
STUDENT MANUAL

Certificate Course in Integrated Supply Chain Management (ISCM)

Offered by East West University

In Collaboration with USAID and BAFFA


About the Program


In today's interconnected global economy, the ability to manage supply chains is critical to organizational success. This course empowers participants with essential knowledge and practical skills in logistics, freight forwarding, warehousing, procurement, transportation, and customer service.


The program is meticulously designed by industry experts and academic leaders, aligning with Bangladesh's National Logistics Policy and global best practices. It is ideal for professionals, students, and career changers seeking to enter or advance in the dynamic field of supply chain management.

Key Highlights

- Developed by USAID & BAFFA
 - Industry-driven curriculum
 - **Delivered by experienced faculty with international exposure and industry practitioners**
 - Study tour and practical visits
 - Certification pathway: Basic → Advanced → Diploma
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Certificate Course in Integrated Supply Chain Management (ISCM)

Course Overview

The Certificate Course in Integrated Supply Chain Management (ISCM) is a professional training program designed to develop foundational competencies in supply chain, logistics, and international trade. It provides participants with a practical, hands-on understanding of how goods and information flow across domestic and global networks — from suppliers to consumers.

Offered in collaboration with the **United States Agency for International Development (USAID)** and the **Bangladesh Freight Forwarders Association (BAFFA)**, this course is tailored to the specific challenges and opportunities of the Bangladeshi trade and logistics landscape while maintaining global relevance. It emphasizes both **conceptual frameworks** and **real-world applications**, preparing participants for dynamic roles in freight forwarding, warehousing, customs, procurement, multimodal transport, and customer service.

Through interactive lectures, case studies, industrial visits, group projects, and assessments, learners will explore essential topics such as transportation modes, warehousing procedures, trade payment systems, port and cargo operations, safety regulations, and technology-enabled supply chain solutions and distribution systems.

Whether participants are aspiring professionals or working practitioners, the course equips them with the operational skills, critical thinking, and strategic perspective needed to succeed in today's interconnected supply chain environment and contribute meaningfully to organizational and national trade efficiency.

Course Objectives

- Understand key supply chain concepts, terms, and actors.
- Analyze logistics, transportation, and trade documentation processes.
- Apply integrated supply chain practices across different industry sectors.
- Engage in field visits and case-based learning.

Course Learning Outcomes

Upon completion, participants will be able to:

- Comprehend and articulate the elements of modern supply chains.

- Assess documentation and operational procedures in freight and trade.
- Navigate legal, regulatory, and global institutional frameworks.
- Propose improvements to supply chain practices.

Program Modules

Basic (Level 1)	Module Title
Module 1	Introduction to Supply Chain, Logistics, Freight Transportation, and International Trade
Module 2	Air, Sea, Road, Rail, and Inland Waterway Transport
Module 3	Customs Procedures
Module 4	International Trade Payment and Documentary Credit Operations
Module 5	Safety & Security and ICT
Module 6	Customer Service

Course Hour allocation

Component	Details	Total Hours
Module 1	4 classes × 3 hours	12
Module 2	4 classes × 3 hours	12
Additional session	1 class × 2 hours	2
Module 3	4 classes × 3 hours	12
Module 4	4 classes × 3 hours	12
Additional session	1 class × 2 hours	2
Module 5	4 classes × 3 hours	12
Module 6	4 classes × 3 hours	12
Study Tour	1 tour × 6 hours	6
Additional session	1 class × 2 hours	2
Total		84

Assessment Tools

Component	Description	Weight
Quiz	Short-in-class quizzes: A total of three quizzes will be conducted. One at the end of Module 2, the second at the end of Module 4, and the final one at the end of Module 6	30%
Assignment (Individual)	Practical case or document-based exercises	20%
Individual assessment		50%
Project	Group project submission and presentation (30% - report writing and 10% - presentation)	40%
Study Tour	Industrial visit & group presentation	10%
Group assessment		50%
		Total 100%

Note: To successfully complete the course, **participants must achieve a minimum overall score of 60%** across all components combined.

