



**Syllabus of the course**  
*«Logistical service»*

<b>Specialty</b>	<i>073 Management</i>
<b>Study Programme</b>	<i>Logistics</i>
<b>Study cycle (Bachelor, Master, PhD)</b>	<i>the first (Bachelor) level of higher education</i>
<b>Course status</b>	<i>mandatory</i>
<b>Language</b>	<i>English</i>
<b>Term</b>	<i>4 year, 7 semester</i>
<b>ECTS credits</b>	<i>5</i>
<b>Workload</b>	<i>Lectures – 24 hours. Practical studies – 24 hours. Laboratory – 12 hours Self-study – 90 hours.</i>
<b>Assessment system</b>	<i>Grading</i>
<b>Department</b>	<i>Department of Management, Logistics and Innovations Address: Room 225, main building, 9-a, Nauki Avenue, S.Kuznets KhNUE, Kharkiv, Ukraine, 61166 Phone +38 (057) 702-02-65 (3-02) Website <a href="https://www.hneu.edu.ua/kafedra-menedzhmentu-logistyky-ta-innovatsij/">https://www.hneu.edu.ua/kafedra-menedzhmentu-logistyky-ta-innovatsij/</a></i>
<b>Teaching staff</b>	<i>PHd (Economics), Associate professor, Sigaieva Tetiana</i>
<b>Contacts</b>	<i><a href="mailto:tetiana.sigaieva@gmail.com">tetiana.sigaieva@gmail.com</a> <a href="mailto:tetiana.sigaieva@hneu.net">tetiana.sigaieva@hneu.net</a></i>
<b>Course schedule</b>	<i>Lectures: according to the schedule Practical studies: according to the schedule Laboratory studies: according to the schedule</i>
<b>Consultations</b>	<i>at the department of management, logistics and innovation offline, according to the schedule, individual, PNS chat</i>
<b>Learning objectives and skills:</b>	
is to develop theoretical knowledge and practical skills in organizing logistics services for consumers.	
<b>Structural and logical scheme of the course</b>	
<b>Prerequisites</b>	<b>Postrequisites</b>
International logistics	Comprehensive professional training
Functional logistics	Pre-diploma internship
	Diploma thesis
<b>Course content</b>	
<b>Content module 1. Fundamentals of logistic service maintenance</b>	
<b>Topic 1. Logistics approach to service.</b>	
<b>Topic 2. Principles of service system formation.</b>	
<b>Topic 3. Organization of logistics customer service.</b>	
<b>Content module 2 Logistics service and customer service quality system.</b>	
<b>Topic 4. Logistics service.</b>	
<b>Topic 5. Optimisation of the level of logistics services to consumers.</b>	
<b>Topic 6. Quality system of logistics services.</b>	
<b>Teaching environment (software)</b>	
<i>Multimedia projector, S. Kuznets PNS, Corporate Zoom system</i>	



### **Assessment system**

The University uses a 100-point cumulative system for assessing the learning outcomes of graduate students.

Current control is carried out during lectures, practical, laboratory and seminar classes and is aimed at checking the level of readiness of the graduate student to perform specific work and is assessed by the amount of points scored:

– for courses with a form of semester control as grading: maximum amount is 100 points; minimum amount required is 60 points.

The final control includes current control and assessment of the student.

Semester control is carried out in the form of grading.

During the teaching of the course, the following control measures are used:

Current control: Educational and research tasks on the topic, individual task, colloquium, essay

***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***