

Supply Chain and Logistics

The Supply Chain and Logistics Diploma Program of Eastern College is accredited by Canadian Supply Chain Research Foundation (CSCRF), which replaced the Canadian Supply Chain Sector Council. The accreditation was granted in January 2017 and is effective for three years.

The CSCRF recognizes educational offerings in supply chain-related topics that meet specific standards for accreditation, created with significant input from supply chain stakeholders. The standards are based on national and international best practices and principles, and include requirements for course/program needs assessment, design, development, delivery, and student evaluation. As an accredited program, the Supply Chain and Logistics Diploma Program of Eastern College has shown that it meets all of those standards.

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 supply chain and logistics.

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.

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

Grade 12 or equivalent, or mature student status.

GRADUATION REQUIREMENTS

A student must obtain an overall grade of 70% in each module in order to graduate and receive a diploma. A student must also complete all requirements of the Student Success Strategies, Career Planning and Preparation modules, and the Field Placement requirements.

PROGRAM OVERVIEW

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Supply Chain and Logistics

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

COURSE DESCRIPTIONS

Student Success Strategies

In this orientation module, emphasis is placed on thinking about achieving success from Day One. This module stresses the importance of developing non-technical skills to enhance personal, academic, and career success. This includes understanding learning styles and honing 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; techniques for managing change, stress and conflict will also be explored. Students will be evaluated through a variety of assignments, projects, presentations, quizzes and exams in addition to their participation throughout the course.

Software Lab: Computer Fundamentals

Through a combination of theory and hands-on-practice, this module examines the role and use of the computer in today's workplace. Emphasis is placed on those computers outfitted with the Microsoft Windows operating system. Students will review basic computer concepts, Windows OS usage, and complete hands-on training exercises in business-standard software applications, including Microsoft Outlook and Microsoft Word. Keyboarding skills are also honed via daily keyboarding exercises and drills. Students will be evaluated through a variety of assignments, projects, quizzes and exams in addition to their participation throughout the course.

Software Lab: Word Processing

This software lab module consists of online training and assessment in Microsoft Word, and builds on the skills introduced in Computer Fundamentals. Students learn a comprehensive set of skills, with coverage including formatting text for layout and appearance, formatting document sections, using styles, working with header/footer content, inserting and formatting tables, graphics and pictures, working with templates and themes, using advanced editing features, and working with mailing tools. Students will be evaluated through a variety of assignments, projects, quizzes and exams in addition to their participation throughout the course.

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Supply Chain and Logistics

Software Lab: Spreadsheets

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 pivot tables, and using data tools. Students will be evaluated through a variety of assignments, projects, quizzes and exams in addition to their participation throughout the course.

Software Lab: Presentations

This software lab module consists of online training and assessment in Microsoft PowerPoint. Students learn a comprehensive set of skills centered around the creation of attractive, professional-looking presentations. Students learn how to effectively use and format animations, transitions, pictures, audio, video, charts and tables, as well incorporate speaker notes and annotations into their presentations. Students will be evaluated through a variety of assignments, projects, presentations, quizzes and exams in addition to their participation throughout the course.

Software Lab: Database Management

This software lab module consists of online training and assessment in Microsoft Access. Students learn a comprehensive set of skills, including creating and modifying database tables, defining table relationships, sorting data, creating simple and advanced queries, creating and formatting forms and reports, and creating and running macros. Students will be evaluated through a variety of assignments, projects, quizzes and exams in addition to their participation throughout the course.

Software Lab - Outlook

This Microsoft Outlook 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 an 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.

Software Lab - Advanced Excel

This course is aimed at students who have completed the Intermediate Excel course who need to learn more complex functions, data manipulation, templates, advanced formulas and functions, securing and sharing tools, pivot tables and analysis tools.

Writing for Comprehension

Through lectures, textbook exercises, and classroom labs, this module teaches students the skills and knowledge necessary to apply basic business writing skills when creating various memos; routine letters; good news letters; persuasive and bad news letters; presentations; and meeting agendas. Students will be evaluated through a variety of assignments, projects, quizzes and exams in addition to the participation throughout the course.

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Business Math

This module provides the students with an understanding of arithmetic, mathematics, and measurements used in common business and industry environments. At the end of the module the student will be able to define whole numbers, fractions, decimals and percentages; become familiar with equations and formulae; and learn the use of graphs. Students will be evaluated through a variety of assignments and exams in addition to the participation throughout the course.

Introduction to Logistics and Transportation

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

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

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-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 Canadian Business in the Global Marketplace

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

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.

Professional Purchasing

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 in to the role of a professional purchaser, including purchasing strategy, best practices and applying ethics to the function.

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Supply Chain and Logistics

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.

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.

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.

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 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.

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Supply Chain and Logistics

Career Planning and Preparation Level I

Instructor Led

This module introduces tools for planning and preparing for a successful job search, so that students can maintain a career-focused approach throughout their education program. Students will learn about the "Hidden" Job Market and ways to access it in their upcoming job search, how to research opportunities and network for industry contracts, and use appropriate etiquette when communicating with prospective employers. Students will identify their personal skills, values and preferences for the workplace, begin preparation of a professional resume and references, and organize proof documents for their career portfolio. Class discussions on various self-management topics introduced in Student Success Strategies will round out this module, which is a pre-requisite for Career Planning and Preparation - Level II.

Career Planning and Preparation Level II

Instructor Led

This module continues to build on the concepts and skills introduced in Career Planning and Preparation - Level I. Students will learn how to conduct an effective job search and identify various methods of applying for work with today's technology. Students will create a personal list of "Top Employers" and target current industry opportunities, while finalizing their professional resume, portfolio and career correspondence. Students will learn to identify the different types and forms of interviews, practice responding to typical questions, and practice follow-up, evaluation and negotiation techniques they can use to ensure success. Self-management topics from Career Planning and Preparation - Level I will be reviewed, with a focus towards on-the-job success in both learner placements and post-graduate employment. Students will be evaluated through a variety of assignments, projects, and quizzes in addition to their participation throughout the course.

Internship

At the completion of the in-class section of this program, students are required to complete 16 weeks of an Internship at a business or organization within the Supply Chain and Logistics industry.

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