

N: Course Content:

1. The roles and responsibilities of the shipper.
2. The roles and responsibilities of the receiver.
3. The roles and responsibilities of the order picker.
4. The function and methods of inventory control.
5. The importance of good customer service.
6. Methods of pricing and payment.
7. Understanding and using warehouse forms.
8. Interest survey and specific job selection.
9. Safety in the workplace.

O: Methods of Instruction

Instructor presentation
 Videos
 Overheads
 Class Discussion
 Guest speakers
 Site visits
 Role play

P: Textbooks and Materials to be Purchased by Students

Nil. Topic relevant material will be provided in handout form throughout the course.

Q: Means of Assessment

A mastery model of ongoing evaluation will be used. A student will have completed the course when he/she has demonstrated through satisfactory completion of exercises and assignments that the course objectives have been achieved. Where formal tests are used mastery will be defined as a score of 70% or more.

The instructor in consultation with each student will monitor progress on a regular basis. The student will be expected to maintain regular attendance and progress, actively participate in all activities, and complete all assignments as directed.

The Occupational Health and Safety Certificate will be awarded on successful completion of a written examination

R: Prior Learning Assessment and Recognition: specify whether course is open for PLAR

N/A

 Course Designer(s)

 Education Council / Curriculum Committee Representative

 Dean / Director

 Registrar