

Course Unit Descriptor

Study Programme: Traffic Engineering			
Course Unit Title: Postal Services and Networks			
Course Unit Code: S01327			
Name of Lecturer(s): Kujačić Momčilo			
Type and Level of Studies: Bachelor level			
Course Status (compulsory/elective): compulsory			
Semester (winter/summer): Summer			
Language of instruction: English			
Mode of course unit delivery (face-to-face/distance learning): Face-to-face			
Number of ECTS Allocated: 6			
Prerequisites: None			
Course Aims: Gaining basic knowledge about the characteristics of postal services and specific characteristics of postal network.			
Learning Outcomes: Knowledge about technological processes in specific procedures in post office, quality standards, control and organization of network.			
Syllabus: Postal services (market characteristics and modern trends in postal services market; marketing concept in the function of development of postal traffic, classification of postal services and types of mail, monetary services in the post office, payments). Postal network. Structure of postal network. Development of postal network units. Zip code and address code. Technological processes in postal traffic. Characteristics of technological processes in postal traffic (receipt, dispatch, transport, arrival and delivery of the consignment). Specific procedures in postal traffic. Quality in postal traffic. Control in postal traffic.			
Required Reading: Relevant literature in English TBD			
Weekly Contact Hours: 6		Lectures: 3	Practical work: 3
Teaching Methods: Lectures and practice classes.			
Knowledge Assessment (maximum of 100 points):			
Pre-exam obligations	points	Final exam	points
Lecture attendance	5	Oral part of the exam	50
Exercise attendance	5	Written part of the exam	20
Term paper	20		
The methods of knowledge assessment may differ; the table presents only some of the options: written exam, oral exam, project presentation, seminars, etc.			