

## Supply Chain and Logistics

### PROGRAM OBJECTIVES

Today's global market requires capable, well-rounded employees who can multi-task to meet a variety of challenges. The Supply Chain and Logistics program provides students with a well-rounded exposure to the international supply chain and the skills needed to be successful in the industry.

Students will develop proficiencies appropriate for a wide range of careers in the supply chain and logistics field. Graduates will have developed essential skills needed to succeed in a role that requires attention to detail, analytical thinking and problem solving.

### CERTIFICATES AND MEMBERSHIPS

Successful graduates of the program who meet the requirements outlined by the Canadian International Freight Forwarders Association (CIFFA) will achieve a Certificate in International Freight Forwarding. The certificate is nationally recognized within the international transportation and international trade logistics industries. Graduates are eligible for advanced standing for the Supply Chain Management Professional (SCMP™) Designation Program (details at [www.easterncollege.ca](http://www.easterncollege.ca))



For more information on Supply Chain Canada, please visit <https://www.supplychaincanada.com/>

### CAREER OPPORTUNITIES

The Supply Chain and Logistics program will qualify graduates to pursue positions such as Logistics Coordinator, Dispatcher, Warehouse Associate Supervisor, Purchasing Agent, Billing Agent, Materials Management Analyst, Scheduler, Loss Prevention Agent, Cargo and Freight Agent, Customs Broker and more.

Note: Some career and education options may require advanced degrees, further training or experience.

### PREREQUISITES

1. Student has Grade 12 or equivalent, OR can pass a qualifying test.
2. The approved qualifying test for this program is the Wonderlic test. A passing score for this program is 14.

### GRADUATION REQUIREMENTS

Students must obtain an overall grade in each module of at least 70% and must meet the requirements outlined by the Canadian International Freight Forwarders Association (CIFFA) and achieve a Certificate in International Freight Forwarding and International Transportation and Trade in order to graduate and receive a diploma. They must complete all requirements of the Student Success Strategies, Career Planning and Preparation modules, the Field Placement requirements, as well as meeting the attendance requirements of the Department of Labour and Advanced Education throughout the duration of their program.

The Field Placement for Supply Chain and Logistics is the last module you will complete in your program before graduating. This module is 16 weeks in length and a minimum of 20 hours must be completed each week. We highly recommend that you treat this module as a job and complete as many hours as possible with your Host Site.

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### PROGRAM OVERVIEW

Course	Hours		
Student Success Strategies	20	Security, Compliance & Loss Prevention	20
Career Planning and Preparation Level I	20	Introduction to Operations Management	40
Digital Literacy for Professionals	40	Inventory Control and Materials Management	40
Software Lab: Word Processing	40	Negotiations and Contract Administration	40
Software Lab: Spreadsheets	40	Professional Purchasing	40
Software Lab: Presentations	40	International Transportation and Trade	60
Software Lab: Database Management	40	Essentials of Freight Forwarding	60
Software Lab - Advanced Excel	60	Customs Issues and Procedures	40
Software Lab - Outlook	20	Career Planning and Preparation Level II	20
Business English	40	Field Placement**	16 Weeks
Business Math	40	TOTAL WEEKS (without breaks)	61
Introduction to Canadian Business in the Global Marketplace	40	TOTAL WEEKS (with maximum* scheduled breaks)	67
The Business of Buying, Selling, and Negotiating	40		
Introduction to Logistics and Transportation	40		
Introduction to Purchasing	20		

\*\*Work terms/internships are scheduled for a minimum of 20 hours per week, but the total number of hours worked and the timing of hours scheduled are at the discretion of the employer/host to a maximum of 40 hours per week.

\*Number of break weeks will depend on student start date.

### COURSE DESCRIPTIONS

#### Student Success Strategies

*Instructor Led*

In this orientation module, you will focus on achieving success from day one. You will develop non-technical skills to enhance your personal, academic, and career success. You will explore learning styles, including visual, auditory, and kinesthetic learning. You will also enhance your practical study skills, such as memory, reading, note- and test-taking techniques. Personal exercises will focus on teamwork, decision-making and problem-solving skills, setting SMART goals, and maintaining a positive attitude. You will also explore techniques for managing change, stress, and conflict.

#### Career Planning and Preparation Level I

*Instructor Led*

This module will introduce you to and provide practice in using the tools required for a successful job search. The concepts covered in this module will help you maintain a career-focused approach throughout your studies so that you are better prepared to conduct a job search after graduating. Specifically, you will learn how to identify your soft and hard skills and how to articulate your abilities in a clear and concise Elevator Pitch that will appeal to employers and resonate with industry contacts. You will learn about the job search resources available to you including using career websites, creating LinkedIn profiles, accessing the “hidden” job market, and networking. You will examine sample résumés and cover letters and begin the process of creating your own professional résumés and cover letters that align with current conventions for content, organization, and formatting. You will also learn about the role of references, thank you letters, workplace philosophies, and strategies for success including maintaining a professional image and using proper etiquette when communicating with potential employers and industry contacts.

An introduction to Occupational Health and Safety is also provided with specific focus on employees’ rights and responsibilities, workplace health and safety policy and programs, hazard identification and control, and safety training options such as WHIMIS and First Aid.

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### **Digital Literacy for Professionals**

*Online Facilitated*

This course has four units that introduces you to the fundamental concepts and principles of learning and working in a digital environment. The first unit introduces you to using devices and handling information with topics on operating systems (Windows, MAC, and Linux), computer organization (folder management and naming conventions), cloud storage (including Microsoft OneDrive), types of web browsers including Google Chrome, Mozilla Firefox, and Apple Safari), and fundamental troubleshooting. In the second unit, you will become familiar with creating and editing information through learning about file formats (pdf, mp4, docx), productivity (including iWork and Microsoft Office Suite) and creativity (Adobe, Canva, iMovie) platforms, and basic introduction to Microsoft Word, Excel, and PowerPoint. The third unit on communicating and collaborating will introduce you to web conferencing applications (Slack, Zoom, Microsoft Teams), mail applications (including Microsoft Outlook and Gmail), project management tools (Trello, Asana), and time management tools (including Todoist, Outlook Calendar, and iCal), and building rapport virtually. In the final unit, you will gain an understanding on netiquette, cybersecurity, and digital wellness. After completing this course, you will have enhanced digital literacy skills as a professional in the working and learning environment.

### **Software Lab: Word Processing**

*Instructor Facilitated*

This software lab module will use a simulation-based program called MindTap that consists of online trainings and assessments in Microsoft Word. It builds on the skills introduced in Digital Literacy for Professionals course. You will learn a comprehensive set of skills, with coverage including creating and editing a document (this includes saving a document, using AutoComplete and AutoCorrect, undo and redo actions, paragraph spacing, and more), formatting a document (covering topics like addressing comments in documents, using drag and drop, as well as cut, copy and paste). This course will also introduce you to how to create tables and a multipage report (including options found in the Navigation pane, formatting a table, merging cells and adding a formula, using SmartArt graphic, and more). You will acquire skills in editing text or content for layout and appearance (wrap text, WordArt, cropping a picture, and so on). Additionally, you will work with templates, themes, and styles (creating a new document from a template, using thesaurus, saving a custom theme, customizing a style, and so on). This course concludes with the mail merge feature (such as inserting mail merge fields into a document, complete a mail merge, and more).

### **Software Lab: Spreadsheets**

*Instructor Facilitated*

This software lab module will use a simulation-based program called MindTap that consists of online trainings and assessments in Microsoft Excel. You will learn the fundamentals of excel, such as opening and closing a workbook, entering formulas, modifying worksheet views, and so on. You will acquire skill in formatting workbook text and data (change fonts, font style, and font colour, format dates and times, merge, use the AVERAGE function, and more). This course will also introduce you to the skill of performing calculations with formula and functions, including sub-topics such as extend data and formulas with AutoFill, calculate statistics, and so forth. You will also be able to analyze and chart financial data using available excel charts, such as pie chart, line char, chart legends, data bar, and so on. This course will conclude with you learning how to generate reports from multiple worksheets and workbooks (such as copy worksheets between workbooks, organize worksheets in a worksheet group, hyperlink to a document, create a workbook template, and more).

### **Software Lab: Presentations**

*Instructor Facilitated*

This software lab module will use a simulation-based program called MindTap that consists of online trainings and assessments in Microsoft PowerPoint. You will learn a comprehensive set of skills centered

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on creating a presentation (create title slide, slide with lists, format text, duplicate, rearrange, and delete slides, change a theme, and so on). You will learn how to effectively add media and special effects (apply theme used in another presentation, insert shapes and pictures, rotate objects, create a table, and more). You will apply advanced formatting and animation to objects (including inserting SmartArt graphic, audio clips, and WordArt style). You will be able to distribute presentations and integration PowerPoint with other Microsoft Office programs, such as Word and Excel. You will learn how to customize presentations and become familiar with the PowerPoint environment, (how to work in a Slide Master View, work with comments, save a custom theme, and so on).

### **Software Lab: Database Management**

*Instructor Facilitated*

This software lab module will use a simulation-based program called MindTap that consists of online trainings and assessments in Microsoft Access. You will learn how to create and build a database (including basic database concepts and terms, using Backstage view, starting and exiting Access, Datasheet view and Design view, copy and paste records from another Access database, and so forth). You will gain an understanding on how to build a database and define table relationships, covering sub-topics such as setting fields properties, importing data from Excel and an existing table structure, and more. You will acquire the skill of maintaining and querying a database (such as find, modify, and delete records in a table, work in the Query window in Design view, run queries, sort data with Filter data, and so on). You will discover how to create forms and reports (using Form Wizard, apply themes to a form, add pictures to a form, change color of text on a form, and more). You will understand how to create advanced queries and enhance table design (using naming standards, AutoFilter, parameter query, lookup fields, input masks, and so forth).

### **Software Lab - Advanced Excel**

*Instructor Facilitated*

This software lab module consists of online training and assessment in Microsoft Excel. Students learn a comprehensive set of skills, with coverage including creating, formatting and printing worksheets, creating simple and advanced formulas, using mathematical, logical, statistical and financial functions, creating and modifying charts and using data tools.

### **Software Lab - Outlook**

*Instructor Facilitated*

This Microsoft Outlook 2019 course is created for students to build and validate the skills businesses need to succeed in today's information economy. It also provides students with the skills and knowledge they need to use to effectively manage e-mails, contacts, calendars, and tasks. Outlook has become the corporate standard electronic personal organizer. These are the foundational skills needed to communicate using Outlook in a variety of positions within and organization. This course is computer intensive and demands basic computer proficiency and a basic understanding of e-mail software. Students are expected to make arrangements to meet proficiency needs.

### **Business English**

*Instructor Led*

In this course, you will develop professional communication skills in a business setting using MS Office including Word and Outlook. You will apply proper grammar to create and review appropriate business documents such as emails, memos, letters, reports, text messages, and social media posts for company websites, LinkedIn, Twitter, and Facebook. You will practice grammar, spelling, and error correction while developing clear and concise writing skills. You will rewrite and edit professional documents while demonstrating spelling accuracy, proper capitalization, and punctuation. You will recognize and correct commonly misspelled words. Furthermore, you will explore sentence elements such as modifiers, connectors, and sequencers to write brief and jargon-free business messages. You will distinguish active and passive voice to write effective sentences. You will also review and incorporate inclusive language to

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avoid biases and discrimination. Using a range of grammatical structures, you will adopt and follow modern business communication standards.

### **Business Math**

*Instructor Led*

This course reviews and introduces basic and intermediate math concepts including the relationships between the following operations: addition and subtraction, multiplication and division, and decimals, percentages, and fractions. You will complete a variety of textbook readings, LinkedIn Learning and Khan Academy videos, worksheets, word problems, as well as two in-class assignments and two tests to ensure you are able to apply these math concepts to complete a variety of common business math operations. The first week focuses on a brief review of basic operations, fractions, and decimals while learning to decipher and complete word problems. The second week then looks at percentages, ratios, equations, and graphs to provide a robust review of key operations, word problems, and common business math requirements. This includes calculating costs, interest, budgets, and measurements, with a focus on transportation, nutrition, and costing. Throughout the course, you will complete work with and without a calculator to ensure you have mastered concepts and can complete operations efficiently and accurately in a work environment.

### **Introduction to Canadian Business in the Global Marketplace**

*Instructor Led*

This course provides students with an overview of Canadian business practices and how Canadian businesses relate to the global marketplace. Students will learn about the business and management structure of businesses. They will also explore human resources management and the finance functions of a business. Students will also analyze the effects of globalization on the Canadian business sector.

### **The Business of Buying, Selling and Negotiating**

*Instructor Led*

In this course, students will explore the importance of developing interpersonal skills used to negotiate effectively as a buyer or a seller. Students will learn techniques, model skill sets and articulate terminology used when buying or selling in business to business (B2B), or business to consumer (B2C), interactions.

### **Introduction to Logistics and Transportation**

*Instructor Led*

This course introduces students to Supply Chain, Logistics and Transportation. Topics include a general overview of the career paths available, networking/professional training opportunities, and how the changing global environment impacts the forward and reverse flows of goods and services. Students will also learn about the significance of 3rd party logistics, incoterms and the impact of information across the supply chain. Students will also develop an understanding of the importance of supply chain management software.

### **Introduction to Purchasing**

*Instructor Led*

This course provides students with an insight into the demands placed on purchasing and supply chain managers by business stakeholders. Students will develop an in-depth understanding of the impact of purchasing and supply chain management on the competitive success and profitability of modern organizations, in addition to understanding the influence of purchasing on other major functional activities.

### **Security, Compliance & Loss Prevention**

*Instructor Led*

This course will provide students with knowledge of supply chain security, navigating the compliance landscape, and recognizing how to prevent against loss and damage due to these threats against the supply chain. Specific emphasis is placed on the provisions of the Canada Border Agency's Partners-in-

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Protection (PIP) program for Canadian importers and their internal trade partners. This course will also focus on other internal programs used to secure the supply chain.

### **Introduction to Operations Management**

*Instructor Led*

This course will provide students with a broad introduction to the field of operations management in a realistic, practical manner. Key decision areas within Operations Management will be discussed. These topics include design of goods and services, managing quality, location strategy, plant layout strategy and lean manufacturing. Students will also learn the basics of project management and the use of project management tools to develop on time, on budget results.

### **Inventory Control and Materials Management**

*Instructor Led*

This course provides students with a broad introduction to the basics of materials management, manufacturing planning and control systems, inventory control, physical distribution and relationships with other operational functions within the supply chain.

### **Negotiations and Contract Administration**

*Instructor Led*

This course will teach students the importance of negotiation between partners in supply chain management. Key topics will include various concepts, tactics and strategy to achieve a successful negotiation and in turn create value within an organization. Students will be given opportunities to practice and demonstrate the negotiation concepts that they have learned. To further complement their studies on negotiations students will examine the basics of formation of contracts, the interpretation of contracts, breaches of contract and contract types. Students will also study the impact of the respective sale of goods act legislation on business agreements.

### **Professional Purchasing**

*Instructor Led*

The course explores the purchasing cycle including supply management and commodity strategy, supplier qualification, selection and management. Students will also learn why performance metrics are critical to purchasing performance. Students will gain insight into the role of a professional purchaser, including purchasing strategy, best practices and applying ethics to the function.

### **International Transportation and Trade**

*Instructor Led*

This course is one of two that are part of a professional standards association program (Canadian International Freight Forwarders Association) which provides students with a broad introduction to the basics and principles of freight forwarding. A combined theory and hands-on environment allows students to gain a deeper understanding of the role of the freight forwarder, transportation geography, various modes of transportation, and how terms of trade are used between buyer and seller in a contract of sale of goods.

### **Essentials of Freight Forwarding**

*Instructor Led*

This course builds on the knowledge acquired in the International Transportation and Trade course. A combined theory and hands-on environment will introduce students to the requirements for various international payments, export packaging and warehousing, commercial documentation, transportation insurance, cargo security and dangerous goods, as well as alternative methods of transportation. Students will also learn about cost and quoting.

### **Customs Issues and Procedures**

*Instructor Led*

This course will provide all students with a detailed overview of how the importation and exportation of goods are administered in Canada. Basic practices for successfully understanding of key legislation and

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regulatory compliance, plus preparing various trade documentation will be of key focus. Students will be introduced to the various careers in the customs field and the importance and benefits of the Canadian Society of Customs Brokers.

### **Career Planning and Preparation Level II**

*Instructor Led*

This module builds on concepts and skills introduced in the Career Planning and Preparation Level 1 prerequisite module. In this subsequent module, you will update and refine your résumé and LinkedIn Profile. You will continue writing cover letters and learn the value of customizing cover letters to specific job postings. You will have the opportunity to apply this knowledge as you conduct a job search and write a cover letter tailored to an ideal job post. Through research, you will create a list of top employers and target current industry opportunities. You will learn about current methods for applying to job postings using technology. You will also gain an understanding of the job interview process, typical interview questions and possible responses, and expectations of both the interviewer and interviewee. In addition, you will engage in practical application of the interview process through role-plays. Topics such as negotiating salary, self-management, and on-the-job success for placements and post-graduate employment will be also covered.

### **Field Placement**

*Internship*

At the completion of the in-class portion of this program, students are required to complete a 16-week field placement at a business or organization within the Supply Chain and Logistics industry.

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