



Syllabus of the course

«Logistical service»

Specialty	<i>D3. Managament</i>
Study Programme	<i>Logistics</i>
Study cycle (Bachelor, Master, PhD)	<i>the first (Bachelor) level of higher education</i>
Course status	<i>mandatory</i>
Language	<i>English</i>
Term	<i>4 year, 7 semester</i>
ECTS credits	<i>4</i>
Workload	<i>Lectures – 20 hours.</i> <i>Practical studies – 20 hours.</i> <i>Laboratory – 0 hours</i> <i>Self-study – 80 hours.</i>
Assessment system	<i>Grading</i>
Department	<i>Department of Management, Logistics and Innovations</i> <i>Address: Room 225, main building, 9-a, Nauki Avenue,</i> <i>S.Kuznets KhNUE, Kharkiv, Ukraine, 61166</i> <i>Phone +38 (057) 702-02-65 (3-02)</i> <i>Website https://www.hneu.edu.ua/kafedra-menedzhmentu-logistyky-ta-innovatsij/</i>
Teaching staff	<i>PHd (Economics), Associate professor, Sigaieva Tetiana</i>
Contacts	tetiana.sigaieva@gmail.com <i>tetiana.sigaieva@hneu.net</i>
Course schedule	<i>Lectures: according to the schedule</i> <i>Practical studies: according to the schedule</i> <i>Laboratory studies: according to the schedule</i>
Consultations	<i>at the department of management, logistics and innovation offline, according to the schedule, individual, PNS chat</i>
Learning objectives and skills: is to develop theoretical knowledge and practical skills in organizing logistics services for consumers.	
Structural and logical scheme of the course	
Prerequisites	Postrequisites
International logistics	Comprehensive professional training
Functional logistics	Pre-diploma internship
	Diploma thesis
Course content	
Content module 1. Fundamentals of logistic service maintenance Topic1. Logistics approach to service. Topic 2. Principles of service system formation. Topic 3. Organization of logistics customer service. Content module 2 Logistics service and customer service quality system. Topic 4. Logistics service. Topic 5. Optimisation of the level of logistics services to consumers. Topic 6. Quality system of logistics services.	
Teaching environment (software)	
<i>Multimedia projector, S. Kuznets PNS, Corporate Zoom system</i>	



Assessment system

Assessment of students' learning outcomes is carried out by the University according to the cumulative 100-point system.

Current control is carried out during lectures and practical (seminar) classes and aims to assess the level of students' readiness to perform particular tasks, and is assessed by the amount of scored points.

The maximum amount during the semester – 100 points; the minimum amount required is 60 points.

Current control includes the following assessment methods: assignments on a particular topic; testing; presentations, and essay writing

More detailed information on assessment and grading system is given in the technological card of the course.

Course policies

Teaching of the academic discipline is based on the principles of academic integrity.

Violation of academic integrity includes academic plagiarism, fabrication, falsification, cheating, deception, bribery, and biased assessment.

Education seekers may be brought to the following academic responsibility for breach of academic integrity: repeated assessment of the corresponding type of learning activity.

More detailed information about competencies, learning outcomes, teaching methods, assessment forms, self-study is given in the Course program