures.
11. Work effectively as part of a team
12. Practice employability skills on the job
13. Be productive, efficient, effective, cost controlled and quality focused
14. Provide excellent customer service
15. Adhere to Dress Codes and Interpersonal Relations Standards
16. Conduct research industry trends, document lessons learned, prepare career development plan, prepare and submit report

ASSESSMENT PROCEDURES

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1		Student Daily Logs	10%
2		Appraisal by employer and tutor	20%
3		Written report on experience	100%
4		Hands-on Experience	60%
Total			100%

THE CARIBBEAN MARITIME INSTITUTE

SCHOOL OF ADVANCED SKILLS

PROGRAMME:	OCCUPATIONAL ASSOCIATE DEGREE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT MANAGEMENT
COURSE NAME:	ACQUIRING PROFESSIONAL AND INDUSTRY RECOGNITIONS
COURSE CODE:	??????
COURSE HOURS:	45 HOURS
CREDIT VALUE:	1
PREREQUISITES:	COMPLETION OF ALL COURSES
YEAR/SEM.:	YEAR 2, SEMESTER 5 (Summer)
APPROVED BY:	CENTRE OF OCCUPATIONAL STUDIES

PROGRAMME DESCRIPTION

This Professional Recognitions Development Programme is designed to provide the students with the opportunity to pursue professional and industrial recognitions' programmes which will lead them acquiring professional and or industry certification, licenses' or licensure. These types of recognitions will in addition, to their educational and or training institutional certification gives them a high level of employment standing and competitiveness in their sector of employment and career paths.

The student should be assigned a workplace mentor and or programme advisor who will facilitate and guide the student's goal achievements towards professional recognitions. The students should be encouraged to commence these pursuits before the completion of their course of study

PROGRAMME OBJECTIVES COMPETENCY OUTCOME

The Recognitions Programme is integral to the implement of the delivery of the Logistic and Supply Chain Management Programme. The institutions is encourage to use creative strategies to administer its implementation. There a variety of teaching and learning modalities that may be used in attaining the programme's objectives.

The programme objectives are:

1. Expose students to the need for accuracy professional and/or industry recognitions
2. Enhance students understanding of the social-economic and cultural impacts of Professional and Industrial Recognitions.
3. Develop in students professional ethics, business protocols good personality traits, habits and professionalism
4. Pursue Professional Recognitions as part of their life-long learning strategies
5. Use Professional Recognitions to continuously improve work processes, productivity and value creation.
6. Use Professional Recognitions for competitive advantages in the workplace.
7. Comply with legislations, regulations and related conventions governing occupational professional practices.
8. Recognize the aims of Professional Recognitions on the public's health, safety and security
9. Recognize the intent of Professional Recognitions to enhance compliance with requirements of the Fair Trading Act, Consumer Protection Act. And the provision of Quality Customer Services.
10. Recognize the importance of Voluntarism.

UNIT I: VALUE THE ROLE OF REGULATORS AND PROFESSIONAL ORGANZIATIONS IN PROFESSIONAL/INDUSRTIAL RECOGNITIONS

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 1.1 Analyze the role of professional organizations and regulations in professional and industrial recognitions

- 1.2 Determine the impact of professional/ industrial recognitions on socio-economic and cultural variables
- 1.3 Recognize the value of regulations in achieving societal and/or commercial objectives
- 1.4 Recognize the function of various organizations involved in Health and Wellness
- 1.5 Recognize the functions of various government agencies responsibility for Health and Wellness
- 1.6 Analyze the potential impact of Professional and Industry Certification

Content

To include but not limited to:

- Legislations, regulation and policies relating to Renewable Energy Sector and other related Sectors and encompassing:
 - Management System Certification ISO 5001:20011
 - Health and Wellness Policies
 - Ministry of Health
 - Ministry of Education
 - Licensing Requirements for Fitness Professionals
- Local, Regional and Internationally Fitness/Wellness Organizations
- Local, Regional and International Professional Certification
- Local, Regional and International Fitness Competitions
- Jamaica Body Builders Association

UNIT II: ACQUIRE PROFESSIONAL RECOGNITION FOR INDUSTRIAL PRACTICE

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 2.1 Explain the importance of having professional recognition for industry practice
- 2.2 Identify and differentiate types of professional/ industry recognitions
- 2.3 Seek and determine requirements for professional/industry recognitions
- 2.4 Enroll in training programmes for professional/industry recognitions
- 2.5 Access and complete programs of study for professional/ industry recognitions

- 2.6 Apply to appropriate awarding bodies for registration and professional/industry recognitions
- 2.7 Adhere to professional ethics code of preface and quality of service requirements of the recognition
- 2.8 Adhere to recertification requirements

Content

To include but not limited to:

Types of recognitions

- Licensing
- Permits
- Licensure ship
- Industry awards
- ISO certification
- Other international recognitions/awards
- Other local recognitions/awards
- Recognition Awarding Bodies:

South West University	Fitness Certification
	Certified Fitness Instructor
University of Texas at Austin	Leadership in Sport, Fitness and Wellness
University of Florida	Certification in Fitness Management
CompTIA	Project Management
CEFF for	Entrepreneurship

UNIT III: ACQUIRE TRAINING AND OR RECOGNITION IN APPLY FIRST AID

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 3.1 Explain the importance of applying first aid
- 3.2 Adhere to the principle of first aid when addressing issues requiring first aid
- 3.3 Acquire first aid training and certification
- 3.4 Follow procedures in applying first aid techniques

- 3.5 Evaluate situation above own competence level and seek appropriate assistance and seek appropriate assistance
- 3.6 Contact relevant to authorities in event of serious emergencies
- 3.7 Report and/or document incidents/accidents and actions taken
- 3.8 Follow up with persons who have had first aid treatment and/or resolution to their problems

Content

To include but not limited to:

- Basic first aid procedure
- Sources of assistance
- Company nurse/doctor
- Employees with first aid training/certification
- Emergency Agencies:
 - Fire brigade
 - Police
 - Ambulance/ Paramedics
 - First Aid procedures
- Red Cross of Jamaica Training and Certification Programmes: CPR/First Aid Certification

UNIT IV: PARTICIPATE IN ACTIVITIES OF PROFESSIONAL ORGANIZATION

Specific Objectives

Upon completion of this unit, students are competent when they are able to:

- 1.1 Conduct research on professional organization of interest
- 1.2 Interview person having connections with the particular organization.
- 1.3 Analyze data/information obtained on organization of interest
- 1.4 Evaluate the compatibility level of own professional goals with that of the organization.
- 1.5 Collect information on procedures for membership in the organization
- 1.6 Apply for membership in organization of interest
- 1.7 Participate and contribute to the activities of the organization of interest

- 1.8 Take opportunities to exchange learning with other members
- 1.9 Take actions to grow and develop professional internally and externally to the organization
- 1.10 Transfer knowledge gained from association with the organization to the workplace and other colleagues

Content

To include but not limited to:

- Research on organization:
 - Vision, Mission and Goals
 - Membership categories (Full, Associate, Affiliate, Students)
 - Professional Development Programmes
 - Fee Structure
 - Application Procedures
 - Programme of Activities
 - Organization Structure
- Transfer of Learning
- Life Long Learning Opportunities
- Compatibility Evaluation

UNIT V: BUILD PROFESSIONAL RECOGNITION THROUGH VOLUNTARISM

Specific Objective

Upon completion of this unit, students are competent when they are able to:

- 5.1 Investigate the role of voluntarism in developing communities
- 5.2 Explore the roles of voluntarism building and developing competencies
- 5.3 Investigate voluntarism as a vehicles for transfer of learning and life category
- 5.4 Use voluntarism to develop appropriate values and attributes
- 5.5 Interview person who have been awarded natural honors for voluntarism and public service
- 5.6 Identify and acquire critical knowledge, skills and attributes through voluntarism
- 5.7 Use voluntarism to seek motivation and inspiration of others

5.8 Prepare and present report on voluntary project/activities

Content

To include but not limited to:

- Role of voluntarism
 - Building
 - Building personal, social and technical competencies
- Interview National Awardees
- Acquire knowledge skills and attributes
 - socio-cultural skills
 - leadership skills
 - economic skills
 - Organizational Skills
 - Negotiation Skills
 - Mediation skills
 - Historical knowledge
 - Counseling skills
 - Social justice
- Motivational and Inspirational Group
 - Youths
 - Young adults
 - Adults
- Development Nature of Voluntarism
- Benefits of Voluntarism
- Values and Attitudes
- Love of Country
- Self-Empowerment
- Gleaner Annual National Award for Voluntarism

ASSESSMENT PROCEDURES

On-going Assessment Requirements			
No.	Suggested Unit/Unit Cluster	Assessment Strategy	Weight
1		Student Daily Logs	10%
2		Appraisal by employer and tutor	20%
3		Written report on experience	100%
4		Hands-on Experience	60%
Total			100%

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