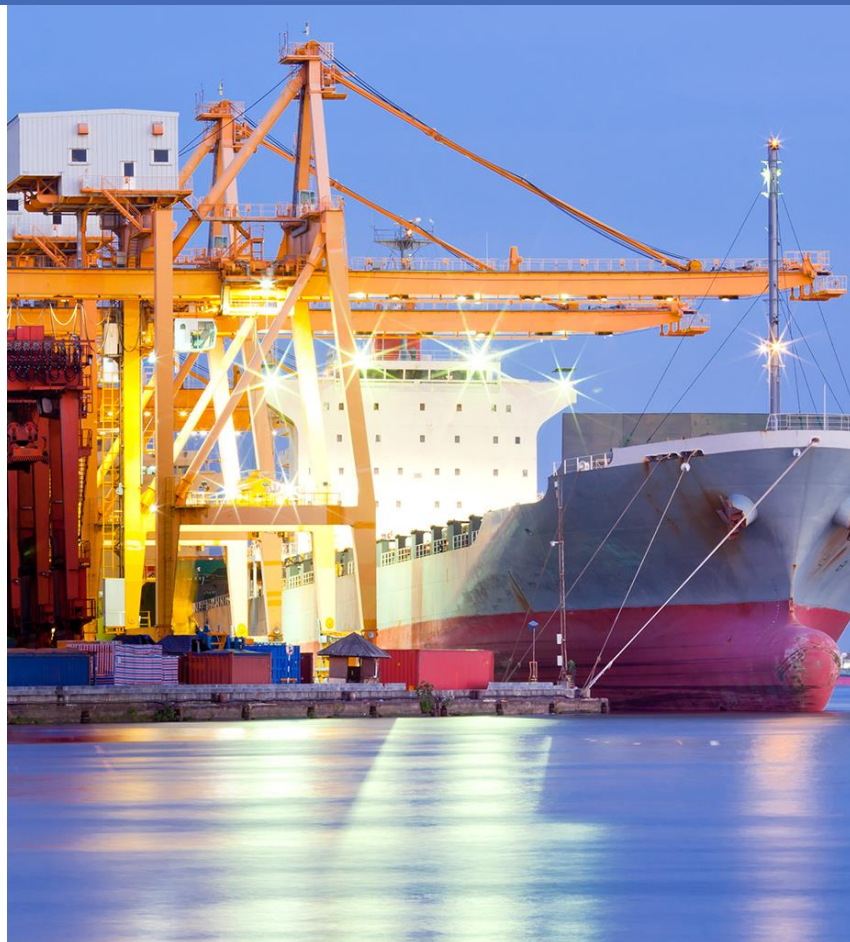


# CURRICULUM FOR SPECIALIST TECHNICIAN ON INFORMATION TECHNOLOGY APPLIED TO PORTS AND LOGISTICS | EQF 5

DESIGN OF THE  
FUNCTIONAL PROFILES  
AND JOIN CURRICULA  
FOR THE PORTS AND  
LOGISTICS SECTOR

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## **CURRICULA**

### **“Specialist Technician on Information Technology applied to ports and logistics”**

#### **EDUCATION AND TRAINING AREA: 481 – Computer use**

**EQF (EUROPEAN QUALIFICATION FRAMEWORK): 5**

**NQF (NATIONAL QUALIFICATION FRAMEWORK - IRELAND): 6**

**NQF (NATIONAL QUALIFICATION FRAMEWORK - PORTUGAL): 5**

**RQF (NATIONAL REGULATED QUALIFICATIONS FRAMEWORK - UK): 4/5**



## “Specialist Technician on Information Technology applied to ports and logistics

### *Curricula*

#### MAPPING OF THE TRAINING UNITS (TU):

FUNCTIONAL AREAS	N.º	TRAINING UNITS	WORKLOAD (H)
COMPUTING (COM) 650 HOURS	001	NETWORK DESIGN AND ADMINISTRATION	25
	002	IT ARCHITECTURE ON WEB ENVIRONEMENT	50
	003	IS/IT MANAGEMENT	50
	004	PERSONAL AND COLLABORATIVE PRODUCTIVITY TOOLS	50
	005	INFORMATION SECURITY MANAGEMENT (WEB ENVIRONMENT)	50
	006	WEB ENVIRONMENT SOFTWARE DEVELOPMENT	50
	007	IS PROJECT MANAGEMENT	50
	008	DATA REQUIREMENTS ANALYSIS AND MANAGEMENT (WEB ENVIRONMENT)	50
	009	DATABASE MODELLING AND STRUCTURE	50
	010	SOFTWARE QUALITY CONTROL AND AUDIT	25
	011	DIGITAL TRANSFORMATION & MATURITY MODEL INFORMATION	50
	012	DATA MINING AND BUSINESS INTELLIGENCE	50
	013	DESCRIPTIVE AND PREDICTIVE MODELS	50
	014	RISK AND UNCERTAINTY	25
	015	ADVANCED MANAGEMENT AND MANIPULATION OF SPREADSHEET APPLICATIONS	25
MANAGEMENT, PORTS, AND LOGISTICS (MPL) 325 HOURS	001	PRINCIPLES OF APPLIED MANAGEMENT	25
	002	HUMAN RESOURCES MANAGEMENT	25
	003	ECONOMIC AND FINANCIAL ANALYSIS	25
	004	INTERMODALITY AND LOGISTICAL NETWORKS	25

	005	OPERATIONAL MANAGEMENT IN LOGISTIC CHAIN	25
	006	GLOBAL MARKET AND INTERNATIONAL TRADE	25
	007	INFORMATION TECHNOLOGIES APPLIED TO TRANSPORTS AND LOGISTICS	50
	008	DIGITAL SYSTEMS IN LOGISTIC MANAGEMENT	50
	009	MARKETING SERVICES ON DIGITAL ERA	50
	010	USING SOCIAL MEDIA ON LOGISTICS	25
SOFT SKILLS (SOS) 200 HOURS	001	TEAM MANAGEMENT	50
	002	COMMUNICATION, ORGANIZATIONAL BEHAVIOR AND MANAGEMENT SOFTWARE	25
	003	ENVIRONMENT, SAFETY, HYGIENE AND HEALTH AT WORK - BASIC CONCEPTS	25
	004	PROFILE AND POTENTIAL OF THE ENTREPRENEUR - DIAGNOSIS / DEVELOPMENT	25
	005	ETHICS AND CORPORATE SOCIAL RESPONSIBILITY - A DEMAND	25
	006	EMOTIONAL INTELLIGENCE	25
	007	CRITICAL THINKING	25

## FORM OF THE TRAINING UNIT (TU)

<b>NAME OF THE TU</b>	NETWORK DESIGN AND ADMINISTRATION				
<b>TU CODE</b>	COM	001		<b>WORKLOAD:</b>	25 hours

### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Understand the conceptual Open Systems Interconnection model (OSI model) and it's 7 layers;</li> <li>▪ Understand a good design network as very important for the application lever;</li> <li>▪ Define an installation plan for a network implementation;</li> <li>▪ Know the main issues and components of network installation and administration;</li> <li>▪ Understand the basic protocols and services responsible for the interoperability IT (TCP/IP; SMTP; etc.)</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1. Basic concepts                             <ol style="list-style-type: none"> <li>1.1. Network model definition</li> <li>1.2. Units of measure</li> <li>1.3. Open System Configuration</li> <li>1.4. Ethernet Architecture</li> <li>1.5. Internet Architecture</li> </ol> </li> <li>2. The OSI Model (Open System Interconnection)                             <ol style="list-style-type: none"> <li>2.1. Layer 1 – Physical Layer</li> <li>2.2. Layer 2 – Data Link Layer</li> <li>2.3. Layer 3– Network Layer</li> <li>2.4. Layer 4– Transport Layer</li> <li>2.5. Layer 5 – Session Layer</li> <li>2.6. Layer 6 – Presentation Layer</li> <li>2.7. Layer 7– Application Layer</li> <li>2.8. TCP/IP Model</li> <li>2.9. OSI Model versus TCP/IP Model</li> <li>2.10. Architecture Internet</li> </ol> </li> <li>3. Network Structure                             <ol style="list-style-type: none"> <li>3.1. Design and properties (topologies)</li> <li>3.2. LAN or Local Area Network</li> <li>3.3. Logical Topologies of a Network</li> <li>3.4. Physical Topologies of a Network</li> <li>3.5. Network Architectures</li> <li>3.6. Ethernet network</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>4. Installation plan for a local area network                             <ol style="list-style-type: none"> <li>4.1. Networking devices</li> <li>4.2. Wiring harness</li> <li>4.3. Wireless Networks</li> <li>4.4. The backup drive</li> <li>4.5. Selecting the File System</li> <li>4.6. Network protocols</li> <li>4.7. Defining the role of the server in the network</li> <li>4.8. Identification of the equipment to be connected in the network</li> <li>4.9. Defining Customer Accounts</li> <li>4.10. Defining the security template</li> <li>4.11. Exercise: WAP Configuration Simulator</li> </ol> </li> <li>5. Setting up different software                             <ol style="list-style-type: none"> <li>5.1. Customer Accounts</li> <li>5.2. Safety Model</li> <li>5.3. DHCP or Dynamic Host Configuration Protocol</li> <li>5.4. DNS or Domain Name Server</li> <li>5.5. NAT or Network Address Translation</li> </ol> </li> </ol>

## FORM OF THE TRAINING UNIT (TU)

<b>NAME OF THE TU</b>	IT ARCHITECTURE ON WEB ENVIRONMENT				
<b>TU CODE</b>	COM	002	<b>WORKLOAD:</b>	50	hours

### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Identify the basic elements of the IT applications architecture.</li> <li>▪ Recognize a computer's architecture -Identify main issues and functions</li> <li>▪ Understand the differences between client server architecture and web architecture</li> <li>▪ Understand the W3C (World Wide Web) architecture to manage Software Development and it's protocols and languages e.g XML and Web Services</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1. Introduction                             <ol style="list-style-type: none"> <li>1.1. Architecture</li> <li>1.2. Main issues on Web environment</li> <li>1.3. Best Practices</li> </ol> </li> <li>2. Computer architecture                             <ol style="list-style-type: none"> <li>2.1. Definition and components</li> <li>2.2. Client-server architecture</li> <li>2.3. Architecture on a web environment</li> </ol> </li> <li>3. Web Services (Generic)                             <ol style="list-style-type: none"> <li>3.1. Definition</li> <li>3.2. Asynchronous JavaScript and XML</li> <li>3.3. Used technologies                                     <ol style="list-style-type: none"> <li>3.3.1. XML or Extensible Markup Language</li> <li>3.3.2. REST or Representational State Transfer</li> <li>3.3.3. SOAP or Simple Object Access Protocol</li> <li>3.3.4. WSDL or Web Services Description Lang.</li> <li>3.3.5. UDDI or Universal Description Discovery and Integration</li> </ol> </li> <li>3.4. Web Services that use markup languages</li> </ol> </li> <li>4. Computer architecture                             <ol style="list-style-type: none"> <li>4.1. Definition and components</li> <li>4.2. Client-server architecture</li> <li>4.3. Architecture on a web environment</li> </ol> </li> <li>5. Web Services (Generic)                             <ol style="list-style-type: none"> <li>5.1. Definition</li> <li>5.2. Asynchronous JavaScript and XML</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>5.3. Used technologies                             <ol style="list-style-type: none"> <li>5.3.1. XML or Extensible Markup Language</li> <li>5.3.2. REST or Representational State Transfer</li> <li>5.3.3. SOAP or Simple Object Access Protocol</li> <li>5.3.4. WSDL or Web Services Description Language</li> <li>5.3.5. UDDI or Universal Description Discovery and Integration</li> </ol> </li> <li>5.4. Web Services that use markup languages</li> <li>5.5. W3C Web API Web Services (specific)                             <ol style="list-style-type: none"> <li>5.5.1. Explanations</li> <li>5.5.2. Automated design methods</li> <li>5.5.3. Regression testing of Web Services</li> <li>5.5.4. Web Service management</li> <li>5.5.5. Used technologies</li> </ol> </li> <li>6. Architecting Cloud Computing Solution                             <ol style="list-style-type: none"> <li>6.1. History and Similar Services</li> <li>6.2. Characteristics</li> <li>6.3. Service Models</li> <li>6.4. Deployment Models</li> <li>6.5. Cloud Engineering Architecture</li> <li>6.6. Security and privacy</li> <li>6.7. Limitations and disadvantages</li> </ol> </li> </ol> <p>Project exercise: Design a case study project Architecting Cloud Computing Solution to a partner</p>

## FORM OF THE TRAINING UNIT (TU)

<b>NAME OF THE TU</b>	IS/IT MANAGEMENT				
<b>TU CODE</b>	COM	003		<b>WORKLOAD:</b>	50 hours

### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Identify and understand information and Information technologies systems, mission and functions on organizations</li> <li>▪ Know how to do an IT strategic plan director</li> <li>▪ Identify, understand and manage IS (information systems) using best practices as IT Infrastructure library (ITIL) or auditing using COBIT from ISACA</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1. IT Management Best Practices                             <ol style="list-style-type: none"> <li>1.1. Introduction</li> <li>1.2. How We Measure Best-Practice Trends</li> <li>1.3. Understanding the Practice Profiles</li> </ol> </li> <li>2. Information System needs and requirements on the actual organizations (main definitions and concepts)                             <ol style="list-style-type: none"> <li>2.1. Information needs</li> <li>2.2. Understanding the concept of a system</li> <li>2.3. An enterprise as a system</li> <li>2.4. Types and functions of IS</li> <li>2.5. Information objects</li> <li>2.6. Information architecture</li> <li>2.7. Information documentation</li> <li>2.8. Cost of information and it nature</li> <li>2.9. Key questions and advantages</li> <li>2.10. Classifying the information</li> <li>2.11. IS evolution</li> <li>2.12. Knowledge management</li> </ol> </li> <li>3. An IS overview                             <ol style="list-style-type: none"> <li>3.1. Business process Management (BPM)</li> <li>3.2. IS Development</li> <li>3.3. IS exploration</li> <li>3.4. Outsourcing Management                                     <ol style="list-style-type: none"> <li>3.4.1. Investment Plan</li> <li>3.4.2. Exploration assessment</li> <li>3.4.3. Licensing and contracts</li> </ol> </li> </ol> </li> <li>4. IT Strategic Plan                             <ol style="list-style-type: none"> <li>4.1. Analysis SWAT</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>4.2. Mission and Vision</li> <li>4.3. Structure of the Plan</li> <li>4.4. Executive IT Steering Committee</li> <li>4.5. IT Project Portfolio Management</li> <li>4.6. Project Management Office</li> <li>4.7. IT Change Control Board</li> <li>4.8. Organizational Change Management</li> <li>4.9. IT Policies and Procedures</li> <li>4.10. Enterprise Architecture</li> <li>5. IT Infrastructure library (ITIL)                             <ol style="list-style-type: none"> <li>5.1. Why ITIL</li> <li>5.2. Service Delivery                                     <ol style="list-style-type: none"> <li>5.2.1. Service Level Agreement (SLA)</li> <li>5.2.2. Capacity management</li> <li>5.2.3. Services process support and availability</li> <li>5.2.4. It Business Continuity management</li> <li>5.2.5. Financial Management</li> </ol> </li> <li>5.3. Service Support                                     <ol style="list-style-type: none"> <li>5.3.1. Incident Management</li> <li>5.3.2. Problem Management</li> <li>5.3.3. Change management</li> <li>5.3.4. Release management</li> <li>5.3.5. Configuration management</li> </ol> </li> <li>5.4. Performance Measurement</li> </ol> </li> <li>6. Other important best practices                             <ol style="list-style-type: none"> <li>6.1. COBIT and ISO/IEC 20000</li> <li>6.2. COBIT versus ITIL</li> <li>6.3. ISO 20000 versus ITL</li> </ol> </li> </ol>

## FORM OF THE TRAINING UNIT (TU)



<b>NAME OF THE TU</b>	PERSONAL AND COLLABORATIVE PRODUCTIVITY TOOLS				
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<b>TU CODE</b>	COM	004		<b>WORKLOAD:</b>	25	hours
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## TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Know how to choose and use some productivity tools, best procedures and apps to maximize your energy and time;</li> <li>▪ Archive and save time keeping your workspace organized and your information safe;</li> <li>▪ Know how to use electronic agenda and to-do list management and integration with mail and other tools;</li> <li>▪ Knowing how to use a lot of productive tools as notes organization and classification, electronic post-it, password, contacts and business cards management of course with an electronic agenda integration.</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1 Archive, backups procedures and tools to maintain the workspace organized and your information save;                             <ol style="list-style-type: none"> <li>1.1 To-do list</li> <li>1.2 Electronic agenda management: integration between personal and professional agenda;</li> <li>1.3 Password creation and synchronous password management for all platforms;</li> </ol> </li> <li>2 Business cards management                             <ol style="list-style-type: none"> <li>2.1 Scan and organize business cards</li> <li>2.2 Generation of business cards (paper)</li> <li>2.3 Using QR code in paper business cards</li> <li>2.4 Electronic Business cards</li> <li>2.5 integration with Electronic contacts</li> <li>2.6 Using QR code in paper business cards</li> </ol> </li> <li>3 Using electronic notes tools management as Evernote, Google keep or other tools                             <ol style="list-style-type: none"> <li>3.1 Capture inspiration and to-dos effortlessly;</li> <li>3.2 Collaborate on notes with teammates and set reminders to stay on track:</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>3.3 Note capturing, file storage &amp; sharing solution;</li> <li>3.4 Capture and Access anywhere. Find things fast.</li> <li>4 Web collaborating tools with colleagues using                             <ol style="list-style-type: none"> <li>4.1 Google Tools</li> <li>4.2 GoTo Meeting</li> <li>4.3 Using Skype</li> <li>4.4 Electronic agenda integration</li> </ol> </li> <li>5 Sync files and contacts on the cloud                             <ol style="list-style-type: none"> <li>5.1 Safe Procedures</li> <li>5.2 Electronic agenda integration on different platforms</li> <li>5.3 Sync tools</li> </ol> </li> <li>6 Use cases on Webinar conference</li> </ol>

## FORM OF THE TRAINING UNIT (TU)

<b>NAME OF THE TU</b>	INFORMATION SECURITY MANAGEMENT (WEB ENVIRONEMENT)
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<b>TU CODE</b>	COM	005	<b>WORKLOAD:</b>	50	Hours
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### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Identify the information security problems;</li> <li>▪ Understand the essential of basic security architecture and main technologies to ensure</li> <li>▪ Understand the basic principles that individuals and organizations can use to ensure privacy of data;</li> <li>▪ To know the general guidelines for implementing a program for the implementation of a corporate governance and security management and information privacy framework.</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1. Safe Information                             <ol style="list-style-type: none"> <li>1.1. Classification of the importance</li> <li>1.2. The problem of security</li> <li>1.3. The importance of procedures to mitigate risk</li> <li>1.4. Security policy</li> <li>1.5. IT security management                                     <ol style="list-style-type: none"> <li>1.5.1. The importance of the profiles (identity management)</li> <li>1.5.2. Authentication</li> <li>1.5.3. Authorization</li> <li>1.5.4. Confidentiality</li> <li>1.5.5. Availability</li> </ol> </li> </ol> </li> <li>2. Basic Security Architecture                             <ol style="list-style-type: none"> <li>2.1. Best practices (CERT)</li> <li>2.2. Risk Assessment Framework (RAF)</li> <li>2.3. Security Architecture and Design</li> <li>2.4. Common Data Security Architecture (CDSA)</li> <li>2.5. Implementation</li> <li>2.6. Operations and Monitoring</li> </ol> </li> <li>3. Basic Security Architecture                             <ol style="list-style-type: none"> <li>3.1. ISO 27000                                     <ol style="list-style-type: none"> <li>3.1.1. What is; Structure; How to use</li> </ol> </li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>3.2. Best practices (CERT)</li> <li>3.3. Risk Assessment Framework (RAF)</li> <li>3.4. Security Architecture and Design</li> <li>3.5. Common Data Security Architecture (CDSA)</li> <li>4. IT Security and Risk Management Best Practices                             <ol style="list-style-type: none"> <li>4.1. IT Security Policies</li> <li>4.2. Data Classification and Retention</li> <li>4.3. IT Security Compliance Audits</li> <li>4.4. Security Incident Management</li> <li>4.5. Disaster Recovery Planning</li> <li>4.6. Disaster Recovery Testing</li> <li>4.7. Business Continuity Planning</li> </ol> </li> <li>5. Web Security environment                             <ol style="list-style-type: none"> <li>5.1. The problem</li> <li>5.2. SSL or Secure Socket Layer</li> <li>5.3. XML signature and encryption</li> <li>5.4. Ws-Security</li> </ol> </li> <li>6. Main legal and regulatory requirements related to security and privacy, in particular, new General Regulation on Data Protection (RGPD);</li> </ol>

## FORM OF THE TRAINING UNIT (TU)

<b>NAME OF THE TU</b>	WEB ENVIRONMENT SOFTWARE DEVELOPMENT				
<b>TU CODE</b>	COM	006		<b>WORKLOAD:</b>	50 Hours

### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ In this UT we explore the basic structure of a web application, and how a web browser interacts with a web server</li> <li>▪ Learning Software architecture and development on the web environment main issues and best practices;</li> <li>▪ Knowledge of a language to develop to web;</li> <li>▪ Domain of the markup languages of Internet - HTML and XML</li> <li>▪ Know how to use CSS language, using Bootstrap framework, Javascript library and HTML programming.</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1. Software (SW) architecture                             <ol style="list-style-type: none"> <li>1.1. Introduction</li> <li>1.2. SW Architecture evolution</li> <li>1.3. Internet Architecture</li> </ol> </li> <li>2. Business Process design                             <ol style="list-style-type: none"> <li>2.1. BPSS (business process specification schema);</li> <li>2.2. CPA (collaboration protocol agreement);</li> <li>2.3. CPP (collaboration protocol profile).</li> </ol> </li> <li>3. HTML or Hyper Text Markup Language                             <ol style="list-style-type: none"> <li>3.1. Introduction</li> <li>3.2. Basic</li> <li>3.3. Editors</li> <li>3.4. Programming</li> <li>3.5. Forms and tables</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>4. XML                             <ol style="list-style-type: none"> <li>4.1. XML Syntax</li> <li>4.2. Well formed documents</li> <li>4.3. DTD and <b>Data Types in XML</b></li> <li>4.4. General Entities</li> <li>4.5. Parameter Entities</li> <li>4.6. Namespaces</li> <li>4.7. Schemas</li> <li>4.8. Some Tools: XML Spy and other free editors</li> </ol> </li> <li>5. JavaScript programming</li> <li>6. Bootstrap framework</li> <li>7. CSS language</li> <li>8. JQUERY JavaScript Library</li> </ol> <p><b>Use of W3C Courses</b>  <a href="https://www.w3schools.com">https://www.w3schools.com</a></p>

## FORM OF THE TRAINING UNIT (TU)

<b>NAME OF THE TU</b>	IS PROJECT MANAGEMENT				
<b>TU CODE</b>	COM	007	<b>WORKLOAD:</b>	50	hours

### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>• Use project knowledge for the implementation of IT and IS investments.</li> <li>• Use skills that project management as to develop (Scope, resource, costs, risk, communication, quality and audit control management).</li> <li>• Use of the PMBook and Cobit frameworks and use of different tools as OpenProject, Asana and other tools to cover some PMBook areas as Quality Control and Audit and Communication.</li> </ul>	
CONTENTS	
<p>1 Project Management (PMBook)</p> <p>1.1 Introduction</p> <p>1.2 PMBook</p> <p>1.3 ISO21500</p> <p>1.4 Scram</p> <p>1.5 OpenProject</p> <p>1.6 MSProject</p> <p>1.7 PMBok versus ISO21500</p> <p>1.8 PMBok versus SCRAM</p> <p>2 Project Management Body of Knowledge (PMBOK)</p> <p>2.1 Management of scope</p> <p>2.2 Time management (PERT and CPM)</p> <p>2.3 Human resources management</p> <p>2.4 Quality Management</p> <p>2.5 Risk Management</p> <p>2.6 Communication Management</p> <p>2.7 Cost management</p> <p>2.8 Subcontracting management</p> <p>2.9 Integration Management</p> <p>2.10 Management of the parties involved</p>	<p>3 Project tools and concepts</p> <p>3.1 PERT and CPM methods;</p> <p>3.2 Network diagrams;</p> <p>3.3 Task and events;</p> <p>3.4 Types of existing tasks and constraints;</p> <p>3.5 Fictional task and a Milestone;</p> <p>3.6 Gant Diagram;</p> <p>3.7 Project information;</p> <p>3.8 Manual and automatic resolution;</p> <p>4 Project Planning</p> <p>4.1 Work Breakdown Structure</p> <p>4.2 Resources - Allocation of resources to tasks;</p> <p>4.3 Costs Calculation</p> <p>4.4 Risk Analysis and Quality Management</p> <p>4.5 Completion of planning</p> <p>5 Execution and Control and Closing</p> <p>5.1 Project Execution</p> <p>5.2 Financial Analysis</p>

## FORM OF THE TRAINING UNIT (TU)

<b>NAME OF THE TU</b>	DATA REQUIREMENTS ANALYSIS AND MANAGEMENT (WEB ENVIRONEMENT)				
<b>TU CODE</b>	COM	008		<b>WORKLOAD:</b>	50 Hours

### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Because of the ambiguous nature of software development, the challenge of getting accurate requirements from a client is very critical;</li> <li>▪ Understanding the vital importance of Data requirements analysis and management;</li> <li>▪ Data requirements best practices and lifecycle;</li> <li>▪ How to obtain Business Interoperability success as the priority to IT integration architecture;</li> <li>▪ IT Interoperability best practices and concepts;</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1. Requirements engineering (RE)                             <ol style="list-style-type: none"> <li>1.1. Why and how to manage</li> <li>1.2. Requirements representation and Requirements solicitation, where a software company gets the requirements from a client</li> <li>1.3. Requirements analysis</li> <li>1.4. Requirements specification</li> <li>1.5. Requirements verification &amp; validation</li> <li>1.6. Requirements management</li> </ol> </li> <li>2. IS representation and integration                             <ol style="list-style-type: none"> <li>2.1. Flows and diagrams</li> <li>2.2. Business Interoperability                                     <ol style="list-style-type: none"> <li>2.2.1. Data dictionary</li> <li>2.2.2. Metadata and Semantic</li> <li>2.2.3. Nomenclatures and concepts</li> </ol> </li> <li>2.3. IT Interoperability                                     <ol style="list-style-type: none"> <li>2.3.1. Protocols</li> <li>2.3.2. Internet of the things</li> </ol> </li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>3. UML or Unified Modeling Language                             <ol style="list-style-type: none"> <li>3.1. Requirements representation and communication</li> <li>3.2. Main Issues and concepts</li> <li>3.3. General Vision</li> <li>3.4. Use Cases</li> <li>3.5. Sequential Diagrams</li> <li>3.6. State Diagram</li> <li>3.7. Activity Diagram</li> <li>3.8. Collaboration Diagram</li> </ol> </li> <li>4. Innovation Best Practices                             <ol style="list-style-type: none"> <li>4.1. IT Participation in Business Strategy</li> <li>4.2. IT Leadership for Digital Transformation</li> <li>4.3. IT R&amp;D Budget</li> <li>4.4. Innovation/Ideation Portal</li> </ol> </li> </ol>

## FORM OF THE TRAINING UNIT (TU)

NAME OF THE TU	DATABASE MODELLING AND STRUCTURE				
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TU CODE	COM	009	WORKLOAD:	50	hours
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### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Have domain of the process to create a data model for an IS applying certain formal techniques;</li> <li>▪ Create and manage the main objects of a Data Base as tables, forms, primary and foreign keys;</li> <li>▪ Manage the main issues on Database administration and optimization</li> <li>▪ Know how to use SQL or Standard Query Language as the language to create and maintain a DataBase but also to use with a lot of Datamining to insert, delete and create tables and data on the tables;</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1. DataBase Modelling                             <ol style="list-style-type: none"> <li>1.1. What is</li> <li>1.2. Database in Business</li> <li>1.3. Main object of a database</li> <li>1.4. Data Abstraction Layer</li> <li>1.5. External and Internal Models</li> <li>1.6. Conceptual Model</li> <li>1.7. Physical model</li> <li>1.8. Logical and Physical Data Independence</li> <li>1.9. Schemas</li> <li>1.10. Database Development Process</li> </ol> </li> <li>2. Formal Database Design                             <ol style="list-style-type: none"> <li>2.1. Types of Data Models</li> <li>2.2. Control of data redundancy</li> <li>2.3. Classification of Database Management Systems</li> <li>2.4. The Relational Data Model</li> <li>2.5. The Entity Relationship Data Model</li> <li>2.6. Integrity Rules and Constraints</li> <li>2.7. ER Modelling</li> <li>2.8. Normalization</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>3. SQL or Standard Language Query                             <ol style="list-style-type: none"> <li>3.1. What is</li> <li>3.2. Select</li> <li>3.3. Update</li> <li>3.4. Delete</li> <li>3.5. Built-in Functions</li> <li>3.6. Exercises</li> </ol> </li> <li>4. Database administration                             <ol style="list-style-type: none"> <li>4.1. Concepts</li> <li>4.2. Main Issues</li> <li>4.3. Enforcement of integrity constraints</li> <li>4.4. Database users</li> <li>4.5. Restriction of unauthorized access</li> <li>4.6. Backup and recovery facilities</li> <li>4.7. DataBase maintain</li> <li>4.8. Optimizing</li> </ol> </li> <li>5. Exercise: Creating a use case DataBase using MySql</li> </ol>

## FORM OF THE TRAINING UNIT (TU)

NAME OF THE TU	SOFTWARE QUALITY CONTROL AND AUDIT				
TU CODE	COM	010		WORKLOAD:	50 Hours

### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>Understand the main quality control and audit standards and terms;</li> <li>Know the application to IT projects and also software;</li> <li>Have domain on using some audit tools and test planning to identify errors and software mal functioning that promote a bed system performance;</li> <li>Know how to do a planning test and also to apply.</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>Quality Control and Audit                             <ol style="list-style-type: none"> <li>Introduction and History</li> <li>Total Quality Management</li> <li>ISO Standards</li> <li>Quality Standards and terms</li> <li>Six Sigma</li> <li>Lean Six Sigma</li> </ol> </li> <li>Software Quality Control                             <ol style="list-style-type: none"> <li>Definition</li> <li>Quality Control Activities</li> <li>Software Control Methods</li> <li>Verification and Validation of Methods</li> <li>Testing Plan</li> </ol> </li> <li>Software Quality Assurance aproches                             <ol style="list-style-type: none"> <li>Failure testing</li> <li>Statistical Control</li> <li>Models and Standards</li> <li>Quality improvement and more</li> <li>CMMI (Capability Maturity Model Integration) and IDEAL methods</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>Formal Methods                             <ol style="list-style-type: none"> <li>Taxonomy</li> <li>Specification</li> <li>Development</li> <li>Verification and validation</li> </ol> </li> <li>Software Audit                             <ol style="list-style-type: none"> <li>Principles</li> <li>Objectives</li> <li>Tools to code analyses                                     <ol style="list-style-type: none"> <li>Pycharm - Cross-platform Python</li> <li>PyDev – Eclipse-based Python</li> <li>Pylint – Static code analyzer</li> </ol> </li> <li>Reverse reengineering                                     <ol style="list-style-type: none"> <li>Introduction</li> <li>Formal Methods</li> <li>Visual Expert (SQL and PL/SQL)</li> </ol> </li> <li>Project Case study: exercising what were learned on a logistic software case study</li> </ol> </li> </ol>

## FORM OF THE TRAINING UNIT (TU)

NAME OF THE TU	DIGITAL TRANSFORMATION & MATURITY MODEL INFORMATION
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TU CODE	COM	011	WORKLOAD:	50	hours
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### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Understand the main components for assessing the level of maturity of Information Transformation in organizations;</li> <li>▪ Identify the stages, key factors and expected results for Information Transformation as a critical factor for the organization's digital transformation;</li> <li>▪ Be able to train policy makers with an assessment and benchmark tool to set goals and short and long-term improvement plans.</li> <li>▪ Comprehend current information architectures that support digital transformation and analytic organizations;</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1. Vision for Digital Transformation;                             <ol style="list-style-type: none"> <li>1.1. Introduction</li> <li>1.2. The process</li> <li>1.3. Some models</li> <li>1.4. How to begin</li> </ol> </li> <li>2. Information Maturity Model                             <ol style="list-style-type: none"> <li>2.1. Where are you</li> <li>2.2. Why Change</li> <li>2.3. How to begin</li> <li>2.4. Learn to do a digital gap Analysis</li> </ol> </li> <li>3. Information Transformation Framework;                             <ol style="list-style-type: none"> <li>3.1. Use Data to diagnose the best opportunity for business growth</li> <li>3.2. Calculate exactly what the Customer wants</li> <li>3.3. Evaluate your competitors</li> <li>3.4. Make plans that are achievable with the resources at hand</li> <li>3.5. The Strategy Quadrant (BCG)</li> <li>3.6. Define your baseline</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>3.7. Select your play</li> <li>3.8. React a clear plan of action for managers to implement</li> <li>4. Plan and Implement a digital strategic Plan                             <ol style="list-style-type: none"> <li>4.1. Evaluation</li> <li>4.2. Benchmark model;</li> <li>4.3. Analysis of the improvement factors for a greater maturity</li> <li>4.4. Change management</li> <li>4.5. Intent and priorities.</li> <li>4.6. Digitization</li> <li>4.7. Silos, responsibility and skills</li> </ol> </li> <li>5. Applying on a Case Study Organization: Digital transformation i-SCOOP based                               Digital transformation i-SCOOP based online guide   <a href="https://www.i-scoop.eu/digital-transformation">(<a href="https://www.i-scoop.eu/digital-transformation">https://www.i-scoop.eu/digital-transformation</a>)</a> </li> </ol>



## FORM OF THE TRAINING UNIT

NAME OF THE TU	DATA MINING AND BUSINESS INTELLIGENCE
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TU CODE	COM	A12	WORKLOAD:	25	hours
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### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Understand the concepts of Data Science and the production of large data volumes (big data) where the subsequent analytics capability is fundamental (skills on that)</li> <li>▪ Identify characteristics of the data as organizational resources;</li> <li>▪ Domain the benefits of a data-based decision-making process;</li> <li>▪ Understand the process decision and main steps and use of Mind maps tools to plan and organize the decision process;</li> <li>▪ Learn Python to manipulate and explore the big Data (Based on logistics cases);</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1. Decision Making process                             <ol style="list-style-type: none"> <li>1.1. Introduction and History</li> <li>1.2. The process</li> <li>1.3. Decision main steps</li> <li>1.4. Prioritizing</li> <li>1.5. Data Modelling</li> </ol> </li> <li>2. Using Mind maps                             <ol style="list-style-type: none"> <li>2.1. Defining</li> <li>2.2. Mind Mapping in Business</li> <li>2.3. Mind Mapping Software Tips</li> <li>2.4. Mind Map tools</li> <li>2.5. Case studies</li> </ol> </li> <li>3. Data Science and Big Data                             <ol style="list-style-type: none"> <li>3.1. Introduction to data science and big data;</li> <li>3.2. The emergence of data as a factor of production;</li> <li>3.3. The future of decision making: evidence versus intuition.</li> <li>3.4. Data Modelling on those cases</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>4. Business Intelligence                             <ol style="list-style-type: none"> <li>4.1. Fundamentals of pricing in information products, versions, network effects, standards, cooperation strategies;</li> <li>4.2. Informational business models: differentiation based on information, information sales and distribution networks;</li> <li>4.3. Data science for humans and data science for machines.</li> </ol> </li> <li>5. Learning Python                             <ol style="list-style-type: none"> <li>5.1. Basics</li> <li>5.2. Data Science</li> <li>5.3. Advanced</li> </ol> </li> <li>6. Project using Python on Case study</li> </ol> <p style="text-align: right;">Based on <a href="http://www.learnpython.org">www.learnpython.org</a></p>

## FORM OF THE TRAINING UNIT (TU)

NAME OF THE TU	DESCRIPTIVE AND PREDICTIVE MODELS				
TU CODE	COM	A13	WORKLOAD:	25	hours

### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>Identify and use some predictive and descriptive analytics tools.</li> <li>Used tools to explore the concepts of descriptive analytics (descriptive statistics, statistical tests, and the dashboard concept) and the concepts of predictive analytics (causal methods).</li> <li>Comprehend current information architectures that support predictive and analytic models;</li> <li>Appreciate how predictive analysis contributes to maximize value in the business and create competitive analytical advantages through analytical approaches that support knowledge management in organizations;</li> <li>Verify how real databases based on logistics process case on use will be used to exemplify the concepts.</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>Descriptive and Predictive analytics;                             <ol style="list-style-type: none"> <li>What is</li> <li>When to use</li> <li>How to use</li> <li>How it works</li> </ol> </li> <li>Predictive analytics Tools;                             <ol style="list-style-type: none"> <li>Analytic applications</li> <li>The Role</li> <li>Monitoring organizational performance</li> <li>Supporting collaboration through storytelling and visualization and data manipulation tools</li> </ol> </li> <li>Some predictive models                             <ol style="list-style-type: none"> <li>Identify and build key analytical application indicators (KPIs) in business context</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>Knowledge Management and Business Intelligence;</li> <li>Informational architectures supporting data-driven organizations;</li> <li>Use Predictive use cases scenarios                             <ol style="list-style-type: none"> <li>Detecting fraud.</li> <li>Optimizing marketing campaigns</li> <li>Improving operations</li> <li>Reducing Risk</li> </ol> </li> <li>XML Repository data                             <ol style="list-style-type: none"> <li>High-quality information on XML, XSLT and XQuery</li> <li>Process validation and transformation</li> <li>How to use them to solve real-world problems (Tool- <a href="http://www.sas.com">www.sas.com</a>)</li> </ol> </li> </ol>

## FORM OF THE TRAINING UNIT (TU)

NAME OF THE TU	RISK AND UNCERTAINTY
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TU CODE	COM	A14	WORKLOAD:	25	hours
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### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Understand the analysis of risks and impact related with IT;</li> <li>▪ Evaluates the business influence of vital business assets, and the odds and effects of vulnerabilities and security threats</li> <li>▪ Use risk management to mitigate risk and uncertainty management</li> <li>▪ Know the risks related to emerging technologies, in particular Big Data &amp; Analytics;</li> <li>▪ Best practices to risk and uncertainty management on It and Information context;</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1. Risk analysis and management                             <ol style="list-style-type: none"> <li>1.1. Risks</li> <li>1.2. Probability</li> <li>1.3. Impact</li> <li>1.4. Uncertainty</li> <li>1.5. General framework</li> </ol> </li> <li>2. Risk analysis and management applied to IT                             <ol style="list-style-type: none"> <li>2.1. Using a Framework</li> <li>2.2. IT Security Policies</li> <li>2.3. Uncertainty Management</li> <li>2.4. Risk Mitigation</li> <li>2.5. Principles and facilitators for governance and management of information security and privacy;</li> <li>2.6. Design and implementation;</li> <li>2.7. Implementation of organizational structures to support information security and privacy (CISO, CSO and CPO);</li> <li>2.8. Launch of the privacy protection program;</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>3. IT Security and Risk Management Best Practices                             <ol style="list-style-type: none"> <li>3.1. Business Continuity Planning with practical cases and application examples</li> <li>3.2. Information Systems Audit and Control Association (ISACA)</li> <li>3.3. PMI Library</li> <li>3.4. ENISA Guidelines</li> </ol> </li> <li>4. IT Performance Metrics                             <ol style="list-style-type: none"> <li>4.1. Data Classification and Retention</li> <li>4.2. IT Security Compliance Audits</li> <li>4.3. Security Incident Management</li> <li>4.4. Disaster Recovery Planning</li> <li>4.5. Disaster Recovery Testing</li> </ol> </li> <li>5. Cyber Security and IT Strategy (future analysis)</li> <li>6. Use cases with the guidelines of the EU Network and Information Security</li> </ol> <p><a href="https://www.enisa.europa.eu/publications/national-cyber-security-strategies-an-implementation-guide">https://www.enisa.europa.eu/publications/national-cyber-security-strategies-an-implementation-guide</a></p>

## FORM OF THE TRAINING UNIT (TU)

NAME OF THE TU	ADVANCED MANAGEMENT AND MANIPULATION OF SPREADSHEET APPLICATIONS
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TU CODE	COM	015	WORKLOAD:	50	Hours
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### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Know the philosophy of work in a spreadsheet and perform basic tasks.</li> <li>▪ Elaborate macros for automation of repetitive tasks.</li> <li>▪ Insert and format objects on the worksheet.</li> <li>▪ Apply the printing techniques and protection mechanisms of the document.</li> <li>▪ Explore data using a Spreadsheet and different analysis.</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1 Spreadsheet Setup                             <ol style="list-style-type: none"> <li>1.1 Spreadsheet, Book, and Sheet Concept</li> <li>1.2 Manipulation / formatting cells</li> <li>1.3 Inserting information into cells</li> <li>1.4 Sheet preparation for printing, print preview</li> <li>1.5 Header and footer formatting</li> </ol> </li> <li>2 Spreadsheet automation                             <ol style="list-style-type: none"> <li>2.1 Insertion of functions in cells</li> <li>2.2 Simple formulas</li> <li>2.3 Complex formulas</li> </ol> </li> <li>3 Data presentation                             <ol style="list-style-type: none"> <li>3.1 Drawing and special Formatting</li> <li>3.2 Chart Types</li> <li>3.3 Edition and Inserting data for graphs</li> <li>3.4 Building and formatting charts</li> <li>3.5 Data protection</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>4 Converting data to decision                             <ol style="list-style-type: none"> <li>4.1 Using external data</li> <li>4.2 Build formulas to analyse dates, text fields, values and arrays</li> <li>4.3 Power Pivot table and reporting with it</li> <li>4.4 Using slicer and sparklines</li> </ol> </li> <li>5 Data analysis                             <ol style="list-style-type: none"> <li>5.1 Creating Data Lists</li> <li>5.2 Building PivotTables</li> <li>5.3 Analysis of data in tables and lists</li> <li>5.4 Creation, ordering and filtering of data</li> <li>5.5 Creating and Formatting a PivotTable</li> <li>5.6 Use of Totals and Subtotals</li> <li>5.7 PivotTables and Pivot tables</li> <li>5.8 Dynamic Tables and charts</li> <li>5.9 What-if Analysis</li> <li>5.10 Forecast Analysis</li> <li>5.11 Drawing of graphs:</li> </ol> </li> </ol>

## FORM OF THE TRAINING UNIT (TU)

NAME OF THE TU	PRINCIPLES OF APPLIED MANAGEMENT
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TU CODE	MPL	001	WORKLOAD:	25	hours
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### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES
<ul style="list-style-type: none"> <li>▪ Recognize the evolution of management throughout contemporary history.</li> <li>▪ Identify the role of the manager as an agent of change in organizations.</li> <li>▪ Identify emerging new branches of management in the knowledge society</li> <li>▪ Identify and use management concepts and tools that enable sustainable performance.</li> </ul>
CONTENTS
<ol style="list-style-type: none"> <li>1) The organization and role of management in modern society                         <ol style="list-style-type: none"> <li>a) The business organization</li> <li>b) Role of management in modern society</li> </ol> </li> <li>2) Organization in a dynamic and competitive context                         <ol style="list-style-type: none"> <li>a) Environment and the implementation forces of change</li> <li>b) The change and the organizations</li> <li>c) The organizational culture</li> </ol> </li> <li>3) Operational Structures                         <ol style="list-style-type: none"> <li>a) Internal structure of the organization</li> </ol> </li> <li>4) The organization and the people                         <ol style="list-style-type: none"> <li>a) Motivation</li> <li>b) Leadership</li> <li>c) New organizational models</li> <li>d) Organizations that learn</li> <li>e) Organizations that create and innovate</li> <li>f) Outsourcing</li> </ol> </li> </ol>

## FORM OF THE TRAINING UNIT (TU)

NAME OF THE TU	HUMAN RESOURCES MANAGEMENT
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TU CODE	MPL	002	WORKLOAD:	25	hours
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### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Recognize human resources management policies.</li> <li>▪ Organize the processes of recruitment, selection, admission and evaluation of staff.</li> <li>▪ Register individual personnel files.</li> <li>▪ Organize and update the personnel database.</li> <li>▪ Run the earnings calculation and process your payment.</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1. Human resources Management                             <ol style="list-style-type: none"> <li>1.1. Integrated management of enterprises</li> <li>1.2. Management models</li> <li>1.3. Human resources policies</li> </ol> </li> <li>2. Human Resources Techniques                             <ol style="list-style-type: none"> <li>2.1. Analysis and qualification of functions</li> <li>2.2. Recruitment and Selection</li> <li>2.3. Admission</li> <li>2.4. Performance evaluation</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>3. Regulation of work                             <ol style="list-style-type: none"> <li>3.1. Collective regulation</li> <li>3.2. Individual work contract</li> </ol> </li> <li>4. Individual processes of personnel</li> <li>5. Personnel database                             <ol style="list-style-type: none"> <li>5.1. Organization and maintenance</li> <li>5.2. Compensation Processing</li> </ol> </li> </ol>

## FORM OF THE TRAINING UNIT (TU)

NAME OF THE TU	ECONOMIC AND FINANCIAL ANALYSIS
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TU CODE	MPL	003	WORKLOAD:	25	hours
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### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

#### LEARNING OBJECTIVES

- Define the Economic and the Financial Role.
- Establish the objectives of the Financial Analysis in the company.
- Identify the accounting documents relevant to the financial analysis.
- Understand balance sheets and demonstration of results for analysis.
- Identify the usefulness of the Statement of Origin and Application of Funds.
- Make comparisons in absolute value, percentages and graphs.
- Calculate financial and economic ratios.
- Evaluate the data obtained through the ratios.
- Define Profitability and calculate profitability ratios.
- Understand technical reports of the economic and financial situation of the company, based on the contents seized.

#### CONTENTS

1. The Financial Role and the Financial Analysis
2. Basic Documents of the Financial Analysis
3. Methods and Techniques of Analysis
4. Analysis of the Company's Financial Balance
5. Profitability Analysis
6. Return on sales
7. Return on capital
8. Financial profitability
9. Economic and Financial Analysis
10. Results report

## FORM OF THE TRAINING UNIT (TU)

NAME OF THE TU	INTERMODALITY AND LOGISTICAL NETWORKS
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TU CODE	MPL	004	WORKLOAD:	25	hours
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### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Analyze the economic, social and environmental advantages and disadvantages of different modes of transport and their characteristics.</li> <li>▪ Study the intermodal transport and intermodality in goods and deepen the analysis of future solutions and intermodality.</li> <li>▪ Transmit an integrated vision of Transport Infrastructures, seen as vectors integrating macrological chains.</li> <li>▪ Present the main trends in the investments and tariffs of the Transport Infrastructures</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1. Concept of Transport System and Intermodality: The Transport Market; Concept of transport system; Intermodality;</li> <li>2. Transport networks: economic, social and environmental characteristics, advantages and disadvantages. Road. Railway. Maritime. Fluvial. Air. Pipeline</li> <li>3. Intermodal Transport: Intermodal transport units. Intermodality. Intermodal transport operators.</li> <li>4. Organization of Multimodal Logistics. Community incentive programs</li> <li>5. Trans-European Transport Network; Definition; priority projects; financing</li> </ol>	<ol style="list-style-type: none"> <li>6. Intermodality and Logistics Platforms</li> <li>7. Road infrastructure. National plan. Characteristics of the goods sector. Railway infrastructures. Railway transport. Sector structure. Future perspectives. Strategic Vectors. Railway superstructure and infrastructure</li> <li>8. Airport infrastructures. Cargo market. Infrastructures at national level. Layout / capacity issues. Future perspectives</li> <li>9. Port infrastructures. Markets. Infrastructures and superstructures. Container parks. Dry ports.</li> <li>10. Transport logistic system. Infrastructures. Evaluation of logistic potential. Strategy. Implementation.</li> </ol>



## FORM OF THE TRAINING UNIT (TU)

NAME OF THE TU	OPERATIONAL MANAGEMENT IN LOGISTIC CHAIN				
TU CODE	MPL	005	WORKLOAD:	25	hours

### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>• Understanding the operations function and its impact on business strategy and in organizational and functional areas;</li> <li>• Understand the process of designing new products and services and techniques of operation planning and stock management.</li> <li>• Ensure the performance of the execution of a transport and a logistic service, applying tools to support operational and commercial management, controlling the quality of service rendered</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1. Introduction: Definition of operations management; The function of operations; Productivity</li> <li>2. Operations Strategy: Strategy and Operations; Competitive Priorities</li> <li>3. The Product: Product design and development sequence; Design and selection of the product; New Conception technologies; Designing a service</li> <li>4. Processes and technologies: Production Environments; Evolution of process technologies; New production technologies; Conception of process flow; Service Processes</li> </ol>	<ol style="list-style-type: none"> <li>5. Quality Management: Evolution and Concepts; Quality for the customer; Quality Costs; Statistical Quality Control</li> <li>6. Capacity: Concepts; Capacity planning; Theory of Constraints; Capacity in services; Queue Theory</li> <li>7. Stock Management: Definition and objectives; Costs; Classic models</li> <li>8. Planning and Programming: Planning Techniques; Gantt charts; PERT / CPM / Time-Cost; Aggregate planning; Models of programming</li> </ol>

## FORM OF THE TRAINING UNIT (TU)

NAME OF THE TU	GLOBAL MARKET AND INTERNATIONAL TRADE
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TU CODE	MPL	006	WORKLOAD:	25	hours
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### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Identify and understand the goals and mechanisms of international trade and the essential procedures for international trade operations.</li> <li>▪ Understand the financing mechanisms and the procedures of insurance and its importance in the context of international operations.</li> <li>▪ Identify and apply the Incoterms in international trade operations including their impact on prices and contracts.</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1. International trade context.                             <ol style="list-style-type: none"> <li>1.1. Framework on foreign trade and international trade.</li> <li>1.2. The phenomenon of globalization and international trade.</li> <li>1.3. Indicators of international trade.</li> </ol> </li> <li>2. Foundations of International Trade.                             <ol style="list-style-type: none"> <li>2.1. Principles of international trade.</li> <li>2.2. Export and import financing instruments.</li> <li>2.3. Export and import procedures.</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>3. International Trade Systems and the facilitation of trade.                             <ol style="list-style-type: none"> <li>3.1. International Economic Organizations.</li> <li>3.2. Rules of international trade.</li> <li>3.3. Incoterms: Definition, framing and its importance for international trade</li> </ol> </li> </ol>

## FORM OF THE TRAINING UNIT (TU)

NAME OF THE TU	INFORMATION TECHNOLOGIES APPLIED TO LOGISTICS AND PORTS
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TU CODE	MPL	007	WORKLOAD:	50	hours
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### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Identify and have knowledge of the main technologies that could be found on logistics and ports</li> <li>▪ Know which technologies can bring benefits for optimization of logistics processes;</li> <li>▪ Distinguish between Port Community Systems (PCS) and Single Window architectures design and maintenance and evolution;</li> <li>▪ Know the state of the art of tracking and tracing technologies</li> <li>▪ Recognize the role of organizations such as IMO, EMSA and others, their contribution to the sector and IT strategy</li> <li>▪ Know technologies considered legacy but still very present in electronic data interchange (B2B) such as EDIFACT mainly in maritime and air transport;</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1. Logistics and ports main technologies                             <ol style="list-style-type: none"> <li>1.1 Introduction</li> <li>1.2 Evolution</li> <li>1.3 Main technologies applied</li> </ol> </li> <li>2. Transport and supply chain processes                             <ol style="list-style-type: none"> <li>2.1 Physical and informational flows</li> <li>2.1 Documentation generated;</li> <li>2.3 Dematerialization of documents</li> </ol> </li> <li>3. Business Interoperability                             <ol style="list-style-type: none"> <li>3.1 Basis to TI Interoperability</li> <li>3.2 Standardization</li> <li>3.3 Nomenclatures</li> <li>3.4 Data Dictionary</li> <li>3.5 Quality and Certification of logistics process</li> <li>3.6 International organizations role                                     <ol style="list-style-type: none"> <li>3.7.1 International Maritime Organizations (IMO)</li> <li>3.8.2 International Air Transport Association (IATA)</li> <li>3.9.3 European Maritime Safety Agency (EMSA)</li> </ol> </li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>4. Tracking and tracing technologies                             <ol style="list-style-type: none"> <li>4.1 The organization on the network and Internet</li> <li>4.2 RFID or Radio-frequency identification</li> <li>4.3 Bar codes</li> <li>4.4 Georeferencing technologies                                     <ol style="list-style-type: none"> <li>4.4.1 Global Position System (GPS)</li> <li>4.4.2 European Galileo</li> <li>4.4.3 Supply chain Applications</li> </ol> </li> </ol> </li> <li>5. EDI or Electronic data Interchange                             <ol style="list-style-type: none"> <li>5.1 Introduction</li> <li>5.2 Main milestones</li> <li>5.3 Electronic Architectures</li> <li>5.4 Business to Business software</li> <li>5.5 United Nations/Electronic Data Interchange for Administration, Commerce and Transport Language (EDIFACT)                                     <ol style="list-style-type: none"> <li>5.5.1. EDIFACT versus XML or Extensible Markup Language</li> </ol> </li> </ol> </li> <li>6. Business Use Cases analysis</li> </ol>

## FORM OF THE TRAINING UNIT (TU)

NAME OF THE TU	DIGITAL SYSTEMS IN LOGISTIC MANAGEMENT				
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TU CODE	MPL	008	WORKLOAD:	50	Hours
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### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES
<ul style="list-style-type: none"> <li>• Use different IT systems in logistics management</li> </ul>
CONTENTS
<ol style="list-style-type: none"> <li>1. Warehouse management software</li> <li>2. Supply Chain Management Software</li> <li>3. Distribution management software</li> <li>4. Transport management software</li> <li>5. Fleet management and vehicle tracking software</li> <li>6. Integrated management systems</li> </ol>

## FORM OF THE TRAINING UNIT (TU)

<b>NAME OF THE TU</b>	MARKETING SERVICES ON DIGITAL ERA
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<b>TU CODE</b>	MPL	009	<b>WORKLOAD:</b>	50	hours
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### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Define marketing, recognizing the influence of market variables on business activity.</li> <li>▪ To have contact with theory that supports the creation of value for the client, be it consumer or client company;</li> <li>▪ Learn how to create campaigns, advertising, inquires to obtain feedback, after-sales services and other commercial or logistic requirement.</li> <li>▪ Develop skills using social networks and recognize which one is best for your marketing purposes; Learn how to work with social media tools to get feedback on the campaign's impact on marketing metrics;</li> </ul>	
CONTENTS	
<ul style="list-style-type: none"> <li>1 Marketing concept                             <ul style="list-style-type: none"> <li>1.1 Goals</li> <li>1.2 Evolution of marketing over time</li> <li>1.3 Markets - categorization, evolution and variables</li> <li>1.4 Customers - targeting</li> <li>1.5 Market studies - objectives and techniques</li> <li>1.6 Main indicators</li> </ul> </li> <li>2 Customer need detection                             <ul style="list-style-type: none"> <li>2.1 Importance of the act of attending to the</li> <li>2.2 satisfaction of the customer's need,</li> <li>2.3 Customer Time Management</li> <li>2.4 Strategy and quality</li> <li>2.5 Implementation of a quality management system in services</li> <li>2.6 Measurement and evaluation of quality in Logistics</li> <li>2.7 Management and control indicators</li> </ul> </li> <li>3 Continuous improvement of logistics quality                             <ul style="list-style-type: none"> <li>3.1 Measurement of quality in services</li> <li>3.2 Dimensions of service</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>3.3 Methods and measurement tools</li> <li>3.4 Measurement of quality and treatment of results</li> <li>4 Digital Marketing                             <ul style="list-style-type: none"> <li>4.1 Content &amp; Digital projection</li> <li>4.2 Digital Strategy: B2B and B2C</li> <li>4.3 Social Media B2C and B2B</li> <li>4.4 Google Adword</li> <li>4.5 Social Media Advertising</li> <li>4.6 Advertising</li> <li>4.7 E-mail marketing</li> <li>4.8 Mobile</li> </ul> </li> <li>5 Creating and measuring a campaign on                             <ul style="list-style-type: none"> <li>5.1 Facebook</li> <li>5.2 Instagram</li> <li>5.3 Twitter</li> <li>5.4 LinkedIn</li> <li>5.5 Google AdWords</li> <li>5.6 YouTube</li> </ul> </li> </ul>

## FORM OF THE TRAINING UNIT (TU)

<b>NAME OF THE TU</b>	USING SOCIAL MEDIA ON LOGISTICS
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<b>TU CODE</b>	MPL	010	<b>WORKLOAD:</b>	25	Hours
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### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Learn how to do and to know what social is the best one depending on the case.</li> <li>▪ Identify different social media marketing sites that require different approaches, so develop a unique strategy tailored for each platform</li> <li>▪ Know how to use different social media tools</li> <li>▪ Use social and professional Networks as Facebook, Instagram and LinkedIn are changing the consumers process decision.</li> <li>▪ Use this network to implement campaigns, have feedback after sailing, recruitment and more.</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1 Social Networks                             <ol style="list-style-type: none"> <li>1.1 Main concepts</li> <li>1.2 Facebook</li> <li>1.3 Instagram</li> <li>1.4 LinkedIn</li> <li>1.5 Twitter</li> </ol> </li> <li>2 Facebook Marketing Overview                             <ol style="list-style-type: none"> <li>2.1 Introduction to Facebook Marketing;</li> <li>2.2 Explain Facebook's business applications: Facebook</li> <li>2.3 Pages, Facebook Ads and Facebook Platform;</li> <li>2.4 General principles of a Facebook strategy;</li> <li>2.5 Steps for planning a Facebook strategy;</li> <li>2.6 Facebook Pages, Personal Profiles and Groups: specificities, differences and method of conversion.</li> </ol> </li> <li>3 Create and Display a Facebook Page Management                             <ol style="list-style-type: none"> <li>3.1 General setup of a Facebook Page;</li> <li>3.2 Permissions Management;</li> <li>3.3 Management of Administrators;</li> <li>3.4 Content Management and Creation;</li> <li>3.5 Publication typologies: text, link, image and video;</li> <li>3.6 Good practices and examples for the creation of publications;</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>3.7 Explain the Facebook Algorithm;</li> <li>3.8 Separators and Facebook Pages;</li> <li>3.9 Native Applications: Photos, videos, events and notes;</li> <li>3.10 Integration of external applications on Facebook Page: Woobox, Shortstack and others;</li> <li>3.11 Concept of Person;</li> <li>4 Assertive communication with the client and provider on sales, after sales support and relationship management on                             <ol style="list-style-type: none"> <li>4.1 Facebook</li> <li>4.2 Instagram</li> <li>4.3 Twitter</li> <li>4.4 LinkedIn</li> <li>4.5 Other social Networks</li> </ol> </li> <li>5 Other practical useful Techniques                             <ol style="list-style-type: none"> <li>5.1 Recruitment of new followers, without recourse to paid advertising;</li> <li>5.2 Recruiting on LinkedIn based on skills that you need</li> <li>5.3 Best eLearning tools to develop your skills</li> <li>5.4 Conference organization and lidership with different social network tools</li> </ol> </li> </ol>

## FORM OF THE TRAINING UNIT (TU)

<b>NAME OF THE TU</b>	TEAM MANAGEMENT		
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<b>TU CODE</b>	SOS	001	<b>WORKLOAD:</b>	50	hours
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### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Organize and manage work teams.</li> <li>▪ Communicate and lead work teams.</li> <li>▪ Identify the success of teamwork by highlighting underlying strengths and dynamics.</li> <li>▪ Recognize the specificities and the essential aspects for success in teamwork.</li> <li>▪ Use of teamwork games and different software to develop teamwork best skills and management.</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1 Teamwork Management                             <ol style="list-style-type: none"> <li>1.1 Introduction</li> <li>1.2 Organization of teamwork</li> <li>1.3 Results and people-oriented management</li> <li>1.4 Techniques of motivation and dynamism of the team</li> <li>1.5 Conflict management</li> <li>1.6 Team orientation for change</li> </ol> </li> <li>2 Communication                             <ol style="list-style-type: none"> <li>2.1 Main Elements and structure</li> <li>2.2 Assertive communication</li> <li>2.3 Best practices assertive communication on different channels;</li> <li>2.4 Communicate effectively with the team</li> <li>2.5 How to verify &amp; validation in an assertive communication</li> </ol> </li> <li>3 Teamwork - implications and specificities                             <ol style="list-style-type: none"> <li>3.1 Excellence in Teamwork</li> <li>3.2 Interpersonal differences and their impact on teamwork</li> <li>3.3 Mobilization of personal resources according to the team</li> <li>3.4 Overcoming impasses and obstacles in teamwork</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>4 Leadership                             <ul style="list-style-type: none"> <li>Skills needed to coordinate teams</li> <li>Team leadership: own phenomena and dynamics, challenges and specific problems</li> <li>Different personal preferences and their impact on leadership roles</li> <li>Different Styles of Leadership</li> <li>Strategies to mobilize the team for excellence in performance</li> <li>Managing problem situations in the team</li> </ul> </li> <li>5 Using Teamwork Software                             <ul style="list-style-type: none"> <li>HelpDesk Teamwork</li> <li>Chat toll</li> <li>Documents and Space management</li> <li>Meeting and Task management</li> <li>Adopting Social tools and software</li> </ul> </li> <li>6 Practices: Teamwork management games on class</li> </ol>

## FORM OF THE TRAINING UNIT (TU)

<b>NAME OF THE TU</b>	COMMUNICATION, ORGANIZATIONAL BEHAVIOR AND MANAGEMENT SOFTWARE
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<b>TU CODE</b>	SOS	002	<b>WORKLOAD:</b>	25	Hours
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### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Develop personal skills in the relational context, with the development of assertiveness and emotional intelligence.</li> <li>• Identify practices, strategies and technologies to manage and analyze interactions with customers and suppliers.</li> <li>• Identify opportunities and benefits in implementing tools to manage relationships with business partners.</li> <li>• Identify the importance and specificities of systems such as CRM (Customer Relationship Management) or PRM (Provider Relationship Management).</li> <li>• Know good practices in the implementation of CRM and PRM software.</li> <li>• Practice some use of CMR and PRM tools.</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1 Communication Process                             <ol style="list-style-type: none"> <li>1.1 Communication elements</li> <li>1.2 How to manage</li> <li>1.3 Media Management</li> <li>1.4 Conflict resolution and management</li> </ol> </li> <li>2 The negotiation processes                             <ol style="list-style-type: none"> <li>2.1 What is</li> <li>2.2 Main steps</li> <li>2.3 Best practices</li> </ol> </li> <li>3 Relationship management                             <ol style="list-style-type: none"> <li>3.1 Introduction</li> <li>3.2 Importance on ports and logistics fields</li> <li>3.3 With Customer</li> <li>3.4 With Providers</li> <li>3.5 Other stockholders</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>4 Internet Platforms                             <ol style="list-style-type: none"> <li>4.1 Portals and Vortals</li> <li>4.2 Intranet and Extranet</li> <li>4.3 Marketplaces</li> <li>4.4 Social Network</li> </ol> </li> <li>5 Relationship Management Software                             <ol style="list-style-type: none"> <li>5.1 Customer Relationships Manager (CRM) Software's</li> <li>5.2 Provider Relationships Manager (PRM) Software's</li> </ol> </li> <li>6 Relationship Management Software use cases analysis</li> </ol>



## FORM OF THE TRAINING UNIT (TU)

<b>NAME OF THE TU</b>	ENVIRONMENT, SAFETY, HYGIENE AND HEALTH AT WORK - BASIC CONCEPTS				
<b>TU CODE</b>	SOS	003		<b>WORKLOAD:</b>	25 hours

### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Identify key environmental issues.</li> <li>▪ Promote the application of good practices for the environment.</li> <li>▪ Explain concepts related to safety, hygiene and health at work.</li> <li>▪ Recognize the importance of safety, hygiene and health at work.</li> <li>▪ Identify the obligations of the employer and the employee in accordance with the legislation in force.</li> <li>▪ Identify the main risks present in the workplace and in the professional activity and apply the appropriate prevention and protection measures</li> <li>▪ Recognize safety and health signs</li> <li>▪ Explain the importance of collective protection equipment and individual protection.</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1 ENVIRONMENT                             <ol style="list-style-type: none"> <li>1.1 Major environmental problems today</li> <li>1.2 Waste</li> <li>1.3 Waste Management</li> </ol> </li> <li>2 Safety, Hygiene and Health at Work                             <ol style="list-style-type: none"> <li>2.1 Basic concepts related to SHHW</li> <li>2.2 SHS national legislative framework</li> <li>2.3 Accidents of work</li> <li>2.4 Professional diseases</li> <li>2.5 Main proficiency risks</li> <li>2.6 Signalling of safety and health</li> <li>2.7 Collective protection and individual protection equipment</li> </ol> </li> <li>3 Occupational hygiene and safety services to support Logistics Operations                             <ol style="list-style-type: none"> <li>3.1 Introduction</li> <li>3.2 Safe workspaces</li> <li>3.3 Facilities for workers, clients and visitors</li> <li>3.4 Working alone</li> <li>3.5 Main Protective equipment</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>4 Health and safety programs                             <ol style="list-style-type: none"> <li>4.1 Training</li> <li>4.2 guidance on regulatory compliance</li> <li>4.3 Best practices</li> <li>4.4 Workplace exposure assessments,</li> <li>4.5 Job safety analyses,</li> <li>4.6 Incident investigations and safety inspections</li> </ol> </li> <li>5 Praticals and use cases analysis on                             <ol style="list-style-type: none"> <li>5.1 Contractor Safety Management</li> <li>5.2 Farm, Heavy Equipment and Utility Vehicles</li> <li>5.3 Program</li> <li>5.4 First Aid Program</li> <li>5.5 Hazardous Waste Management Program</li> <li>5.6 Lift Truck Program</li> <li>5.7 Machine Shop Safety Program</li> <li>5.8 Outdoor Spills Management Program</li> </ol> </li> </ol>

## FORM OF THE TRAINING UNIT (TU)

<b>NAME OF THE TU</b>	PROFILE AND POTENTIAL OF THE ENTREPRENEUR - DIAGNOSIS / DEVELOPMENT
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<b>TU CODE</b>	SOS	004	<b>WORKLOAD:</b>	25	hours
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### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Explain the concept of entrepreneurship.</li> <li>▪ Identify the advantages and risks of being an entrepreneur.</li> <li>▪ Apply diagnostic tools and self-diagnosis of entrepreneurial skills.</li> <li>▪ Analyze personal profile and potential as an entrepreneur.</li> <li>▪ Identify the technical and behavioral development needs, in order to favor the entrepreneurial potential.</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1. Entrepreneurship                             <ol style="list-style-type: none"> <li>1.1. Concept of entrepreneurship</li> <li>1.2. Advantages of being an entrepreneur</li> <li>1.3. Entrepreneurial spirit versus entrepreneurship</li> </ol> </li> <li>2. Self-diagnosis of entrepreneurial skills                             <ol style="list-style-type: none"> <li>2.1. Diagnosis of the life experience</li> <li>2.2. Diagnosis of knowledge of "professional realities"</li> <li>2.3. Determination of the "own profile" and self-knowledge</li> <li>2.4. Self-diagnosis of personal motivations to become an entrepreneur</li> </ol> </li> <li>3. Characteristics and key competences of the entrepreneur profile                             <ol style="list-style-type: none"> <li>3.1. Personal                                     <ol style="list-style-type: none"> <li>3.1.1. Self-confidence and self-motivation</li> <li>3.1.2. Ability to take decisions and take risks</li> </ol> </li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>3.1.3. Persistence and resilience</li> <li>3.1.4. Persuasion</li> <li>3.1.5. Implementation</li> <li>3.2. Techniques                             <ol style="list-style-type: none"> <li>3.2.1. Business and customer orientation area</li> <li>3.2.2. ICT planning, organization and mastery</li> <li>3.2.3. Leadership and teamwork</li> </ol> </li> <li>4. Factors that inhibit entrepreneurship</li> <li>5. Diagnosis of the entrepreneur's needs                             <ol style="list-style-type: none"> <li>5.1. Needs of personal character</li> <li>5.2. Technical requirements</li> </ol> </li> <li>6. Entrepreneur - self-assessment                             <ol style="list-style-type: none"> <li>6.1. Self-assessment questionnaire and its verification of its suitability to the behavioral profile of the entrepreneur</li> </ol> </li> </ol>

## FORM OF THE TRAINING UNIT (TU)

<b>NAME OF THE TU</b>	ETHICS AND CORPORATE SOCIAL RESPONSIBILITY - A DEMAND				
<b>TU CODE</b>	SOS	005		<b>WORKLOAD:</b>	25 hours

### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES
<ul style="list-style-type: none"> <li>▪ Know the concepts, models, instruments and best practices that are the basis of sustainable growth;</li> <li>▪ Recognize the importance of ethics and social responsibility in companies.</li> <li>▪ Identify and apply methodologies that allow stakeholders to be involved</li> <li>▪ Contribute to the creation of an ethical culture and with CSR.</li> </ul>
CONTENTS
<p>1 Concepts</p> <ul style="list-style-type: none"> <li>1.1 Sustainable development</li> <li>1.2 Social responsibility</li> <li>1.3 Ethics in companies</li> </ul> <p>2 Social responsibility and ethics in the context of sustainable development</p> <ul style="list-style-type: none"> <li>2.1 Challenges and Opportunities</li> <li>2.2 Tools for implementation and control of social responsibility</li> <li>2.3 Methodologies of identification, serialization and stakeholder involvement</li> <li>2.4 Definition and implementation of a social responsibility policy</li> <li>2.5 Communication, marketing and social responsibility</li> <li>2.6 Analysis of success cases where these concepts have been integrated into the corporate management models</li> </ul>

## FORM OF THE TRAINING UNIT (TU)

<b>NAME OF THE TU</b>	EMOTIONAL INTELLIGENCE				
<b>TU CODE</b>	SOS	006	<b>WORKLOAD:</b>	25	hours

### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES	
<ul style="list-style-type: none"> <li>▪ Recognize the assistant as the driving force behind the customer relationship activity.</li> <li>▪ Create a positive customer experience.</li> <li>▪ Identify the customer's experiential cycle.</li> <li>▪ Recognize the importance of intrapersonal and interpersonal relationships.</li> <li>▪ Recognize the importance of the assistant as a generator of positive emotions.</li> </ul>	
CONTENTS	
<ol style="list-style-type: none"> <li>1) Interpersonal relationship styles                             <ol style="list-style-type: none"> <li>a) Passive</li> <li>b) Aggressive</li> <li>c) Manipulator</li> <li>d) Assertive</li> </ol> </li> <li>2) Emotional intelligence                             <ol style="list-style-type: none"> <li>a) Functioning of emotional intelligence</li> <li>b) Importance of intrapersonal and interpersonal relationships</li> <li>c) Emotional competences</li> <li>d) Development of emotional competences</li> <li>e) The assistant as a driving force of the customer relationship activity</li> <li>f) Positive customer experience</li> <li>g) Customer experiential cycle</li> <li>h) Importance of the assistant as a generator of positive emotions</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>3) Characteristics of an assistant                             <ol style="list-style-type: none"> <li>a) Profile of an assistant</li> <li>b) Mission of the customer service</li> </ol> </li> <li>4) Emotional intelligence and creativity in the ability to communicate                             <ol style="list-style-type: none"> <li>a) The added value of emotional intelligence in the ability to communicate Developing emotional competencies in relationships with others</li> <li>b) Development of listening skills in relation to others</li> </ol> </li> <li>5) Identify and develop your level of empathy with others</li> <li>6) Strengthening the capacity to stimulate groups                             <ol style="list-style-type: none"> <li>a) Group motivation strategies</li> <li>b) Emotional skills and conflict management in groups (work / training)</li> </ol> </li> </ol>

## FORM OF THE TRAINING UNIT (TU)

<b>NAME OF THE TU</b>	CRITICAL THINKING				
<b>TU CODE</b>	SOS	007	<b>WORKLOAD:</b>	25	hours

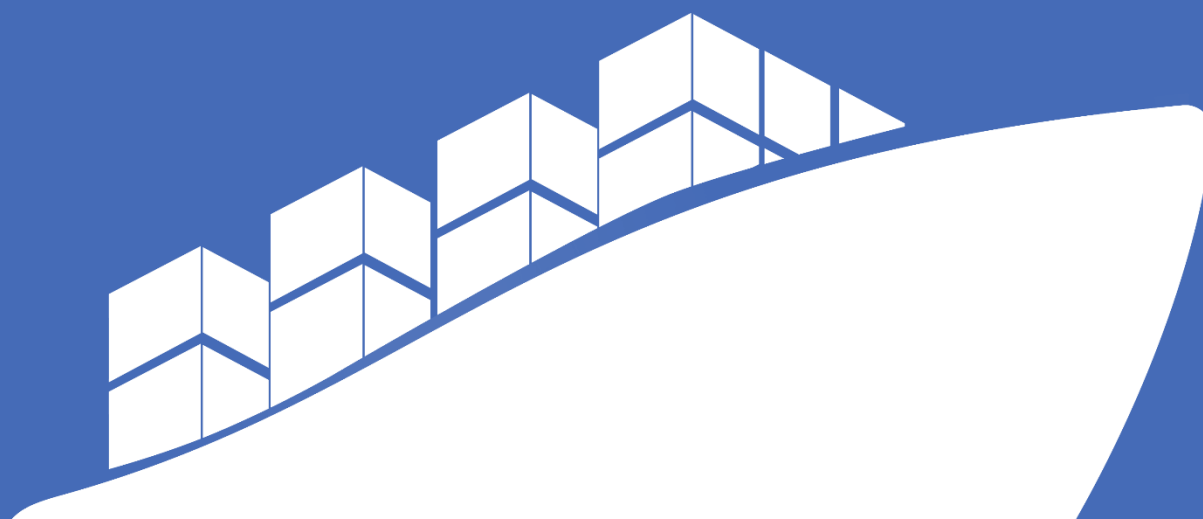
### TRAINING ACHIEVEMENTS

*This Training Unit includes the following professional achievements:*

LEARNING OBJECTIVES
<ul style="list-style-type: none"> <li>▪ Develop attitudes of active and intervening observer;</li> <li>▪ Ponder new ideas and concepts;</li> <li>▪ Reflect in a more structured, comprehensive and profound way;</li> <li>▪ Manage information in order to obtain more reliable results;</li> <li>▪ Communicate in an authentic way, clearly expressing the point of view and listening carefully different points of view, in a search for a deep understanding of them.</li> </ul>
CONTENTS
<ol style="list-style-type: none"> <li>1. Approaches to Critical Thinking</li> <li>2. Strategies and methods of promotion of critical thinking</li> <li>3. Characteristics and obstacles to critical thinking</li> <li>4. Elements of thought: objective, question, assumptions, implications and consequences, information, concepts, conclusions, point of view, alternatives, context</li> <li>5. Criteria of critical thinking: clarity, accuracy, relevance, sufficiency, depth, amplitude, precision</li> <li>6. Read and write critically</li> <li>7. Critical Thinking in the context of an activity. the reflective practitioner.</li> </ol>

# ONBOARD

[www.onboard-project.eu](http://www.onboard-project.eu)



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