

LOGISTICS & SUPPLY CHAIN MANAGEMENT

Course Learning Outcomes Sample 1

LOGISTICS AND SUPPLY CHAIN MANAGEMENT

COURSE OUTCOMES

USING APPLIED MATHEMATICS TO COMPLETE WORK OPERATIONS

1. Use data collection tools, organise 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

APPLYING BUSINESS COMMUNICATION STRATEGY TO COMPLETE WORK OPERATIONS

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 practise 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 literature, 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, organise, and deliver an engaging oral presentation.

Course Learning Outcomes Sample 1

MAINTAINING AND EVALUATING OCCUPATION HEALTH AND SAFETY SYSTEMS

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

APPLYING LOGISTICS AND SUPPLY CHAIN MANAGEMENT PRINCIPLES

1. Describe major logistics functions and activities.
2. Differentiate logistics and supply chain management.
3. Describe alternative ways to organize for supply chain management.
4. Describe methods of inventory planning.
5. Explain how technology has and continues to change logistics and supply chain management.
6. Compare modes of transportation and related policies.
7. Outline computer and supply chain security measures.
8. Describe warehouse processes, systems, and performance measures.
9. Describe documentation and terms of sale for international shipments.

MONITORING COMMERCIAL SHIPPING OPERATIONS

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

USING INFORMATION TECHNOLOGY 1 TO COMPLETE WORK OPERATIONS

Course Learning Outcomes Sample 1

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.

APPLYING BUSINESS COMMUNICATION STRATEGY II TO COMPLETE WORK OPERATIONS

1. Use a strategic communication model and critical thinking to identify objectives, analyse 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 organisational cultures, business practices, and social norms to communicate more effectively in domestic and cross-cultural business contexts.
5. Analyse a company's communication processes or key messages and recommend changes that can help advance communication as an integral part of that organisation's management strategy.

APPLYING INTERNATIONAL CONVENTIONS FOR FREIGHT TRANSPORTATIONS TO COMPLETE WORK OPERATIONS

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 rationalise 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.

APPLYING ENVIRONMENTAL STUDIES AND SUSTAINABILITY SYSTEMS TO OPERATIONS

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.

Course Learning Outcomes Sample 1

4. Demonstrate their knowledge by analysing 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.

USING MANAGEMENT STRATEGY TO COMPLETE WORK OPERATIONS

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

FOREIGN LANGUAGE 1 (SPANISH)

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 expressions...
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.

MONITORING FINANCE FOR SHIPPING BUSINESS SOLUTIONS

1. Operate point of sale equipment

Course Learning Outcomes Sample 1

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

APPLYING ENTREPRENEURIAL SKILLS

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.

PLANNING AND MANAGING ENTERPRISE SECURITY

1. Manage hazards 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 judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures

APPLYING VALUES AND ATTITUDES TO PERSONAL DEVELOPMENT

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

MANAGING INVENTORY AND WAREHOUSING SOLUTIONS

Course Learning Outcomes Sample 1

1. Examine the movement of material and its impact on global trade and commerce.
2. Discuss globalisation and the role it plays in outsourcing and off-shoring
3. Differentiate the different types of inventory.
4. Apply inventory management in the organisation.
5. Justify why organisations hold different types of inventory.
6. Debate when and why organisations 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. Prioritise inventory using the classification technique.
10. Apply inventory control using cycle as a management tool
11. Critique inventory management operations within the organisation
12. Calculate inventory replenishment and ordering techniques
13. Apply time series forecasting methods to determine demand

MONITORING CUSTOM PROCESSES AND PROCEDURES SOLUTIONS

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

MANAGING LOGISTICS AND SUPPLY CHAIN INFORMATION SYSTEMS

1. Examine the movement of material and its impact on global trade and commerce.
2. Discuss globalisation and the role it plays in outsourcing and off-shoring
3. Differentiate the different types of inventory.
4. Apply inventory management in the organisation.
5. Justify why organisations hold different types of inventory.
6. Debate when and why organisations 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

Course Learning Outcomes Sample 1

9. Prioritise inventory using the classification technique.
10. Apply inventory control using cycle as a management tool
11. Critique inventory management operations within the organisation
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

APPLYING INDUSTRIAL RESEARCH PRACTICES AND TECHNIQUES

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

APPLYING PRINCIPLES OF CUSTOMER SERVICE

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

ACQUIRING INDUSTRY AND PROFESSIONAL RECOGNITION

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.

Course Learning Outcomes Sample 1

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

MONITORING AND EVALUATING MARKETING PRACTICES

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

APPLYING ECONOMICS OF SHIPPING TO WORK OPERATIONS

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 the ship owner's decision to supply shipping services.

MANAGING TRANSPORT AND DISTRIBUTION OPERATIONS

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.

APPLYING INDUSTRIAL RELATIONS AND COLLECTIVE BARGAINING OPERATIONS

Course Learning Outcomes Sample 1

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.

MAJOR CAPSTONE PROJECT

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.

COURSE	
USING APPLIED MATHEMATICS TO COMPLETE WORK OPERATIONS	UNIT OBJECTIVES
UNIT I - SOLVE ORDINARY DIFFERENTIAL EQUATIONS	<ol style="list-style-type: none"> 1. Solve simple equations 2. Solve simultaneous equations 3. Solve quadratic equations
UNIT II - APPLY FOURIER SERIES	<ol style="list-style-type: none"> 1. Apply Discrete Fourier Series to solve problems 2. Interpret related formulae 3. Calculate orthogonal expansions
UNIT III - SOLVE HEAT EQUATIONS	<ol style="list-style-type: none"> 1. Use Fick's Law 2. Separate Variables 3. Scale Invariance 4. Use Finite difference Methods

Course Learning Outcomes Sample 1

<p>UNIT IV - SOLVE QUASI-LINEAR AND BURGER'S EQUATIONS</p>	<ol style="list-style-type: none"> 1. Interpret Quasi-Linear Equations 2. Solve Quasi-Linear Equations 3. Interpret Burger's Equations 4. Solve Burger's Equations
<p>UNIT V - SOLVE WAVE EQUATION</p>	<ol style="list-style-type: none"> 1. Interpret Wave Equations 2. Solve Wave Equations 3. Use d'Alembert's formula 4. Use Hadamard's Methods 5. Use 2D and 3D Methods 6. Clarify Numerical Issues 7. Use Energy Conservation Formula
<p>UNIT VI - USE DISTRIBUTIONS, DELTA, GREEN FUNCTIONS AND SOLUTIONS</p>	<ol style="list-style-type: none"> 1. Use Distributions Solutions 2. Apply Delta Solutions 3. Use Green Functions
<p>UNIT VII - SOLVE LAPLACE AND POISSON EQUATIONS</p>	<ol style="list-style-type: none"> 1. Solve Laplace Equations 2. Solve Poisson Equations 3. Determine Mean Value Inequity 4. Use Dirichlet Formula 5. Separate Variables
<p>UNIT VIII - CONDUCT DIMENSIONAL ANALYSIS</p>	<ol style="list-style-type: none"> 1. Conduct Dimensional Analysis 2. Interpret Findings 3. Scale Dimensions
<p>UNIT IX - USE PERTURBATION THEORY, ODE'S, ASYMPTOTIC METHODS</p>	<ol style="list-style-type: none"> 1. Interpret Perturbation Theory 2. Apply Perturbation Theory 3. Use Asymptotic Method
<p>UNIT X - USE DISCRETE MODELS</p>	<ol style="list-style-type: none"> 1. Solve Linear Difference Equations 2. Use Discrete Model solve population dynamics 3. Use Discrete Model for Economics

<p>COURSE</p>	
<p>APPLYING BUSINESS COMMUNICATION STRATEGY TO COMPLETE WORK OPERATIONS</p>	<p>UNIT OBJECTIVES</p>
<p>UNIT I – LEARN GRAMMATICAL FORMS</p>	<ol style="list-style-type: none"> 1. Identify parts of speech 2. Correctly use parts of speech

Course Learning Outcomes Sample 1

	<ol style="list-style-type: none"> 3. Correctly punctuate sentences 4. Capitalise words as appropriate 5. Identify and use sentences correctly 6. Correctly identify components of a sentence 7. Effectively pronounce words
<p>UNIT II – EXPLORE WRITING TYPES</p>	<ol style="list-style-type: none"> 1. Compose business, personal, scientific and technical letters 2. Identify components of expository pieces 3. Evaluative descriptive forms of writing 4. Compose descriptive types of letters 5. Compose persuasive letters 6. Critically evaluate persuasive writing 7. Read and evaluate narrative writings 8. Apply different writing styles to business communication
<p>UNIT III – DEVELOP ESSAYS</p>	<ol style="list-style-type: none"> 1. Correctly create essays 2. Select essay topics and thesis statements 3. Write business arguments 4. Carry out business research 5. Correctly creating essay body 6. Create logical essay conclusions 7. Learn to revise and finalise essays
<p>UNIT IV – DEVELOP LISTENING COMPETENCIES</p>	<ol style="list-style-type: none"> 1. Identify the main ideas given in dialogues 2. Identify supporting details in dialogue 3. Listen open-mindedly 4. Differentiate between facts and opinions 5. Identify bias and prejudice in arguments 6. Identify verbal and non-verbal messages 7. Actively listen to dialogues
<p>UNIT V – EXPLORE COMMUNICATION STYLES</p>	<ol style="list-style-type: none"> 1. Correctly define communication 2. Differentiate between written and oral communication 3. Identify different kinds of communication 4. Differentiate between types of communication 5. Identify the communication process 6. Differentiate between verbal and non-verbal communication
<p>UNIT VI – DEVELOP PUBLIC SPEAKING SKILLS</p>	<ol style="list-style-type: none"> 1. Identify what public speaking is and its purpose 2. Be ethical when speaking 3. Deal with anxiety when speaking publicly

Course Learning Outcomes Sample 1

	4. Identify different types of speeches
UNIT VII – MANAGE AIDS AND BLOCKS TO EFFECTIVE COMMUNICATION	<ol style="list-style-type: none"> 1. Plan properly 2. Properly pronounce, dictate, modulate 3. Develop audience appeal 4. Use proper gestures & mannerisms & Control of nervousness 5. Select appropriate attire
UNIT VIII – RESEARCH WRITING SKILLS FOR BUSINESS COMMUNICATION	<ol style="list-style-type: none"> 1. Understand the topic to be researched 2. Properly schedule the research timeline 3. Choose an appropriate topic 4. Find and evaluate sources 5. Organise the paper outline 6. Properly cite sources 7. Creating the final draft

COURSE	
MAINTAINING AND EVALUATING OCCUPATION HEALTH AND SAFETY SYSTEMS	UNIT OBJECTIVES
UNIT I – PRACTISE PERSONAL HEALTH AND SAFETY	<ol style="list-style-type: none"> 1. Practise personal health and safety at home in the workplace 2. Identify blood borne viruses 3. Take precaution against viruses 4. Treat dermatitis and other skin issues
UNIT II – PRACTICE PERSONAL SAFETY	<ol style="list-style-type: none"> 1. Perform Emergency first aid treatment 2. Manage reaction to accidents 3. Report accidents 4. Take proactive procedures when accidents occur 5. Clean the accident site 6. Use personal safety wear and protective equipment

Course Learning Outcomes Sample 1

<p>UNIT III – INVESTIGATE ACCIDENTS AND THEIR EFFECT ON INDUSTRY</p>	<ol style="list-style-type: none"> 1. Evaluate cost of accidents including money and time 2. Identify parts of the body injured in accidents 3. Analyse burns 4. Manage drugs and alcohol in the workplace
<p>UNIT IV - EVALUATE THEORIES OF ACCIDENTS – SELECTIVE</p>	<ol style="list-style-type: none"> 1. Evaluate theories of accidents 2. Identify factors leading to accidents
<p>UNIT V– MANAGE WHMIS WORKPLACE HAZARDOUS MATERIAL INFORMATION SYSTEMS</p>	<ol style="list-style-type: none"> 1. Evaluate toxins and points of entry 2. Take safety precautions
<p>UNIT VI – MANAGE FALLING, IMPACT, ACCELERATION AND LIFTING HAZARDS</p>	<ol style="list-style-type: none"> 1. Perform correct lifting techniques 2. Use safety equipment 3. Store materials safety 4. Deal with manual landing
<p>UNIT VII – DEAL WITH WORKERS COMPENSATION</p>	<ol style="list-style-type: none"> 1. Manage injuries and workers compensation 2. Resolve workers' compensation disputes
<p>UNIT VIII – IDENTIFY ROLES OF HEALTH AND SAFETY PERSONNEL</p>	<ol style="list-style-type: none"> 1. Develop health and safety team 2. Identify health and safety professionals
<p>UNIT IX – MANAGE STRESS AND SAFETY</p>	<ol style="list-style-type: none"> 1. Explain workplace stress 2. Manage workplace stress 3. Manage stress and safety
<p>UNIT X – MANAGE AND SAFEGUARD MECHANICAL HAZARDS</p>	<ol style="list-style-type: none"> 1. Identify common mechanical injuries 2. Explain safeguarding 3. Manage lockout/tag out systems 4. Take corrective action
<p>UNIT XI – MANAGE HEAT AND TEMPERATURE HAZARDS</p>	<ol style="list-style-type: none"> 1. Investigate the body's response to heat 2. Manage and prevent heat stress 3. Explain cold hazards 4. Prevent cold stress
<p>UNIT XII – INVESTIGATE FIRE HAZARDS</p>	<ol style="list-style-type: none"> 1. Investigate sources of fire hazards 2. Detect and manage fire hazards 3. Develop fire safety standards 4. Identify safety myths
<p>UNIT XIII – MANAGE NOISE AND VIBRATION HAZARDS</p>	<ol style="list-style-type: none"> 1. Investigate noise and vibration hazards 2. Manage noise 3. Explain vibration hazards
<p>UNIT XIV – PREPARE FOR EMERGENCIES</p>	<ol style="list-style-type: none"> 1. Carry out first aid in emergencies

Course Learning Outcomes Sample 1

	2. Report accidents
UNIT XV – PROMOTE SAFETY	1. Develop safety committees
UNIT XVI – CARRY OUT HEALTH AND SAFETY TRAINING	1. Create rationale for health and safety training
UNIT XVI I – PROMOTE INDUSTRIAL HYGIENE	1. Identify hazards in the hazards(????) 2. Evaluate entry points for toxic agents 3. Identify and manage airborne and asbestos hazards

COURSE	
APPLYING LOGISTICS AND SUPPLY CHAIN MANAGEMENT PRINCIPLES	UNIT OBJECTIVES
UNIT I – EVALUATE LOGISTICS AND SUPPLY CHAIN MANAGEMENT	1. Utilise supply chains and logistics 2. Identify terms used in supply chain management 3. Evaluate freight and material flow
UNIT II – GENERATE SUPPLY CHAIN ACTIVITY	1. Utilise types of procurement 2. Identify customer demand and goods 3. Evaluate terms and conditions of payment 4. Evaluate suppliers' response
UNIT III – LEARN INVENTORY MANAGEMENT	1. Explain inventory 2. Identify objectives and functions of inventory management 3. Evaluate the link between cost and inventory 4. Evaluate the different approaches to inventory control
UNIT IV – LEARN WAREHOUSE MANAGEMENT	1. Explain warehouse classification

Course Learning Outcomes Sample 1

	<ol style="list-style-type: none"> 2. Identify warehouse needs 3. Evaluate factors influencing warehouse layout 4. Create field trip report
UNIT V – MANAGE TRANSPORT	<ol style="list-style-type: none"> 1. Explain transport's role in Logistics 2. Identify modes of transportation and their selection 3. Evaluate transport networks 4. Create transport efficiency in logistics management 5. Explain transportation and the Hub Concept and Nodal System
UNIT VI – LEARN LOGISTICS MANAGEMENT WITHIN THE PORT	<ol style="list-style-type: none"> 1. Explain logistics management in the port 2. Identify physical flows in a port 3. Evaluate information flows in a port
UNIT VII – MANAGE COMMUNICATION	<ol style="list-style-type: none"> 1. Explain information flows in logistics management 2. Identify the use of ICT in logistics and supply chain management 3. Utilise port communication systems 4. Utilise customs systems
UNIT VIII – IDENTIFY TRENDS IN LOGISTICS MANAGEMENT	<ol style="list-style-type: none"> 1. Explain the use of ports in hub and spoke systems 2. Identify the use of logistics hubs 3. Identify last mile logistics 4. Identify multi-channel inventory 5. Explain 3PL

COURSE	
MONITORING COMMERCIAL SHIPPING OPERATIONS	UNIT OBJECTIVES
UNIT I – EVALUATE COMMERCIAL SHIPPING	<ol style="list-style-type: none"> 1. Explain commercial shipping 2. Identify components of commercial shipping 3. Identify cargo types 4. Identify factors influencing vessel choice
UNIT II – INVESTIGATE TRAMP SHIP MARKETING	<ol style="list-style-type: none"> 1. Explain tramp charter market 2. Identify tramp shipping vessels

Course Learning Outcomes Sample 1

	<ol style="list-style-type: none"> 3. Evaluate tramp shipping operations 4. Identify types of charter 5 Investigate the tramp shipping environment
<p>UNIT III – CALCULATE LAY TIME AND VOYAGE ESTIMATION</p>	<ol style="list-style-type: none"> 1. Explain lay time 2. Identify factors involved in specifying lay time 3. Calculate lay time 4. Identify the effects of various charter party clauses on lay time calculations 5. Investigate voyage estimation
<p>UNIT IV – INVESTIGATE LINER SHIPPING MARKET</p>	<ol style="list-style-type: none"> 1. Explain liner trade 2. Investigate liner operations
<p>UNIT V – MANAGE SCHEDULING, ROUTING, AND BUNKERING</p>	<ol style="list-style-type: none"> 1. Explain key issues and scheduling in commercial shipping 2. Investigate the key issues in liner ship scheduling 3. Identify the effects of load line requirements on routing 4. Identify factors involved in choosing bunkering ports
<p>UNIT VI – MANAGE PASSENGER SHIPPING</p>	<ol style="list-style-type: none"> 1. Explain the evolution of passenger shipping 2. Investigate the logistics of passenger/cruise/ferry shipping 3. Identify intermodal linkages in passenger shipping 4. Market passenger shipping
<p>UNIT VII – INVESTIGATE SHIP AGENCIES</p>	<ol style="list-style-type: none"> 1. Explain ship husbandry 2. Investigate communication between responsible parties and Government Agencies 3. Calculate disbursements 4. Create documentation
<p>UNIT VIII – EVALUATE LINER COMPANIES CORPORATION AND AGREEMENTS</p>	<ol style="list-style-type: none"> 1. Explain the evolution of liner husbandry 2. Identify liner conferences 3. Control competition in Liner shipping 4. Market and sell liner shipping
<p>UNIT IX – INVESTIGATE POLITICS AND ORGANISATIONS</p>	<ol style="list-style-type: none"> 1. Explain the role of IMO in shipping 2. Identify the role of UNCTAD in international shipping 3. Identify the political aspect of shipping

Course Learning Outcomes Sample 1

COURSE	
USING INFORMATION TECHNOLOGY TO COMPLETE WORK OPERATIONS	UNIT OBJECTIVES
UNIT I – EXPLORE COMPUTERS	<ol style="list-style-type: none"> 1. Explain the history computers 2. Identify the different types of computers 3. Explain the concept of information technology 4. Identify the use of computers in business and personal settings 5. Identify how data can be represented
UNIT II – INVESTIGATE COMPUTER SOFTWARE	<ol style="list-style-type: none"> 1. Explain the difference between system and application software 2. Explain the features of Windows Operating Systems 3. Explore the different application software
UNIT III – EXPLORE COMPUTER HARDWARE	<ol style="list-style-type: none"> 1. Explain the components of the central processing unit 2. Identify input and output devices and their uses 3. Identify how computer memory works 4. Examine the nature of computer storage
UNIT IV – INVESTIGATE INFORMATION PROCESSING	<ol style="list-style-type: none"> 1. Explain the difference between batch and real-time processing 2. Identify the difference between on-line and interactive information processing 3. Examine other related information technology applications
UNIT V - INVESTIGATE DATA TRANSMISSION AND COMPUTER NETWORK	<ol style="list-style-type: none"> 1. Explain the difference between LANs and WANs 2. Explain what the internet is 3. Explain office automation

COURSE	
	UNIT OBJECTIVES

Course Learning Outcomes Sample 1

<p>APPLYING BUSINESS COMMUNICATION STRATEGY II TO COMPLETE WORK OPERATIONS</p>	
<p>UNIT I – EXAMINE FOUNDATIONS OF BUSINESS COMMUNICATION</p>	<ol style="list-style-type: none"> 1. Explain the business communication concept 2. Examine business communication models 3. Identify the characteristics of effective business communication
<p>UNIT II – LEARN TEAM AND INTERPERSONAL COMMUNICATION</p>	<ol style="list-style-type: none"> 1. Identify the advantages and disadvantages of working in teams 2. Examine the importance of collaborative writing 3. Examine social networking technologies in business communication
<p>UNIT III – DEMONSTRATE ORGANISATIONAL WRITING</p>	<ol style="list-style-type: none"> 1. Examine the three-step writing process 2. Plan, write and complete reports and proposals
<p>UNIT IV – CONDUCT BUSINESS PRESENTATIONS</p>	<ol style="list-style-type: none"> 1. Develop oral and online presentations 2. Deliver oral and online presentations 3. Enhance presentations using slides and other visual aids
<p>UNIT V – UTILISE WRITING IN THE WORKPLACE</p>	<ol style="list-style-type: none"> 1. Write employment letters 2. Write resumes 3. Write memos
<p>UNIT VI – DEVELOP EFFECTIVE COMMUNICATION AND NEGOTIATION SKILLS</p>	<ol style="list-style-type: none"> 1. Examine logic, negotiation and persuasion in business 2. Communicate strategically
<p>UNIT VII – EVALUATE ESSENTIAL ELEMENTS IN BUSINESS COMMUNICATION</p>	<ol style="list-style-type: none"> 1. Evaluate elements in business communication such as structure, clarity etc
<p>UNIT VIII – ELIMINATE BARRIERS IN BUSINESS COMMUNICATION</p>	<ol style="list-style-type: none"> 1. Eliminate barriers in business communication such as audience needs, emotions etc.

Course Learning Outcomes Sample 1

COURSE	
<p align="center">APPLYING INTERNATIONAL CONVENTIONS FOR FREIGHT TRANSPORTATIONS TO COMPLETE WORK OPERATIONS</p>	<p align="center">UNIT OBJECTIVES</p>
<p>UNIT I – EXPLORE FREIGHT AND SHIPPING</p>	<ol style="list-style-type: none"> 1. Explain the difference between freight and shipping 2. Explore the nature of freight and shipping 3. Explain the concept of freight forwarding 4. Give justification for freight transportation 5. Review shipping declaration and related documentation 6. Identify the importance of freight transportation in logistics 7. Examine the freight transport market, logistics sector and supply chains 8. Identify freight transport and logistics sectors around the world
<p>UNIT II – EXPLORE FREIGHT TRANSPORTATION MODES</p>	<ol style="list-style-type: none"> 1. Identify freight transportation modes 2. Explain the interconnectedness of freight transportation modes
<p>UNIT III – INVESTIGATE INTERNATIONAL TRANSPORT FACILITATION CONVENTIONS</p>	<ol style="list-style-type: none"> 1. Identify international transport facilitation conventions 2. Explain the nature of international transport facilitation conventions
<p>UNIT IV – PLAN SUSTAINABLE FREIGHT AND LOGISTICS SYSTEMS</p>	<ol style="list-style-type: none"> 1. Plan integrated transport 2. Improve transport and logistics infrastructure and services 3. Develop intermodal transport corridors 4. Learn to harmonise rules and process 5. Learn transport and trade facilitation measures 6. Develop transport and logistics industry 7. Apply ICT to freight and logistics systems
<p>UNIT V – ANALYZE FREIGHT SUPPLY CHAINS AND ECONOMIC COMPETITIVENESS</p>	<ol style="list-style-type: none"> 1. Identify the link between freight supply chains and trade and investment 2. Investigate the inland waterway system and waterborne freight

Course Learning Outcomes Sample 1

	<ul style="list-style-type: none"> 3. Examine rail transportation and economic competitiveness 4. Investigate the trucking perspective on freight supply chain
<p>UNIT VI – MANAGE AIR FREIGHT FORWARDING OPERATIONS</p>	<ul style="list-style-type: none"> 1. Identify industry regulators and associations 2. Examine the contents of an air waybill 3. Identify dangerous goods and implement security measures 4. Investigate air cargo import, export and transshipment 5. Calculate air cargo rates and charges
<p>UNIT VII – MANAGE SEA FREIGHT FORWARDING OPERATIONS</p>	<ul style="list-style-type: none"> 1. Identify vessels and containers specifications 2. Create shipping documentation 3. Examine freight conferences and freight tariff systems 4. Investigate the roles of carriers and ports\ 5. Examine cargo packing and damage 6. Create freight quotations and job costing

Course Learning Outcomes Sample 1

COURSE	
APPLYING ENVIRONMENTAL STUDIES AND SUSTAINABILITY SYSTEMS TO OPERATIONS	UNIT OBJECTIVES
UNIT I – INVESTIGATE ENVIRONMENT AND SUSTAINABILITY	<ol style="list-style-type: none"> 1. Define environment and sustainability 2. Identify factors affecting the environment 3. Identify factors that promote growth 4. Explore factors that can lead to sustainable development
UNIT II – UTILISE COMMUNICATION FOR SUSTAINABILITY	<ol style="list-style-type: none"> 1. Use theoretical frameworks and marketing techniques to design comprehensive communication strategies to change behaviour 2. Identify and apply effective facilitation, conflict management, messaging, and negotiation strategies 3. Explain why communication for sustainability matters
UNIT III – ENCOURAGE CITIZEN ENGAGEMENT FOR SUSTAINABILITY	<ol style="list-style-type: none"> 1. Identify public engagement strategies 2. Customise public engagement strategies to yield feedback 3. Build teams 4. Learn leadership skills 5. Learn strategies to build strong neighbourhoods
UNIT IV – INVESTIGATE ENVIRONMENTAL POLICY	<ol style="list-style-type: none"> 1. Identify politics and practice of environmental and resource policy 2. Develop corporate environmental management strategy 3. Use metrics, tools and indicators in corporate responsibility 4. Develop strategies for land conservation 5. Explore environmental law and policy
UNIT V – MANAGE ENVIRONMENTAL PLANNING AND EVALUATION	<ol style="list-style-type: none"> 1. Carry out environmental planning 2. Implement and evaluate environmental plans 3. Manage watershed and river basin

Course Learning Outcomes Sample 1

	<ol style="list-style-type: none"> 4. Analyse environmental systems 5. Make water and environmental policies
<p>UNIT VI – DEMONSTRATE GRANT WRITING AND FUND DEVELOPMENT</p>	<ol style="list-style-type: none"> 1. Learn the basics of grant writing and fund development 2. Master the fundraising environment 3. Plan and manage projects 4. Design effective fundraising strategies 5. Raise funds online
<p>UNIT VII – PRACTISE ORGANISATIONAL MANAGEMENT</p>	<ol style="list-style-type: none"> 1. Utilise environmental management systems 2. Utilise financial management systems 3. Manage land, air and water according to the needs of the organisation

COURSE	
USE MANAGEMENT STRATEGY TO COMPLETE OPERATIONS	UNIT OBJECTIVES
<p>UNIT I – INVESTIGATE ENVIRONMENT AND SUSTAINABILITY</p>	<ol style="list-style-type: none"> 1. Define environment and sustainability 2. Identify factors affecting the environment 3. Identify factors that promote growth 4. Explore factors that can lead to sustainable development
<p>UNIT II – UTILISE COMMUNICATION FOR SUSTAINABILITY</p>	<ol style="list-style-type: none"> 1. Use theoretical frameworks and marketing techniques to design comprehensive communication strategies to change behaviour 2. Identify and apply effective facilitation, conflict management, messaging, and negotiation strategies 3. Explain why communication for sustainability matters
<p>UNIT III – ENCOURAGE CITIZEN ENGAGEMENT FOR SUSTAINABILITY</p>	<ol style="list-style-type: none"> 1. Identify public engagement strategies 2. Customise public engagement strategies to yield feedback 3. Build teams 4. Learn leadership skills

Course Learning Outcomes Sample 1

	5. Learn strategies to build strong neighbourhoods
UNIT IV – INVESTIGATE ENVIRONMENTAL POLICY	<ol style="list-style-type: none"> 1. Identify politics and practice of environmental and resource policy 2. Develop corporate environmental management strategy 3. Use metrics, tools and indicators in corporate responsibility 4. Develop strategies for land conservation 5. Explore environmental law and policy
UNIT V – MANAGE ENVIRONMENTAL PLANNING AND EVALUATION	<ol style="list-style-type: none"> 1. Carry out environmental planning 2. Implement and evaluate environmental plans 3. Manage watershed and river basin 4. Analyse environmental systems 5. Make water and environmental policies
UNIT VI – DEMONSTRATE GRANT WRITING AND FUND DEVELOPMENT	<ol style="list-style-type: none"> 1. Learn the basics of grant writing and fund development 2. Master the fundraising environment 3. Plan and manage projects 4. Design effective fundraising strategies 5. Raise funds online
UNIT VII – PRACTISE ORGANISATIONAL MANAGEMENT	<ol style="list-style-type: none"> 1. Utilise environmental management systems 2. Utilise financial management systems 3. Manage land, air and water according to the needs of the organisation

Course Learning Outcomes Sample 1

COURSE	
FOREIGN LANGUAGE 1 (SPANISH)	UNIT OBJECTIVES
UNIT I – USE GREETINGS, INTRODUCTION AND FAREWELLS	<ol style="list-style-type: none"> 1. Identify letters of the Spanish alphabet 2. Greet and say farewell to persons in Spanish 3. Identify numbers in Spanish
UNIT II – USE NOUNS AND REGULAR VERBS IN PRESENT TENSE, DATE & TIME	<ol style="list-style-type: none"> 1. Identify gender and nouns 2. Use adjectives appropriately 3. Exchange personal information 4. Identifying nationalities 5. Discuss jobs
UNIT III – USE IRREGULAR VERBS IN PRESENT TENSE (SER, ESTAR, TENER)	<ol style="list-style-type: none"> 1. Use ser and estar appropriately 2. Express ages 3. Give directions
UNIT IV – ORDER FOOD AND BEVERAGE	<ol style="list-style-type: none"> 1. Identify foods 2. Indicate what is needed to be eaten 3. Read menus
UNIT V – LET’S GO SHOPPING!	<ol style="list-style-type: none"> 1. Identify clothes 2. Use measurements as necessary 3. Explore shops and their contents 4. Ask the price for items
UNIT VI – USE IR, HACER & REFLEXIVE VERBS	<ol style="list-style-type: none"> 1. Discuss hobbies 2. Express times 3. Talks about routines
UNIT VII – DESCRIBE BUILDING/PLACES & BOOKING INTO A HOTEL	<ol style="list-style-type: none"> 1. Describe buildings such as hotels 2. Book a hotel reservation 3. Discuss dates and seasons 4. Discuss quantity 5. Identify the difference between SER and ESTAR 6. Pluralise words according to quantity and gender

Course Learning Outcomes Sample 1

COURSE	
MONITORING FINANCE FOR SHIPPING BUSINESS SOLUTIONS	UNIT OBJECTIVES
UNIT I – OPERATE POINT OF SALE EQUIPMENT	<ol style="list-style-type: none"> 1. Maintain workplace records and documentation 2. Select appropriate mathematical process 3. Conduct direct financial transactions with clients in the courier industry 4. Use appropriate communication strategies and equipment 5. Select appropriate mechanical aids, including calculators and computers
UNIT II – CONDUCT SALES TRANSACTIONS	<ol style="list-style-type: none"> 1. Correctly calculate sales transactions 2. Provide customers with correct change
UNIT III – CLEAR THE REGISTER	<ol style="list-style-type: none"> 1. Clear cash register and other sales equipment 2. Secure cash and cheques after transactions
UNIT IV – MAINTAIN SALES DOCUMENTS	<ol style="list-style-type: none"> 1. Complete refunds and “no” sales transactions 2. Maintain an adequate supply of documents 3. Process and record petty cash transactions 4. Reconcile invoices 5. File documents for auditing purposes 6. Prepare and process banking documents
UNIT V – ORGANISE FREIGHT INVOICING AND PAYMENT	<ol style="list-style-type: none"> 1. Prepare purchase orders 2. Document payment methods 3. Source invoice documents 4. Register invoices 5. Check invoices 6. Authorise invoices 7. Check chart of accounts to verify payments 8. Check chart of accounts to verify outstanding debts against invoices 9. Produce ledgers 10. Cross check monthly payments 11. Filing appropriate government returns 12. Archive documents
UNIT VI –	<ol style="list-style-type: none"> 1. Prepare budgets

Course Learning Outcomes Sample 1

<p>BUDGET AND EXPENDITURE PLANNING</p>	<ol style="list-style-type: none"> 2. Manage budgets 3. Manage resources 4. Provide good customer service 5. Solve budget overrun issues 6. Plan expenditure 7. Modify budgets
--	--

<p>COURSE</p>	
<p>APPLYING ENTREPRENEURIAL SKILLS</p>	<p>UNIT OBJECTIVES</p>
<p>UNIT I – EXPLORE ENTREPRENEURSHIP</p>	<ol style="list-style-type: none"> 1. Identify entrepreneurial opportunities 2. Evaluate entrepreneurs 3. Describe the entrepreneurial process 4. Display skills needed to be a successful entrepreneur
<p>UNIT II – CREATE SUCCESSFUL BUSINESS MODELS</p>	<ol style="list-style-type: none"> 1. Identify manufacturer, distributor, retailer and franchise 2. Evaluate the advantages and disadvantages of different business model 3. Identify examples of these business models locally and internationally
<p>UNIT III – LEARN BUSINESS PLAN DEVELOPMENT</p>	<ol style="list-style-type: none"> 1. Identify key elements of a business plan 2. Create business plans 3. Evaluate business plans
<p>UNIT IV – LEARN ENTREPRENEURIAL MARKETING</p>	<ol style="list-style-type: none"> 1. Identify key elements of marketing 2. Evaluate the importance of entrepreneurial marketing 3. Assess the importance of marketing in entrepreneurship 4. Describe the functions of marking 5. Utilise marketing strategies/;
<p>UNIT V – FIND FUNDING FOR NEW VENUES</p>	<ol style="list-style-type: none"> 1. Identify sources of capital for new businesses 2. Evaluate the effectiveness of sources of capital

Course Learning Outcomes Sample 1

<p>UNIT VI – DEVELOP ENTREPRENEURIAL LEADERSHIP</p>	<ol style="list-style-type: none"> 1. Identify leadership styles and skills 2. Evaluate the effectiveness of leadership styles and skills 3. Negotiate effectively 4. Differentiate between bad and good leadership 5. Identify the different types of entrepreneurs 6. Create a link between leadership and social responsibility
<p>UNIT VII</p>	<ol style="list-style-type: none"> 1. Identify the different types of risk in business 2. Evaluate the effectiveness of risk management 3. Identify the role of Insurance in risk management

<p>COURSE</p>	
<p>PLANNING AND MANAGING ENTERPRISE SECURITY</p>	<p>UNIT OBJECTIVES</p>
<p>UNIT I - CLARIFY MOVEMENTS OF HAZARDOUS OR HIGH RISK GOODS</p>	<ol style="list-style-type: none"> 1. Schedule details, nature of risk, special precautions and procedures clarified with line managers or supervisory staff 2. Collect and check information against workplace procedures and relevant regulatory framework 3. Identify activities requiring special approvals or workplace procedure changes 4. Communicate safety and hazard control procedures to relevant parties
<p>UNIT II – IMPLEMENT SAFETY AND HAZARD CONTROL PROCEDURES FOR LOADING, UNLOADING OR GOODS MOVEMENT ACTIVITIES</p>	<ol style="list-style-type: none"> 1. Identify the different types of risk in business 2. Evaluate the effectiveness of risk management 3. Identify the role of Insurance in risk management
<p>UNIT III - REVIEW AND COMPLETE GOODS TRANSFER OPERATION</p>	<ol style="list-style-type: none"> 1. Check completed activities against operational plan 2. Complete relevant documentation 3. Maintain and store specialised equipment used for the process 4. Check and return worksite operational status

Course Learning Outcomes Sample 1

<p>UNIT IV - ASSESS SECURITY RISKS</p>	<ol style="list-style-type: none"> 1. Review records of security breaches, thefts and damage to identify past security incidents 2. Make assessment of potential risks to the security of stock, personnel, facilities, information and equipment considering both internal and external factors 3. Assess risks from a range of sources and compare with existing security measures 4. Note discrepancies between identified risk and current security processes
<p>UNIT V - SPECIFY SECURITY REQUIREMENTS</p>	<ol style="list-style-type: none"> 1. Make decisions and adjustments to security equipment, facilities and services based on risk assessment 2. Document security organisational arrangements and implementation strategies 3. Prepare security plan including performance indicators in accordance with enterprise requirements 4. Respond to questions and feedback from stakeholders
<p>UNIT VI - IMPLEMENT SECURITY PLAN</p>	<ol style="list-style-type: none"> 1. Identify priorities for implementation and management of security plans 2. Identify competency needs for the staff and suggest training needs 3. Allocate equipment and facilities 4. Organise workplace personnel and equipment to meet requirements 5. Explain operating procedures and methods to workplace personnel 6. Use the appropriate communication channels to ensure operating procedures are followed
<p>UNIT VII - IDENTIFY AND RESOLVE DISRUPTIVE/UNLAWFUL ACTIVITY</p>	<ol style="list-style-type: none"> 1. Monitor facilities and transportation units under surveillance to view behaviour 2. Identify potential problem situations in order to take steps to defuse the situation in accordance with agreed procedures. 3. Identify incidences which breach legislation 4. Operate surveillance equipment within legal and organisational parameters 5. Accurately assess the nature of disruptive or unlawful behaviour 6. Resolve conflict using relevant conflict resolution strategies

Course Learning Outcomes Sample 1

<p>UNIT VIII - MONITOR AND REVIEW SYSTEM PERFORMANCE</p>	<ol style="list-style-type: none"> 1. Collate and categorise security reports 2. Compare reports to identify any trends in breaches 3. Modify security procedures to rectify any gaps
--	--

<p>COURSE</p>	
<p>MANAGING RESOURCE FOR DISTRIBUTION AND TRANSPORTATION</p>	<p>UNIT OBJECTIVES</p>
<p>UNIT I – MANAGE WORKPLACE INFORMATION</p>	<ol style="list-style-type: none"> 1. Identify information sources and the needs of individuals/teams 2. Review information held by the organisation to determine suitability and accessibility 3. Make arrangements to obtain information which is not available/accessible 4. Collection of information is timely and relevant to the needs of individuals/teams 5. Analyse information to identify and report relevant trends and developments 6. Use management information systems to store and retrieve data for decision making 7. Prepare resource proposals
<p>UNIT II - ASSESS JOB REQUIREMENTS</p>	<ol style="list-style-type: none"> 1. Identify customer requirements and degree of urgency 2. Determine credit rating of customer 3. Clarify location, time, type of lift, type of crane and service needed 4. Identify need for permits, notifications and authorizations 5. Specify job requirements and methods with customers 6. Clarify service costs and proposed methods 7. Create customer quotations
<p>UNIT III - DEVELOP A TRANSPORT AND DISTRIBUTION BUSINESS PLAN</p>	<ol style="list-style-type: none"> 1. Identify transport and distribution services, markets, products 2. Identify factors that distinguish the business and contribute to its success 3. Identify target markets and relevant regulatory requirements

Course Learning Outcomes Sample 1

	<ol style="list-style-type: none"> 4. Identify competitors, customer perceptions and market share 5. Analyse current industry business operations, practices, workflow and equipment 6. Assess strengths and weaknesses of the organisation 7. Construct projections of profit and loss or income statements per quarter 8. Prepare business plan including performance indicators 9. Implement marketing strategies and any areas of specialisation 10. Monitor performance of the organisation
<p>UNIT IV - DEVELOP AND EVALUATE STRATEGY</p>	<ol style="list-style-type: none"> 1. Analyse the enterprise's internal and external operating environment 2. Undertake an analysis of the enterprise's capacity to operate within the environment 3. Develop strategies to maximise outcomes for the enterprise 4. Generate strategies to implement agreed recommendations 5. Implement and evaluate strategies to maximise outcomes 6. Implement performance benchmarks for measuring change strategies 7. Respond to changes within the transport and distribution environment 8. Generate strategies to meet changes in the transport and distribution environment
<p>UNIT V – TRANSPORTATION MANAGEMENT</p>	<ol style="list-style-type: none"> 1. Identify safety and security requirements 2. Identify and document procedures to safely use equipment and substances 3. Develop documentation system 4. Develop a system for tracking stock and communication 5. Design storage zones 6. Undertake the positioning of storage areas, bays, and workstations
<p>UNIT VI - ESTABLISH INTERNATIONAL DISTRIBUTION NETWORKS</p>	<ol style="list-style-type: none"> 1. Source potential networks 2. Identify current enterprise distribution networks 3. Establish potential service providers' profile 4. Evaluate distributors contact details, scope of operation, cost and service standards

Course Learning Outcomes Sample 1

	<ul style="list-style-type: none"> 5. Contract service providers 6. Negotiate terms of operation and performance standards with service providers 7. Monitor performance of service providers
--	--

COURSE	
APPLYING VALUES AND ATTITUDE TO PERSONAL DEVELOPMENT	UNIT OBJECTIVES
UNIT I – PLAN PROFESSIONAL DEVELOPMENT	<ul style="list-style-type: none"> 1. Define the scope of Professional Development 2. Recognize the importance of Professional Development 3. Define who is a Professional 4. Identify Key skills/characteristics and core values of a professional 5. Discuss the importance of being a life-long learner
UNIT II - ADHERE TO PROFESSIONAL STANDARDS	<ul style="list-style-type: none"> 1. Identify the professional standards of the sector. 2. Demonstrate awareness in the practices involved in professional development
UNIT III - ANALYSE AND DISCOVER SELF	<ul style="list-style-type: none"> 1. Assess current status in their personal & professional development 2. Undertake personal S.W.O.T Appraisal 3. Suggest techniques to improve identified weaknesses and threats
UNIT IV - IMPLEMENT CAREER DEVELOPMENT PLANS AND GOALS	<ul style="list-style-type: none"> 1. Recognize the importance of Goal Setting 2. Create S.M.A.R.T Goals linked to their Career Development Process 3. Identify what needs to be done in completing their career development process
UNIT V - APPLY BUSINESS ETIQUETTE, PROTOCOL AND GROOMING	<ul style="list-style-type: none"> 1. Demonstrate good business etiquette 2. Demonstrate confidence in all aspects of dining etiquette 3. Apply the techniques for dressing on a budget 4. Recognize the importance of employing proper grooming
UNIT VI - CHANGE MANAGEMENT	<ul style="list-style-type: none"> 1. Recognize the dynamic nature of renewable energy sector

Course Learning Outcomes Sample 1

	<ol style="list-style-type: none"> 2 .Demonstrate behaviour required to managing change 3. Explore the various ways employees respond to the changing work environment 4. Recognize and adapt to the diversity within the workplace
UNIT VII - PRACTICE BUSINESS COMMUNICATION	<ol style="list-style-type: none"> 1. Identify the key elements of writing a successful resume and cover letter 2. Design resumes and cover letter 3. Recognize the differences in written communication 4. Recognizing the Communication Process and Chain of Command of Organisation 5. Use principles that guide Audio Visual Presentations
UNIT VIII - PERSONAL BRANDING	<ol style="list-style-type: none"> 1. Recognize that each individual is a brand 2. Identify ways in which to facilitate continuous self-improvement 3. Recognize the importance of Networking: face-to-face & social media – LinkedIn etc 4. Discuss the importance of Financial Management
UNIT IX - PRACTICE VALUES AND ATTITUDES	<ol style="list-style-type: none"> 1. Explain the importance of practising values and attitudes daily 2. Adhere to values and attitudes norms 3. Practice Values and Attitudes protocols in daily interactions 4. Encourage others to practise values and attitudes protocols 5. Use Values and Attitudes in business communication and social interactions. 6. Practice Values and Attitudes at the workplace

COURSE	
MANAGING INVENTORY AND WAREHOUSING SOLUTIONS	UNIT OBJECTIVES
UNIT I –	1. Explain the concept of international trade

Course Learning Outcomes Sample 1

<p>MANAGE PRODUCT MOVEMENT</p>	<ol style="list-style-type: none"> 2. Investigate the impact of globalisation on product movement 3. Investigate Manufacturing, Industrialization and Trading Blocs 4. Explain supply chain and SCM 5. Investigate logistics and five pillars of effective logistics
<p>UNIT II – MANAGE INVENTORY</p>	<ol style="list-style-type: none"> 1. Define inventory 2. Identify types of inventory 3. Develop inventory management skills 4. Rationalise the holding of inventory by organisations 5. Determine when to avoid holding inventory 6. Differentiate between independent and dependent inventory 7. Calculate inventory costs 8. Classify inventory 9. Control inventory 10. Explain basic concepts and calculations for inventory replenishment 11. Establish inventory management practice 12. Develop skills for inventory Forecasting Reverse logistics 13. Explain the concept of reverse logistics
<p>UNIT III – WAREHOUSE MANAGEMENT</p>	<ol style="list-style-type: none"> 1. Identify types of warehouses and their purposes 2. Identify warehouse layouts 3. Learn warehouse operations 4. Identify material handling equipment 5. Identify warehouse operational efficiency contributing factors 6. Utilise warehouse management systems 7. Utilise logistics management systems 8. Investigate cross docking/inbound/internal movements

<p>COURSE</p>	
<p>MONITORING CUSTOMS PROCESSES AND PROCEDURES</p>	<p>UNIT OBJECTIVES</p>

Course Learning Outcomes Sample 1

<p>UNIT I – INVESTIGATE DIFFERENT PERSPECTIVES OF CUSTOMS</p>	<ol style="list-style-type: none"> 1. Review the history of customs 2. Investigate Jamaica’s customs department 3. Identify key players in the Jamaica customs system 4. Assess the impact of customs on the movement of persons and products 5. Analyse customs and Peril’s trade 6. Investigate the role of customs as a revenue collector
<p>UNIT II – REVIEW THE CUSTOMS ACT</p>	<ol style="list-style-type: none"> 1. Explain the Customs Act 2. Identify the role of the Commissioner 3. Explain the role of the World Customs Council and the World Custom Organisation 4. Investigate the Customs Tariff and the Harmonization inclusive of CARICOM 5. Categorise and classify goods
<p>UNIT III – USE VALUATION METHODS</p>	<ol style="list-style-type: none"> 1. Explain bases for valuation 2. Determine countries of origin of goods 3. Explain valuation methods 4. Analyse the burden of proof 5. Identify shipping and terms of payments 6. Differentiate between the importer and exporter
<p>UNIT IV – TRANSACT BUSINESS</p>	<ol style="list-style-type: none"> 1. Create customs documents 2. Transact customs business 3. Explain the role of the Customs broker
<p>UNIT V – TRADE FACILITATION</p>	<ol style="list-style-type: none"> 1. Identify and explain the elements that contribute to trade facilitation

<p>COURSE</p>	
<p>MANAGING LOGISTICS AND SUPPLY CHAIN INFORMATION SYSTEMS</p>	<p>UNIT OBJECTIVES</p>
<p>UNIT I – MANAGE PRODUCT MOVEMENT</p>	<ol style="list-style-type: none"> 1. Explain the concept of international trade 2. Investigate the impact of globalisation on product movement

Course Learning Outcomes Sample 1

	<p>3. Investigate Manufacturing, Industrialization and Trading Blocs</p> <p>4. Explain supply chain and SCM</p> <p>5. Investigate logistics and five pillars of effective logistics</p>
<p>UNIT II – MANAGE INVENTORY</p>	<p>1. Define inventory</p> <p>2. Identify types of inventory</p> <p>3. Develop inventory management skills</p> <p>4. Rationalise the holding of inventory by organisations</p> <p>5. Determine when to avoid holding inventory</p> <p>6. Differentiate between independent and dependent inventory</p> <p>7. Calculate inventory costs</p> <p>8. Classify inventory</p> <p>9. Control inventory</p> <p>10. Explain basic concepts and calculations for inventory replenishment</p> <p>11. Establish inventory management practice</p> <p>12. Develop skills for inventory Forecasting Reverse logistics</p> <p>13. Explain the concept of reverse logistics</p>
<p>UNIT III – WAREHOUSE MANAGEMENT</p>	<p>1. Identify types of warehouses and their purposes</p> <p>2. Identify warehouse layouts</p> <p>3. Learn warehouse operations</p> <p>4. Identify material handling equipment</p> <p>5. Identify warehouse operational efficiency contributing factors</p> <p>6. Utilise warehouse management systems</p> <p>7. Utilise logistics management systems</p> <p>8. Investigate cross docking/inbound/internal movements</p>

<p>COURSE</p>	
<p>APPLYING INDUSTRIAL RESEARCH PRACTICES AND TECHNIQUES</p>	<p>UNIT OBJECTIVES</p>

Course Learning Outcomes Sample 1

UNIT I - INVESTIGATE THE NATURE OF ENQUIRY	<ol style="list-style-type: none"> 1. Identify the processes of social investigation 2. Differentiate social variables and attributes 3. Investigate scientific nature of enquiry
UNIT II - EXPLORE THE SCIENTIFIC METHOD	<ol style="list-style-type: none"> 1. Identify elements of scientific methods 2. Differentiate between Scientific Vs. Non-scientific Methods 3. Apply Inductive and Deductive reasoning as necessary
UNIT III - INVESTIGATE RESEARCH METHODOLOGY	<ol style="list-style-type: none"> 1. Use qualitative & quantitative techniques as appropriate 2. Create research questions 3. Identify types of statistic tests
UNIT IV - EXPLORE RESEARCH DESIGN	<ol style="list-style-type: none"> 1. Identify and apply concepts in social research
UNIT V - INVESTIGATE ETHICAL CONSIDERATIONS IN SOCIAL RESEARCH	<ol style="list-style-type: none"> 1. Identify ethical issues in social research
UNIT VI - EXPLORE ACTION RESEARCH AND LITERATURE REVIEW	<ol style="list-style-type: none"> 1. Assess phenomenon 2. Create a literature review
UNIT VII - ACTION RESEARCH DESIGN AND DATA COLLECTION	<ol style="list-style-type: none"> 1. Design an action research 2. Design research instruments
UNIT VIII - INVESTIGATE ACTION RESEARCH: ANALYSE AND INTERPRET DATA	<ol style="list-style-type: none"> 1. Analyse data 2. Interpret data 3. Write research findings
UNIT IX - DISCUSS RECOMMENDATIONS	<ol style="list-style-type: none"> 1. Write research recommendations

COURSE	
MANAGING LOGISTICS AND SUPPLY CHAIN INFORMATION SYSTEMS	UNIT OBJECTIVES
UNIT I – MANAGE PRODUCT MOVEMENT	<ol style="list-style-type: none"> 1. Explain the concept of international trade 2. Investigate the impact of globalisation on product movement 3. Investigate Manufacturing, Industrialization and Trading Blocs

Course Learning Outcomes Sample 1

	<ol style="list-style-type: none"> 4. Explain supply chain and SCM 5. Investigate logistics and five pillars of effective logistics
<p>UNIT II – MANAGE INVENTORY</p>	<ol style="list-style-type: none"> 1. Define inventory 2. Identify types of inventory 3. Develop inventory management skills 4. Rationalise the holding of inventory by organisations 5. Determine when to avoid holding inventory 6. Differentiate between independent and dependent inventory 7. Calculate inventory costs 8. Classify inventory 9. Control inventory 10. Explain basic concepts and calculations for inventory replenishment 11. Establish inventory management practice 12. Develop skills for inventory Forecasting Reverse logistics 13. Explain the concept of reverse logistics
<p>UNIT III – WAREHOUSE MANAGEMENT</p>	<ol style="list-style-type: none"> 1. Identify types of warehouses and their purposes 2. Identify warehouse layouts 3. Learn warehouse operations 4. Identify material handling equipment 5. Identify warehouse operational efficiency contributing factors 6. Utilise warehouse management systems 7. Utilise logistics management systems 8. Investigate cross docking/inbound/internal movements

COURSE	
APPLYING PRINCIPLES OF CUSTOMER SERVICE	UNIT OBJECTIVES
<p>UNIT I - WORK IN A BUSINESS ENVIRONMENT</p>	<ol style="list-style-type: none"> 1. Locate and read organisational documents

Course Learning Outcomes Sample 1

	<ol style="list-style-type: none"> 2. Demonstrate understanding of employees and employers rights and responsibilities 3. Comply with duty of care, legal responsibilities, organisational goals and objectives 4. Identify and question standards and values considered to be detrimental 5. Identify and practise self and others behaviour which contribute to safety 6. Identify and prioritise personal and work goals 7. Plan future work/career directions based on personal and work values 8. Identify skills and values needed to carry out tasks as necessary
<p>UNIT II - DELIVER SERVICE TO CUSTOMERS</p>	<ol style="list-style-type: none"> 1. Identify customer needs 2. Use interpersonal skills to ensure customers' needs are met 3. Provide customers with information about available options for meeting their needs 4. Deliver service to customers 5. Build and maintain customer rapport 6. Identify opportunities to enhance the quality of service and products
<p>UNIT III- PROVIDE FREIGHT FORWARDING SERVICE TO CUSTOMERS</p>	<ol style="list-style-type: none"> 1. Deal with customer inquiries courteously and efficiently 2. Use questions to clarify customer requirements, needs or concerns 3. Accurately convey information to the customer in a comprehensible manner 4. Forward areas not effectively dealt with to other personnel or external party 5. Undertake follow-up procedures in accordance with enterprise procedures 6. Explain the freight forwarding chain of operations to customers 7. Explain parameters of service relevant to customer requirements 8. Forward documentation concerning service provision to the customer
<p>UNIT IV - RESOLVE CUSTOMER COMPLAINTS</p>	<ol style="list-style-type: none"> 1. Establish nature of complaint is by listening, questioning and confirming needs

Course Learning Outcomes Sample 1

	<ol style="list-style-type: none"> 2. Establish rapport with customer by displaying empathy towards customer's needs 3. Accurately record documentation to describe complaint in simple language 4. Verify customer complaint to ensure it has been recorded accurately 5. Refer customer complaints to personnel or external body as necessary 6. Promptly forward documentation and investigation report for customer complaints 7. Undertake follow-up with appropriate personnel to gain a prompt decision 8. Process complaint/dispute in accordance with dispute resolution procedures 9. Obtain necessary reports relating to complaint 10. Make decisions about complaints as appropriate 11. Maintain a register of complaints / disputes 12. Inform customer of outcome of investigation 13. Discuss any further action with appropriate personnel and customer
--	---

COURSE	
INDUSTRIAL ATTACHMENT 1 (PAGE 179)	UNIT OBJECTIVES
	<ol style="list-style-type: none"> 1. Practise 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 specialisation

Course Learning Outcomes Sample 1

10. Plan, organise 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

COURSE	
MONITORING AND EVALUATING MARKETING PRACTICES	UNIT OBJECTIVES
UNIT I - EXPLORE THE NATURE OF MARKETING	<ol style="list-style-type: none"> 1. Properly define marketing 2. Identify the basic elements of marketing 3. Analyse marketing philosophies
UNIT II - EXPLORE THE MARKETING ENVIRONMENT	<ol style="list-style-type: none"> 1. Display knowledge of the marketing micro environment 2. Display knowledge of the marketing micro environment
UNIT III - GATHER MARKETING INFORMATION	<ol style="list-style-type: none"> 1. Find and analyse marketing information 2. Utilise the marketing process to get results
UNIT IV – DEVELOP STRATEGIC MARKETING PLANS	<ol style="list-style-type: none"> 1. Learn how to develop a strategic marketing plan 2. Identify different marketing strategies 3. Utilise marketing strategies
UNIT V – UTILISE CONCEPTS OF MARKETING	<ol style="list-style-type: none"> 1. Utilise concepts of marketing 2. Identify the pros and cons of each element
UNIT VI – LEARN TO MARKET SERVICES	<ol style="list-style-type: none"> 1. Identify different categories of services 2. Analyse core product and supplementary services 3. Deliver quality customer service
UNIT VII - MARKETING AND QUALITY MANAGEMENT	<ol style="list-style-type: none"> 1. Create marketing plans 2. Implement marketing plans 3. Control marketing plans

Course Learning Outcomes Sample 1

	4. Learn to implement quality assurance procedures
--	--

COURSE	
APPLY ECONOMICS OF SHIPPING TO WORK OPERATIONS	UNIT OBJECTIVES
UNIT I - EXAMINE ECONOMIC THEORY OF SHIPPING	<ol style="list-style-type: none"> 1. Assess the definition of economics of shipping 2. Analyse important terms in economics of shipping 3. Discuss the relationship of Economics of Shipping to Supply Chain Management and globalisation 4. Identify the elements of microeconomics in freight transport 5. Examine the difference between globalised trade and international trade
UNIT II - DEMAND AND SUPPLY AFFECTING SHIPPING SERVICES	<ol style="list-style-type: none"> 1. Assess factors influencing the demand of shipping services 2. Analyse factors influencing the supply of shipping services
UNIT III - ANALYSE THE SHIPPING OPERATING ENVIRONMENT	<ol style="list-style-type: none"> 1. Assess factors influencing demand and supply for sea transport 2. Analyse developments and stages in the economic cycle 3. Analyse developments and stages in the business cycle 4. Analyse developments and stages in the economic cycle 5. Analyse developments and stages in the shipping cycle
UNIT IV - ANALYSE THE SHIPPING MARKET	<ol style="list-style-type: none"> 1. Assess the organisation of the shipping market 2. Identify decisions facing the ship owner 3. Assess the freight market 4. Analyse new business market 5. Analyse sales and purchase market 6. Analyse demolition and recycling market
UNIT V -	<ol style="list-style-type: none"> 1. Identify Economics and Accounting concept of cost

Course Learning Outcomes Sample 1

CALCULATE COSTS AND THE SHIPPING COMPANY	<ol style="list-style-type: none"> 2. Calculate Vessel overhead cost versus operating cost 3. Identify factors influencing shipping cost 4. Assess marginal cost and shipping service 5. Assess short and long run cost of cost of shipping service 6. Identify economies of scale and shipping cost 7. Examine cost and the quality of shipping services 8. Assess cost and optimum ship size
UNIT VI - MEASURE FINANCIAL PERFORMANCE	<ol style="list-style-type: none"> 1. Control ship operating cost 2. Generate cash flow for shipping services 3. Generate revenue for shipping service 4. Maximise profit for shipping services 5. Control risk
UNIT VII - ACQUIRE FINANCING FOR SHIPPING SERVICES	<ol style="list-style-type: none"> 1. Consider the ship owner 2. Source ship finance/capital market 3. Source ship finance for new building 4. Source ship finance for second market 5. Acquire financing of new vessel design 6. Analyse risk for ship finance 7. Financial justification for scrapping
UNIT VIII - SHIPPING MARKET COMPETITIVENESS	<ol style="list-style-type: none"> 1. Analyse competitive models 2. Asses non-competitive models

COURSE	
MANAGING TRANSPORT AND DISTRIBUTION OPERATIONS	UNIT OBJECTIVES
UNIT I - MANAGE WORKPLACE INFORMATION	<ol style="list-style-type: none"> 1. Identify information needs of individuals/teams and the potential sources 2. Review information held by the organisation to determine suitability and accessibility 3. Make arrangements to obtain information which is not available/accessible

Course Learning Outcomes Sample 1

	<ol style="list-style-type: none"> 4. Collection of information is timely and relevant to the needs of individuals/teams 5. Analyse information to identify and report relevant trends and developments 6. Use management information systems to store and retrieve data for decision making 7. Prepare resource proposals
<p>UNIT II - ASSESS JOB REQUIREMENTS</p>	<ol style="list-style-type: none"> 1. Identify customer requirements and degree of urgency 2. Determine credit rating of customer 3. Clarify location, time, type of lift, type of crane and service needed 4. Identify need for permits, notifications and authorizations 5. Specify job requirements and methods with customers 6. Clarify service costs and proposed methods 7. Create customer quotations
<p>UNIT III - DEVELOP A TRANSPORT AND DISTRIBUTION BUSINESS PLAN</p>	<ol style="list-style-type: none"> 1. Identify transport and distribution services, markets, products 2. Identify factors that distinguish the business and contribute to its success 3. Identify target markets and relevant regulatory requirements 4. Identify competitors, customer perceptions and market share 5. Assess strengths, threats, opportunities and weaknesses surrounding a business
<p>UNIT IV - DEVELOP AND EVALUATE STRATEGY</p>	<ol style="list-style-type: none"> 1. Analyse the enterprise's internal and external operating environment 2. Undertake an analysis of the enterprise's capacity to operate within the environment 3. Develop strategies to maximise outcomes for the enterprise 4. Generate strategies to implement agreed recommendations 5. Implement and evaluate strategies to maximise outcomes 6. Implement performance benchmarks for measuring change strategies 7. Respond to changes within the transport and distribution environment

Course Learning Outcomes Sample 1

	8. Generate strategies to meet changes in the transport and distribution environment
UNIT V - MANAGE TRANSPORT	<ol style="list-style-type: none"> 1. Identify safety and security requirements 2. Identify and document procedures to safely use equipment and substances 3. Develop documentation system 4. Develop a system for tracking stock and communication 5. Design storage zones 6. Undertake the positioning of storage areas, bays, work stations
UNIT VI - ESTABLISH INTERNATIONAL DISTRIBUTION NETWORKS	<ol style="list-style-type: none"> 1. Source potential networks 2. Identify current enterprise distribution networks 3. Establish potential service providers' profile 4. Evaluate distributors contact details, scope of operation, cost and service standards 5. Contract service providers 6. Negotiate terms of operation and performance standards with service providers 7. Monitor performance of service providers

COURSE	
APPLYING INDUSTRIAL RELATIONS AND COLLECTIVE BARGAINING OPERATIONS	UNIT OBJECTIVES
UNIT I – INVESTIGATE CONCEPTS IN INDUSTRIAL RELATIONS	<ol style="list-style-type: none"> 1. Explain industrial relations 2. Investigate perspectives and approaches to Industrial Relations 3. Identify institutions and players in Industrial Relations 4. Identify the role of the Industrial Disputes Tribunal
UNIT II – IDENTIFY THE ROLE OF TRADE UNIONS	<ol style="list-style-type: none"> 1 Analyse the historical perspective of trade unions 2. Identify different types of trade unions 3. Identify the relationship between Affiliate Unions and Organisations
UNIT III – IDENTIFY THE DYNAMICS OF NEGOTIATION	<ol style="list-style-type: none"> 1. State the meaning of collective bargaining 2. Identify the scope and aims of collective bargaining 3. Use different approaches to collective bargaining

Course Learning Outcomes Sample 1

	<ol style="list-style-type: none"> 4. Make joint consultation 5. Identify what happens at the bargaining table
UNIT IV – MANAGE CONFLICT	<ol style="list-style-type: none"> 1. Manage industrial disputes 2. Identify the different types of conflict 3. Utilise mechanisms for resolving workplace conflict 4. Manage industrial actions 5. Investigate injunctions
UNIT V – REACH A COLLECTIVE AGREEMENT	<ol style="list-style-type: none"> 1. Interpret and apply collective agreement to conflicts 2. Discuss types of agreement 3. Analyse the scope of collective agreement 4. Enforce compliance of collective agreement
UNIT VI – CREATE CONTRACTS	<ol style="list-style-type: none"> 1. Identify types of contracts 2. Identify terms of a contract 3. Identify variations of a contract 4. Investigate employment contracts
UNIT VII – REVIEW LABOUR LAWS	<ol style="list-style-type: none"> 1. Identify labour relations acts 2. Determine the use of labour code 3. Discuss the different types of leaves that an employee is entitled to
UNIT VIII – INVESTIGATING INDUSTRIAL RELATIONS IN THE PUBLIC SECTOR	<ol style="list-style-type: none"> 1. Identify and explain the role of the public sector in industrial relations and collective bargaining

COURSE	
MAJOR PROJECT	UNIT OBJECTIVES
<p>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.</p>	

Course Learning Outcomes Sample 1

COURSE	
EXTERNSHIP INDUSTRIAL ATTACHMENT 2	UNIT OBJECTIVES
<ol style="list-style-type: none"> 1. Practise 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 specialisation 10. Plan, organise 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 	

COURSE	
ACQUIRING PROFESSIONAL AND INDUSTRY RECOGNITIONS	UNIT OBJECTIVES
UNIT I: VALUE THE ROLE OF REGULATORS AND PROFESSIONAL ORGANISATIONS	<ol style="list-style-type: none"> 1. Analyse the role of professional organisations and regulations in professional and industrial recognitions

Course Learning Outcomes Sample 1

<p>IN PROFESSIONAL/INDUSTRIAL RECOGNITIONS</p>	<ol style="list-style-type: none"> 2. Determine the impact of professional/ industrial recognitions on socio-economic and cultural variables 3. Recognize the value of regulations in achieving societal and/or commercial objectives 4. Recognize the function of various organisations involved in Health and Wellness 5. Recognize the functions of various government agencies responsibility for Health and Wellness 6. Analyse the potential impact of Professional and Industry Certification
<p>UNIT II: ACQUIRE PROFESSIONAL RECOGNITION FOR INDUSTRIAL PRACTICE</p>	<ol style="list-style-type: none"> 1. Explain the importance of having professional recognition for industry practice 2. Identify and differentiate types of professional/ industry recognitions 3. Seek and determine requirements for professional/industry recognitions 4. Enrol in training programmes for professional/industry recognitions 5. Access and complete programs of study for professional/ industry recognitions 6. Apply to appropriate awarding bodies for registration and professional/industry recognitions 7. Adhere to professional ethics code of preface and quality of service requirements of the recognition 8. Adhere to recertification requirements
<p>UNIT III: ACQUIRE TRAINING AND OR RECOGNITION IN APPLY FIRST AID</p>	<ol style="list-style-type: none"> 1. Explain the importance of applying first aid 2. Adhere to the principle of first aid when addressing issues requiring first aid 3. Acquire first aid training and certification 4. Follow procedures in applying first aid techniques 5. Evaluate situation above own competence level and seek appropriate assistance and seek appropriate assistance 6. Contact relevant to authorities in event of serious emergencies 7. Report and/or document incidents/accidents and actions taken 8. Follow up with persons who have had first aid treatment and/or resolution to their problems

Course Learning Outcomes Sample 1

<p>UNIT IV: PARTICIPATE IN ACTIVITIES OF PROFESSIONAL ORGANISATION</p>	<ol style="list-style-type: none">1. Conduct research on professional organisation of interest2. Interview person having connections with the particular organisation.3. Analyse data/information obtained on organisation of interest4. Evaluate the compatibility level of your own professional goals with that of the organisation.5. Collect information on procedures for membership in the organisation6. Apply for membership in organisation of interest7. Participate and contribute to the activities of the organisation of interest8. Take opportunities to exchange learning with other members9. Take actions to grow and develop professional internally and externally to the organisation10. Transfer knowledge gained from association with the organisation to the workplace and other colleagues
<p>UNIT V: BUILD PROFESSIONAL RECOGNITION THROUGH VOLUNTARISM</p>	<ol style="list-style-type: none">1. Investigate the role of voluntarism in developing communities2. Explore the roles of voluntarism building and developing competencies3. Investigate voluntarism as a vehicles for transfer of leering and life category4. Use voluntarism to develop appropriate values and attributes5. Interview person who have been awarded natural honours for voluntarism and public service6. Identify and acquire critical knowledge, skills and attributes through voluntarism7. Use voluntarism to seek motivation and inspiration of others