



# LOGS12001 *Improve Logistics Performance*

## Term 1 - 2018

Profile information current as at 02/05/2024 07:02 am

All details in this unit profile for LOGS12001 have been officially approved by CQUniversity and represent a learning partnership between the University and you (our student). The information will not be changed unless absolutely necessary and any change will be clearly indicated by an approved correction included in the profile.

## General Information

### Overview

The unit follows from the foundation laid in the first year units to develop an applied framework on how effective management of staff can improve the performance of the Logistics function of an organisation. Building on the frontline people-related skills developed in first year, this unit takes a more tactical approach and considers the various approaches to management of human resources in Logistical contexts.

### Details

Career Level: *Undergraduate*

Unit Level: *Level 2*

Credit Points: 6

Student Contribution Band: 10

Fraction of Full-Time Student Load: 0.125

### Pre-requisites or Co-requisites

There are no requisites for this unit.

Important note: Students enrolled in a subsequent unit who failed their pre-requisite unit, should drop the subsequent unit before the census date or within 10 working days of Fail grade notification. Students who do not drop the unit in this timeframe cannot later drop the unit without academic and financial liability. See details in the [Assessment Policy and Procedure \(Higher Education Coursework\)](#).

### Offerings For Term 1 - 2018

- Distance

### Attendance Requirements

All on-campus students are expected to attend scheduled classes - in some units, these classes are identified as a mandatory (pass/fail) component and attendance is compulsory. International students, on a student visa, must maintain a full time study load and meet both attendance and academic progress requirements in each study period (satisfactory attendance for International students is defined as maintaining at least an 80% attendance record).

### Website

[This unit has a website, within the Moodle system, which is available two weeks before the start of term. It is important that you visit your Moodle site throughout the term. Please visit Moodle for more information.](#)

## Class and Assessment Overview

### Recommended Student Time Commitment

Each 6-credit Undergraduate unit at CQUniversity requires an overall time commitment of an average of 12.5 hours of study per week, making a total of 150 hours for the unit.

### Class Timetable

#### [Regional Campuses](#)

Bundaberg, Cairns, Emerald, Gladstone, Mackay, Rockhampton, Townsville

#### [Metropolitan Campuses](#)

Adelaide, Brisbane, Melbourne, Perth, Sydney

### Assessment Overview

#### 1. **Group Discussion**

Weighting: 20%

#### 2. **Written Assessment**

Weighting: 35%

#### 3. **Written Assessment**

Weighting: 45%

### Assessment Grading

This is a graded unit: your overall grade will be calculated from the marks or grades for each assessment task, based on the relative weightings shown in the table above. You must obtain an overall mark for the unit of at least 50%, or an overall grade of 'pass' in order to pass the unit. If any 'pass/fail' tasks are shown in the table above they must also be completed successfully ('pass' grade). You must also meet any minimum mark requirements specified for a particular assessment task, as detailed in the 'assessment task' section (note that in some instances, the minimum mark for a task may be greater than 50%). Consult the [University's Grades and Results Policy](#) for more details of interim results and final grades.

## CQUniversity Policies

**All University policies are available on the [CQUniversity Policy site](#).**

You may wish to view these policies:

- Grades and Results Policy
- Assessment Policy and Procedure (Higher Education Coursework)
- Review of Grade Procedure
- Student Academic Integrity Policy and Procedure
- Monitoring Academic Progress (MAP) Policy and Procedure – Domestic Students
- Monitoring Academic Progress (MAP) Policy and Procedure – International Students
- Student Refund and Credit Balance Policy and Procedure
- Student Feedback – Compliments and Complaints Policy and Procedure
- Information and Communications Technology Acceptable Use Policy and Procedure

This list is not an exhaustive list of all University policies. The full list of University policies are available on the [CQUniversity Policy site](#).

## Unit Learning Outcomes

### On successful completion of this unit, you will be able to:

1. Question and explain the link between logistics performance and the engagement model for human resources.
2. Articulate and practice key skills for effective supervision and management in Logistics environments.
3. Display self- awareness of own management and leadership style.
4. Critically analyse and apply problem solving and conflict resolution skills and techniques.
5. Define and provide impactful feedback and motivation for staff.
6. Describe and discuss the foundational principles of change management to facilitate improvements in logistics environments.

## Alignment of Learning Outcomes, Assessment and Graduate Attributes



### Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes					
	1	2	3	4	5	6
1 - Group Discussion - 20%	•	•	•			
2 - Written Assessment - 35%		•	•	•	•	
3 - Written Assessment - 45%	•	•	•	•	•	•

### Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes					
	1	2	3	4	5	6
1 - Communication	•	•	•	•	•	•
2 - Problem Solving		•		•	•	•
3 - Critical Thinking	•	•	•	•	•	•
4 - Information Literacy						
5 - Team Work	•	•		•	•	•
6 - Information Technology Competence						
7 - Cross Cultural Competence	•	•		•	•	•
8 - Ethical practice	•	•	•	•	•	•
9 - Social Innovation						

## Graduate Attributes

## Learning Outcomes

1 2 3 4 5 6

### 10 - Aboriginal and Torres Strait Islander Cultures

## Alignment of Assessment Tasks to Graduate Attributes

### Assessment Tasks

### Graduate Attributes

1 2 3 4 5 6 7 8 9 10

#### 1 - Group Discussion - 20%

•	•	•	•	•	•	•	•	•		
•	•	•	•	•			•	•		
•	•	•	•	•			•	•		

#### 2 - Written Assessment - 35%

#### 3 - Written Assessment - 45%

## Textbooks and Resources

### Textbooks

LOGS12001

#### Prescribed

#### Human Resource Management in Australia

5th Edition (2014)

Authors: Kramar, R., Bartram, T., De Cieri, H., Noe, R.A., Hollenbeck, J.R., Gerhart, B. and Wright, P.M.

McGraw-Hill

North Ryde, New South Wales, Australia

Binding: Paperback

[View textbooks at the CQUniversity Bookshop](#)

### IT Resources

#### You will need access to the following IT resources:

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)

## Referencing Style

All submissions for this unit must use the referencing style: [American Psychological Association 6th Edition \(APA 6th edition\)](#)

For further information, see the Assessment Tasks.

## Teaching Contacts

**Brian Carr** Unit Coordinator

[b.carr@cqu.edu.au](mailto:b.carr@cqu.edu.au)

## Schedule

**Week 1 - 05 Mar 2018**

Module/Topic	Chapter	Events and Submissions/Topic
Introduction	<b>Chapters 1 and 2 of the textbook</b>	Address questions 3 and 5 on p.45 of the text book and post responses on the news forum. Issue A1 and undertake tutorial on requirements.

**Week 2 - 12 Mar 2018**

Module/Topic	Chapter	Events and Submissions/Topic
Creating and Sustaining Competitive Human Resources	<b>Chapter 5 of the textbook.</b> Journal readings	<b>Address questions 2 and 5 on p.169 of the text book and post responses on the news forum.</b>

**Week 3 - 19 Mar 2018**

Module/Topic	Chapter	Events and Submissions/Topic
<b>Employee Engagement and Associated Models</b>	<b>Journal readings</b>	<b>How would you describe the typical behaviours of your staff that are loyal and committed? Post response to the news forum.</b>

**Week 4 - 26 Mar 2018**

Module/Topic	Chapter	Events and Submissions/Topic
<b>Employee Management Responsibilities - Performance Appraisals</b>	<b>Chapter 10 and chapter in the text book.</b> Journal readings	<b>Issue A2 case study and undertake tutorial in relation to requirements. Address questions 2, 6 and 11 on p.364 of the text book. Post response to the news forum.</b>

**Week 5 - 02 Apr 2018**

Module/Topic	Chapter	Events and Submissions/Topic
<b>Performance Feedback for Staff</b>	<b>Journal readings</b>	

**Vacation Week - 09 Apr 2018**

Module/Topic	Chapter	Events and Submissions/Topic

**Week 6 - 16 Apr 2018**

Module/Topic	Chapter	Events and Submissions/Topic

Introduction to the Tools of Continuous Improvement      Journal readings

**Submit A2.**

Identify an opportunity to improve your workplace. Decide what tool (s) you would use and justify your choices.

Provide some examples of how a logistics manager may reduce the carbon footprint (for example, use of energy or reducing waste) within an enterprise.  
Post responses to the news forum.

**Academic Essay** Due: Week 6  
Thursday (19 Apr 2018) 3:00 pm AEST

**Week 7 - 23 Apr 2018**

Module/Topic	Chapter	Events and Submissions/Topic
Leading and Managing Staff and Skills Development	<b>Chapter 11 (pp. 383 - 403) in the text book.</b> Journal readings	<b>Address question 3 on pp. 406-407 in the text book and post response on the news forum.</b>

**Week 8 - 30 Apr 2018**

Module/Topic	Chapter	Events and Submissions/Topic
Problem Solving and Techniques	Journal readings	

**Week 9 - 07 May 2018**

Module/Topic	Chapter	Events and Submissions/Topic
HR and Conflict Resolution	Chapter 13 and chapter 15 pp. 533 - 546 in the text book.  Journal readings	

**Week 10 - 14 May 2018**

Module/Topic	Chapter	Events and Submissions/Topic
Foundational Principles of Change Management To Facilitate Improvements in Logistics Environments.	Journal readings	Issue A3 case study and undertake tutorial in relation to requirements.

**Week 11 - 21 May 2018**

Module/Topic	Chapter	Events and Submissions/Topic
Motivation of Organisational Employees.	Journal readings	<b>Compare and contrast extrinsic and intrinsic motivation. What is your experience of motivating staff?</b>  <b>Describe your behaviours and list some outcomes.</b>  <b>Post responses on the news forum.</b> Submit A1.

**Group Work** Due: Week 11 Thursday (24 May 2018) 3:00 pm AEST

**Week 12 - 28 May 2018**

Module/Topic	Chapter	Events and Submissions/Topic
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Future Challenges in Logistics  
Operations and Course Review.

Submit A3.

**Business Report** Due: Week 12  
Thursday (31 May 2018) 3:00 pm AEST

### Review/Exam Week - 04 Jun 2018

Module/Topic	Chapter	Events and Submissions/Topic
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### Exam Week - 11 Jun 2018

Module/Topic	Chapter	Events and Submissions/Topic
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## Assessment Tasks

### 1 Group Work

#### Assessment Type

Group Discussion

#### Task Description

Participants will be required to post a 150 word topic discussion for each of the questions addressed in the News Forum as well as write an approximately 150 word commentary on posts by your colleagues.

Students will need to make at least four posts (two self-generated posts plus two posts on colleagues' forums). These comments should be based on weekly readings and webinars. This assessment is to be submitted in Week 11 as a portfolio. The total word count for the piece is 600 words (+/- 10%).

#### Assessment Due Date

Week 11 Thursday (24 May 2018) 3:00 pm AEST

#### Return Date to Students

Week 11 Thursday (24 May 2018)

Posted on line to Moodle

#### Weighting

20%

#### Assessment Criteria

Evidence of engagement and discussion. 20

Demonstration of theoretical knowledge and application of theory to an organisational situation. 30

Relevant and justified critiques of other participants' answers to review questions. 20

Application of SIX (6) relevant academic journal articles and appropriate reference to the prescribed textbook. 15

Clarity of expression/grammar and correct spelling using Australian English. 5

Appropriate presentation in an essay format within a maximum 150 words (+/-10%) per entry (penalties apply for exceeding this limit). 5

Citation and APA references - 5 marks

#### Referencing Style

- [American Psychological Association 6th Edition \(APA 6th edition\)](#)

#### Submission

Online

#### Submission Instructions

Posted on line to Moodle

#### Learning Outcomes Assessed

- Question and explain the link between logistics performance and the engagement model for human resources.
- Articulate and practice key skills for effective supervision and management in Logistics environments.
- Display self- awareness of own management and leadership style.

#### Graduate Attributes

- Communication
- Problem Solving
- Critical Thinking
- Information Literacy
- Team Work
- Information Technology Competence
- Cross Cultural Competence
- Ethical practice

## 2 Academic Essay

### Assessment Type

Written Assessment

### Task Description

Assessment task 2 requires the writing of an academic essay. This essay should be an 'argumentative essay', and must therefore contain an argument that is used as the structuring element of the paper. Students will be given a short case study that describes a manufacturing organisation that is going through a process of growth and change. The purpose of the essay is to identify the operational problems within the case, and to identify root causes of the problems that are evident. Students are expected to engage in extensive research within the academic literature relating to identifying problems in logistics management. Recall, it is a problem-centered exercise rather than a solution-focused task.

The word count limit for this report is 1500.

### Assessment Due Date

Week 6 Thursday (19 Apr 2018) 3:00 pm AEST

### Return Date to Students

Week 8 Thursday (3 May 2018)

### Weighting

35%

### Assessment Criteria

A thorough knowledge and critical analysis of the problem(s) identified in the case study expressed within a well-developed academic essay. 20

A critical review of the academic literature relevant to the problem(s) identified in the case study. This should be embedded in the discussion, not presented separately. 20

Appropriateness of evidence-based responses to the case study questions including an effective analysis of the situation along with relevant commentary on the issues of concern. 20

Appropriate use of argument within the paper, including a properly constructed introduction and persuasive conclusion. 10

Application of EIGHT (8) relevant academic journal articles and appropriate reference to the prescribed textbook.15

Clarity of expression/grammar and correct spelling using Australian English. 5

Strict conformity to referencing style of the Author-date system of referencing as set out in the Publication Manual of the American Psychological Association, Sixth Edition (Refer to the Abridged Guide to APA Referencing Style).5

Appropriate presentation in an essay format within a maximum 1500 words (+/-10%) (penalties apply for exceeding this limit).5

### Referencing Style

- [American Psychological Association 6th Edition \(APA 6th edition\)](#)

### Submission

Online

### Submission Instructions

Posted on line to Moodle



## Learning Outcomes Assessed

- Articulate and practice key skills for effective supervision and management in Logistics environments.
- Display self-awareness of own management and leadership style.
- Critically analyse and apply problem solving and conflict resolution skills and techniques.
- Define and provide impactful feedback and motivation for staff.

## Graduate Attributes

- Communication
- Problem Solving
- Critical Thinking
- Information Literacy
- Team Work
- Cross Cultural Competence
- Ethical practice

## 3 Business Report

### Assessment Type

Written Assessment

### Task Description

Assessment task 3 requires the writing of a business report. The report should be designed as a management document that can be used to implement recommended changes. It should include a comprehensive analysis of the current situation using logistics management theory, models and frameworks including a root cause analysis. The report should also contain recommendations and an implementation plan. Students are expected to engage in extensive research within the academic literature relating to best practice and continuous quality improvement in logistics management. Some research into the industry in question might also help students develop a more robust understanding of the information in the case.

### Assessment Due Date

Week 12 Thursday (31 May 2018) 3:00 pm AEST

### Return Date to Students

Results will be released after Certification of Grades.

### Weighting

45%

### Assessment Criteria

A thorough knowledge and critical analysis of the problem(s) identified in the case study expressed within a well-developed report.20

Appropriate and well structured, concise and clear expression of logistics management arguments.10

Appropriateness of evidence-based responses to the case study questions including an effective analysis of the situation along with relevant commentary on the issues of concern.15

Clear flow of thought throughout the paper with a clear and succinct purpose described in the introduction and a clear and succinct conclusion.15

Recommendations that are convincingly argued in the report and the action plan is feasible.10

Application of TWELVE (12) relevant academic journal articles and appropriate reference to the prescribed textbook.15

Clarity of expression/grammar and correct spelling using Australian English.5

Strict conformity to referencing style of the Author-date system of referencing as set out in the Publication Manual of the American Psychological Association, Sixth Edition (Refer to the Abridged Guide to APA Referencing Style). 5

Appropriate presentation in a report format within a maximum 2500 words (+/-10%) (penalties apply for exceeding this limit).5

### Referencing Style

- [American Psychological Association 6th Edition \(APA 6th edition\)](#)

**Submission**

Online

**Learning Outcomes Assessed**

- Question and explain the link between logistics performance and the engagement model for human resources.
- Articulate and practice key skills for effective supervision and management in Logistics environments.
- Display self- awareness of own management and leadership style.
- Critically analyse and apply problem solving and conflict resolution skills and techniques.
- Define and provide impactful feedback and motivation for staff.
- Describe and discuss the foundational principles of change management to facilitate improvements in logistics environments.

**Graduate Attributes**

- Communication
- Problem Solving
- Critical Thinking
- Information Literacy
- Team Work
- Cross Cultural Competence
- Ethical practice

## Academic Integrity Statement

As a CQUniversity student you are expected to act honestly in all aspects of your academic work.

Any assessable work undertaken or submitted for review or assessment must be your own work. Assessable work is any type of work you do to meet the assessment requirements in the unit, including draft work submitted for review and feedback and final work to be assessed.

When you use the ideas, words or data of others in your assessment, you must thoroughly and clearly acknowledge the source of this information by using the correct referencing style for your unit. Using others' work without proper acknowledgement may be considered a form of intellectual dishonesty.

Participating honestly, respectfully, responsibly, and fairly in your university study ensures the CQUniversity qualification you earn will be valued as a true indication of your individual academic achievement and will continue to receive the respect and recognition it deserves.

As a student, you are responsible for reading and following CQUniversity's policies, including the [Student Academic Integrity Policy and Procedure](#). This policy sets out CQUniversity's expectations of you to act with integrity, examples of academic integrity breaches to avoid, the processes used to address alleged breaches of academic integrity, and potential penalties.

### What is a breach of academic integrity?

A breach of academic integrity includes but is not limited to plagiarism, self-plagiarism, collusion, cheating, contract cheating, and academic misconduct. The Student Academic Integrity Policy and Procedure defines what these terms mean and gives examples.

### Why is academic integrity important?

A breach of academic integrity may result in one or more penalties, including suspension or even expulsion from the University. It can also have negative implications for student visas and future enrolment at CQUniversity or elsewhere. Students who engage in contract cheating also risk being blackmailed by contract cheating services.

### Where can I get assistance?

For academic advice and guidance, the [Academic Learning Centre \(ALC\)](#) can support you in becoming confident in completing assessments with integrity and of high standard.

### What can you do to act with integrity?



#### Be Honest

If your assessment task is done by someone else, it would be dishonest of you to claim it as your own



#### Seek Help

If you are not sure about how to cite or reference in essays, reports etc, then seek help from your lecturer, the library or the Academic Learning Centre (ALC)



#### Produce Original Work

Originality comes from your ability to read widely, think critically, and apply your gained knowledge to address a question or problem