



## AMERICAN INSTITUTE OF TECHNOLOGY

### 35 Wellington St, Freetown, Sierra Leone

### CURRICULUM SCHOOL OF BUSINESS

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## 1. Accounting

Here's a comprehensive curriculum for a Two-Year Accounting program, structured to provide both foundational knowledge and practical skills required for a career in accounting. The program is designed to cover key topics such as financial accounting, managerial accounting, taxation, auditing, and accounting software tools, while also offering some exposure to ethics and business law.

### ### \*\*Two-Year Accounting Program Curriculum\*\*

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#### ### \*\*Semester 1: Introduction to Accounting and Business Principles\*\*

\*\*Duration: 4 months\*\*

##### #### \*\*1. Introduction to Financial Accounting\*\*

- \*\*Duration\*\*: 15 weeks

- \*\*Topics Covered\*\*:

- Overview of Accounting Principles
- The Accounting Cycle
- Journal Entries and General Ledger
- Financial Statements (Income Statement, Balance Sheet, Statement of Cash Flows)
- Basic Accounting for Assets, Liabilities, and Equity

- \*\*Learning Outcomes\*\*:

- Understand the role of accounting in business operations.
- Ability to prepare basic financial statements.

##### #### \*\*2. Business Mathematics for Accounting\*\*

- \*\*Duration\*\*: 15 weeks

- \*\*Topics Covered\*\*:

- Financial Ratios and Time Value of Money
- Discounting and Compounding Techniques
- Costing, Budgeting, and Forecasting

- \*\*Learning Outcomes\*\*:

- Apply mathematical tools for decision-making in accounting.
- Master basic financial mathematics relevant to accounting.

##### #### \*\*3. Managerial Accounting\*\*

- \*\*Duration\*\*: 15 weeks

- \*\*Topics Covered\*\*:

- Cost Behavior and Costing Systems
- Break-even Analysis
- Budgeting and Variance Analysis
- Job Order and Process Costing

- \*\*Learning Outcomes\*\*:

- Develop an understanding of internal financial management for businesses.
- Prepare and analyze cost-related financial data for decision-making.

##### #### \*\*4. Accounting Software (Intro to QuickBooks or Excel for Accounting)\*\*

- \*\*Duration\*\*: 15 weeks



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#### - **Topics Covered**:

- Introduction to QuickBooks
- Basic Excel Functions for Accounting (Formulas, Pivot Tables, and Financial Statements)
- Chart of Accounts Setup and Maintenance
- **Learning Outcomes**:
  - Develop proficiency in accounting software tools.
  - Use Excel for financial analysis and accounting tasks.

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#### #### **Semester 2: Intermediate Accounting and Taxation\*\***

**Duration:** 4 months\*\*

##### #### **1. Intermediate Financial Accounting\*\***

- **Duration**: 15 weeks
- **Topics Covered**:
  - Revenue Recognition and Expenses
  - Current vs. Non-Current Assets
  - Depreciation Methods and Impairments
  - Shareholders' Equity and Dividends
- **Learning Outcomes**:
  - Prepare more complex financial statements.
  - Understand accounting for different asset classes and equity transactions.

##### #### **2. Taxation\*\***

- **Duration**: 15 weeks
- **Topics Covered**:
  - Introduction to Taxation Systems
  - Individual vs. Corporate Taxes
  - Taxable Income and Deductions
  - Tax Filing Procedures (Individual and Business)
- **Learning Outcomes**:
  - Understand the basics of tax law and filing.
  - Calculate taxable income for individuals and businesses.

##### #### **3. Auditing and Internal Controls\*\***

- **Duration**: 15 weeks
- **Topics Covered**:
  - Introduction to Auditing Standards
  - Types of Audits (Internal vs. External)
  - Internal Control Systems and Risk Management
  - Audit Procedures and Reporting
- **Learning Outcomes**:
  - Understand the role of auditing in ensuring financial integrity.
  - Develop an understanding of internal control and its importance in accounting.

##### #### **4. Business Law for Accountants\*\***

- **Duration**: 15 weeks
- **Topics Covered**:
  - Contract Law and Business Structures
  - Legal Considerations in Financial Reporting
  - Ethics in Accounting and Financial Regulations
  - Intellectual Property in Business



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#### **- \*\*Learning Outcomes\*\*:**

- Learn the legal environment within which businesses and accountants operate.
- Understand the ethical issues surrounding accounting and financial reporting.

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#### **### \*\*Semester 3: Advanced Topics and Practical Application\*\***

**\*\*Duration: 4 months\*\***

##### **#### \*\*1. Advanced Financial Accounting\*\***

###### **- \*\*Duration\*\*:** 15 weeks

###### **- \*\*Topics Covered\*\*:**

- Consolidated Financial Statements
- Accounting for Mergers and Acquisitions
- International Financial Reporting Standards (IFRS)
- Foreign Currency Transactions and Hedging

###### **- \*\*Learning Outcomes\*\*:**

- Master complex financial accounting topics such as consolidation and international standards.
- Prepare financial statements for multinational and diversified companies.

##### **#### \*\*2. Cost Accounting\*\***

###### **- \*\*Duration\*\*:** 15 weeks

###### **- \*\*Topics Covered\*\*:**

- Activity-Based Costing (ABC)
- Standard Costing and Variance Analysis
- Relevant Costing for Decision Making
- Cost-Volume-Profit Analysis

###### **- \*\*Learning Outcomes\*\*:**

- Implement advanced costing methods to analyze business decisions.
- Develop accurate cost systems to support management planning.

##### **#### \*\*3. Financial Analysis and Decision Making\*\***

###### **- \*\*Duration\*\*:** 15 weeks

###### **- \*\*Topics Covered\*\*:**

- Ratio Analysis and Trend Analysis
- Capital Budgeting and Investment Appraisal
- Forecasting Financial Performance
- Business Valuation Techniques

###### **- \*\*Learning Outcomes\*\*:**

- Use financial data to support strategic business decisions.
- Understand how to assess business performance and profitability.

##### **#### \*\*4. Accounting Internship or Capstone Project\*\***

###### **- \*\*Duration\*\*:** 15 weeks

###### **- \*\*Topics Covered\*\*:**

- Hands-on experience in a real-world accounting environment.
- Application of all learning through case studies or work assignments.

###### **- \*\*Learning Outcomes\*\*:**

- Gain practical experience in the field of accounting.
- Showcase skills developed throughout the program via a capstone project.

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#### #### \*\*Program Summary\*\*

\*\*Duration\*\*: Two-Years

- \*\*Total Credits\*\*: Approximately 60 credits

- \*\*Core Skills Acquired\*\*:

- Financial accounting and reporting
- Managerial accounting for business decisions
- Taxation principles and filings
- Audit and internal controls
- Proficiency with accounting software
- Business law and ethics in accounting

- \*\*Capstone\*\*: Practical Internship or Real-World Project

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#### #### \*\*Additional Recommendations\*\*

- \*\*Online Resources/Certifications\*\*: Encourage students to pursue certifications like QuickBooks ProAdvisor, Xero Certification, or even the CPA (Certified Public Accountant) exam as a future career goal.
- \*\*Skill Development\*\*: Regular workshops on Excel, financial analysis, and other accounting software tools.
- \*\*Guest Speakers/Industry Panels\*\*: Invite accounting professionals to provide insights into the field and current industry trends.

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This curriculum is designed to give students a strong foundation in accounting while preparing them for both practical application and further education in the field, such as pursuing professional certifications.

## 2. Aviation Management

Here's a detailed curriculum for a \*\*Two-Year Aviation Management\*\* program. This program is designed to provide students with the knowledge and skills necessary to succeed in the aviation industry, focusing on operational, managerial, financial, and strategic aspects of aviation and air transport systems.

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#### #### \*\*Two-Year Aviation Management Program Curriculum\*\*

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#### #### \*\*Semester 1: Introduction to Aviation and Management\*\*

\*\*Duration\*\*: 4 months\*\*

##### #### \*\*1. Introduction to Aviation Management\*\*

- \*\*Duration\*\*: 15 weeks

- \*\*Topics Covered\*\*:

- Overview of the Aviation Industry: History, Structure, and Key Players



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- The Role of Airlines, Airports, and Air Traffic Control
- Regulatory Bodies in Aviation: ICAO, FAA, EASA, IATA
- Introduction to Aviation Safety and Security
- Key Terminology and Concepts in Aviation
- **Learning Outcomes**:
  - Gain a foundational understanding of the aviation industry.
  - Understand the roles and responsibilities of different aviation entities.

#### #### 2. Airline and Airport Operations\*\*

- **Duration**: 15 weeks
- **Topics Covered**:
  - Structure and Operations of Airlines: Network, Scheduling, and Fleet Management
  - Ground Services: Check-in, Baggage Handling, and Cargo Operations
  - Airport Operations: Runway Management, Gate Management, Terminal Operations
  - Managing Air Traffic and Communication with ATC
  - Airline and Airport Coordination and Collaboration
- **Learning Outcomes**:
  - Understand how airlines and airports function, focusing on operational processes.
  - Learn the key logistics involved in running day-to-day aviation operations.

#### #### 3. Aviation Safety and Security Management\*\*

- **Duration**: 15 weeks
- **Topics Covered**:
  - Regulatory Standards and Policies on Aviation Safety
  - Safety Management Systems (SMS) and Risk Management in Aviation
  - Security Management in Airports and Airlines
  - Emergency Procedures and Crisis Management in Aviation
  - The Role of Aviation Security Agencies (e.g., TSA, ICAO)
- **Learning Outcomes**:
  - Understand the importance of safety and security in aviation.
  - Learn the processes and systems in place for ensuring safety and security at airlines and airports.

#### #### 4. Introduction to Aviation Economics\*\*

- **Duration**: 15 weeks
- **Topics Covered**:
  - Economic Principles in Aviation: Demand, Supply, and Pricing
  - Airline Economics: Ticket Pricing, Yield Management, and Revenue Optimization
  - The Economics of Airports: Funding, Cost Recovery, and Investment
  - Global Aviation Market Trends and Competition
  - Environmental Impact and Economic Sustainability of Aviation
- **Learning Outcomes**:
  - Learn the basics of aviation economics and how pricing, competition, and demand shape the industry.
  - Understand the economic forces affecting airports, airlines, and air traffic systems.

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#### #### Semester 2: Advanced Aviation Management Concepts\*\*

**Duration:** 4 months\*\*

#### #### 1. Airline Financial Management\*\*

- **Duration**: 15 weeks
- **Topics Covered**:



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- Airline Financial Planning: Budgeting, Profit & Loss Statements, and Cash Flow
- Financial Performance and Key Performance Indicators (KPIs) in Aviation
- Airline Cost Structures: Fuel Costs, Labor, Maintenance, and Infrastructure
- Funding and Investment in the Aviation Industry
- Managing Airline Operations for Profitability and Efficiency
- **Learning Outcomes**:
  - Learn financial management skills specific to airlines.
  - Gain insight into financial performance analysis and profitability in aviation.

#### #### **2. Airline Marketing and Customer Relationship Management\*\***

- **Duration**: 15 weeks
- **Topics Covered**:
  - Branding, Advertising, and Promotion in the Aviation Industry
  - Customer Relationship Management (CRM) in Airlines
  - Managing Loyalty Programs and Customer Retention Strategies
  - Digital Marketing, Social Media, and E-Commerce in Aviation
  - Passenger Experience Management: From Booking to Post-Flight
- **Learning Outcomes**:
  - Learn how to market an airline and enhance customer relationships.
  - Develop skills to manage customer experience and retention programs effectively.

#### #### **3. Aviation Law and Regulations\*\***

- **Duration**: 15 weeks
- **Topics Covered**:
  - International and Domestic Aviation Laws and Treaties
  - Regulatory Bodies and Legal Frameworks in Aviation: FAA, ICAO, IATA
  - Contracts in Aviation: Air Service Agreements, Code Share Agreements, and Lease Agreements
  - Legal Issues Related to Aviation Safety, Liability, and Insurance
  - Ethics in Aviation Management and Compliance
- **Learning Outcomes**:
  - Understand the legal framework that governs aviation.
  - Learn how contracts, liability, and regulations impact airline and airport operations.

#### #### **4. Human Resource Management in Aviation\*\***

- **Duration**: 15 weeks
- **Topics Covered**:
  - Recruitment, Training, and Certification of Aviation Personnel
  - Crew Resource Management (CRM) and Communication in the Cockpit
  - Leadership, Motivation, and Team Dynamics in Aviation Operations
  - Labor Relations in the Aviation Industry: Unions, Strikes, and Negotiations
  - Cross-cultural Management in Global Aviation Companies
- **Learning Outcomes**:
  - Learn HR management techniques tailored to the aviation industry.
  - Understand the importance of leadership and teamwork in aviation operations.

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#### ## **Semester 3: Capstone Project and Industry-Specific Applications\*\***

**Duration:** 4 months\*\*

#### #### **1. Airport and Airline Strategic Management\*\***

- **Duration**: 15 weeks
- **Topics Covered**:



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- Strategic Planning in Airlines and Airports
- SWOT Analysis and Competitive Strategies in Aviation
- Sustainable Aviation and Long-Term Development Plans
- Strategic Alliances, Code Share Partnerships, and Global Alliances (e.g., Star Alliance)
- Aviation Industry Crisis Management and Recovery Strategies
- **Learning Outcomes**:
  - Learn strategic decision-making techniques used by airlines and airports.
  - Develop strategic thinking for the long-term success of aviation enterprises.

#### #### **2. Aviation Sustainability and Environmental Management**

- **Duration**: 15 weeks
- **Topics Covered**:
  - Environmental Impacts of Aviation: Noise Pollution, Carbon Emissions, and Waste Management
  - Green Aviation Technologies: Sustainable Aircraft, Alternative Fuels, and Emission Reduction
  - Regulatory Efforts and International Initiatives for Sustainable Aviation
  - Corporate Social Responsibility (CSR) in Aviation
  - Planning and Implementing Sustainable Practices in Airlines and Airports
- **Learning Outcomes**:
  - Understand the environmental challenges facing the aviation industry.
  - Learn strategies for implementing sustainable practices within aviation operations.

#### #### **3. Aviation Technology and Innovation**

- **Duration**: 15 weeks
- **Topics Covered**:
  - The Role of Technology in Aviation: Aircraft Technologies, Navigation, and Communication Systems
  - Innovations in Airport Management and Automation
  - Emerging Technologies: Drones, Autonomous Aircraft, and Artificial Intelligence
  - Digital Transformation in Airlines: E-ticketing, Self Check-ins, and Big Data
  - The Future of Aviation: Trends, Innovations, and New Market Opportunities
- **Learning Outcomes**:
  - Gain knowledge of cutting-edge technological advancements in the aviation industry.
  - Understand how technology is revolutionizing airline and airport operations.

#### #### **4. Capstone Project: Aviation Management Simulation and Presentation**

- **Duration**: 15 weeks
- **Topics Covered**:
  - In the capstone project, students will simulate real-world aviation management scenarios, integrating their knowledge of operations, marketing, finance, and sustainability.
  - Students will work in teams to analyze case studies, develop strategic plans, and propose solutions for various aviation management challenges.
  - The project will involve presenting a comprehensive aviation management plan, covering operational, strategic, and financial aspects.
- **Learning Outcomes**:
  - Synthesize all knowledge gained throughout the program to solve complex aviation management issues.
  - Present and defend their solutions to industry professionals and peers.

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#### **Program Summary**

- **Duration**: Two-Years
- **Total Credits**: Approximately 60 credits



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#### - **Core Skills Acquired:**

- Knowledge of airline and airport operations, safety, and regulations.
- Strategic planning, financial management, and marketing in aviation.
- Leadership and human resource management in aviation operations.
- Sustainable practices and technological innovations in aviation.

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#### ### **Additional Recommendations**

- **Certifications**: Encourage students to pursue certifications such as IATA's Airline Operations Certificate, Certified Aviation Manager (CAM), or other industry-recognized qualifications.
- **Internships**: Provide opportunities for internships at airports, airlines, or aviation-related organizations to gain real-world experience.
- **Industry Networking**: Organize guest lectures, industry tours, and networking events with aviation professionals to enhance students' exposure to the industry.

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This curriculum is designed to provide a comprehensive education in aviation management, covering the fundamental and advanced aspects of the industry. Upon completion, students will be prepared to take on leadership and managerial roles in airlines, airports, aviation consultancy, and other sectors of the aviation industry.

## 3. Banking & Finance

Here's a comprehensive curriculum for a **Two-Year Banking and Finance program**. This program is structured to provide students with the necessary knowledge and practical skills in the fields of banking, financial markets, investment, and financial analysis. It also focuses on the use of financial tools, ethical considerations, and regulatory frameworks.

#### ### **Two-Year Banking and Finance Program Curriculum**

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#### ### **Semester 1: Introduction to Banking and Financial Fundamentals**

**Duration:** 4 months

##### #### **1. Introduction to Banking**

- **Duration**: 15 weeks
- **Topics Covered**:
  - Overview of Banking Systems and Structure
  - Types of Banks (Commercial, Investment, Central Banks)
  - Functions of Banks: Lending, Deposits, Payments, Risk Management
  - Regulatory Framework for Banks (Basel III, Dodd-Frank, etc.)
  - Banking Products and Services (Loans, Mortgages, Savings Accounts)
- **Learning Outcomes**:
  - Understand the role and types of banks in the financial system.
  - Gain an understanding of key banking operations and services.

##### #### **2. Introduction to Financial Markets**



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- **Duration\*\*:** 15 weeks

- **Topics Covered\*\*:**

- Overview of Financial Markets (Capital, Money, Foreign Exchange, Derivatives)
- Market Participants: Investors, Banks, Brokers, Regulators
- Financial Instruments: Stocks, Bonds, Futures, Options
- Market Efficiency and Risk

- **Learning Outcomes\*\*:**

- Understand the structure and function of various financial markets.
- Gain insights into market participants and financial products.

#### #### **3. Financial Accounting and Reporting for Banks\*\***

- **Duration\*\*:** 15 weeks

- **Topics Covered\*\*:**

- Key Financial Statements (Balance Sheet, Income Statement, Cash Flow Statement)
- Accounting for Loans, Deposits, and Other Banking Products
- Financial Statement Analysis in the Banking Sector
- Regulatory Requirements (IFRS, GAAP)

- **Learning Outcomes\*\*:**

- Be able to read and interpret banking financial statements.
- Understand the specific accounting treatments for banking operations.

#### #### **4. Financial Mathematics and Time Value of Money\*\***

- **Duration\*\*:** 15 weeks

- **Topics Covered\*\*:**

- Interest Rates and Discounting
- Present and Future Value Calculations
- Annuities, Loans, and Investment Valuation
- Yield Curves and Financial Modelling

- **Learning Outcomes\*\*:**

- Apply mathematical techniques for financial decision-making.
- Understand and calculate time value of money, investment, and loan calculations.

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#### ### **Semester 2: Core Banking Functions and Financial Analysis\*\***

**Duration: 4 months\*\***

##### #### **1. Corporate Finance\*\***

- **Duration\*\*:** 15 weeks

- **Topics Covered\*\*:**

- Capital Structure and Cost of Capital
- Capital Budgeting Techniques (NPV, IRR, Payback Period)
- Dividend Policy and Retained Earnings
- Risk and Return in Corporate Finance

- **Learning Outcomes\*\*:**

- Understand how businesses make investment and financing decisions.
- Apply financial analysis techniques to corporate finance scenarios.

##### #### **2. Investment Banking and Portfolio Management\*\***

- **Duration\*\*:** 15 weeks

- **Topics Covered\*\*:**

- Investment Banking Functions: Mergers & Acquisitions, IPOs, Private Equity
- Valuation Techniques for Stocks and Bonds



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- Portfolio Theory and Asset Allocation
- Risk Management in Investment Portfolios
- **Learning Outcomes\*\*:**
  - Gain an understanding of the roles and operations of investment banks.
  - Develop skills in portfolio management and risk assessment.

#### #### **3. Banking Operations and Risk Management\*\***

- **Duration\*\*:** 15 weeks
- **Topics Covered\*\*:**
  - Risk Types in Banking (Credit Risk, Operational Risk, Market Risk, Liquidity Risk)
  - Risk Measurement and Mitigation Techniques
  - Basel III and Capital Adequacy Ratios
  - Credit Scoring and Lending Practices
- **Learning Outcomes\*\*:**
  - Understand risk management frameworks and regulatory standards for banks.
  - Develop skills in assessing and managing different types of banking risks.

#### #### **4. Regulatory Environment and Ethics in Banking\*\***

- **Duration\*\*:** 15 weeks
- **Topics Covered\*\*:**
  - Regulatory Authorities and Agencies (e.g., Federal Reserve, European Central Bank)
  - Banking Laws and Compliance (Anti-Money Laundering, Dodd-Frank, GDPR)
  - Ethical Issues in Banking and Finance
  - Corporate Governance in Financial Institutions
- **Learning Outcomes\*\*:**
  - Learn the legal and regulatory framework that governs the banking industry.
  - Understand ethical dilemmas in banking and how to handle them.

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#### ### **Semester 3: Advanced Topics in Banking and Finance\*\***

**Duration:** 4 months\*\*

#### #### **1. Advanced Financial Markets and Derivatives\*\***

- **Duration\*\*:** 15 weeks
- **Topics Covered\*\*:**
  - Advanced Financial Instruments: Futures, Options, Swaps, and Structured Products
  - Derivatives Pricing and Hedging Strategies
  - Financial Engineering and Risk Management
  - Regulation of Derivatives Markets (Dodd-Frank, EMIR)
- **Learning Outcomes\*\*:**
  - Develop a deep understanding of complex financial instruments.
  - Apply derivatives for hedging and risk management.

#### #### **2. International Banking and Finance\*\***

- **Duration\*\*:** 15 weeks
- **Topics Covered\*\*:**
  - International Financial Institutions (IMF, World Bank)
  - Foreign Exchange Markets and Exchange Rates
  - Cross-Border Banking Regulations and Compliance
  - International Lending and Investment Practices
- **Learning Outcomes\*\*:**
  - Understand global banking systems and how international finance works.



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- Analyze the impacts of foreign exchange and international finance on banking.

#### **#### \*\*3. Financial Statement Analysis and Credit Risk\*\***

- **Duration:** 15 weeks
- **Topics Covered:**
  - Techniques for Analyzing Financial Statements (Ratio Analysis, Trend Analysis)
  - Credit Risk Modeling and Credit Rating Agencies
  - Default Risk and Credit Default Swaps
  - The Role of Credit Risk in Banking Operations
- **Learning Outcomes:**
  - Master financial statement analysis and its role in assessing creditworthiness.
  - Understand credit risk models and the tools used to mitigate risk.

#### **#### \*\*4. Capstone Project or Internship in Banking and Finance\*\***

- **Duration:** 15 weeks
- **Topics Covered:**
  - Apply the knowledge gained throughout the program to a real-world banking or finance project.
  - Internships at banks, financial institutions, or regulatory agencies.
- **Learning Outcomes:**
  - Gain practical, hands-on experience in the banking and finance sector.
  - Demonstrate the ability to solve complex financial problems in a professional setting.

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#### **### \*\*Program Summary\*\***

**Duration:** Two-Years

- **Total Credits:** Approximately 60 credits
- **Core Skills Acquired:**
  - Understanding of banking systems, financial markets, and investment practices.
  - Risk management and financial analysis.
  - Knowledge of financial regulations and compliance.
  - Advanced skills in portfolio management, corporate finance, and derivatives.
  - Practical experience through internships or capstone projects.

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#### **### \*\*Additional Recommendations\*\***

- **Certifications:** Encourage students to pursue certifications like CFA (Chartered Financial Analyst), FRM (Financial Risk Manager), or CISI (Chartered Institute for Securities & Investment) to enhance career opportunities.
- **Industry Exposure:** Arrange guest lectures, industry panels, and networking events with banking professionals to provide real-world insights.
- **Workshops on Financial Software:** Teach students to use financial software tools such as Bloomberg Terminal, Thomson Reuters, or Excel for financial modeling and analysis.

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This curriculum is designed to provide students with the essential knowledge and practical experience needed for a successful career in banking and finance, preparing them for various roles in the financial industry.



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## 4. Criminology & Forensic Sciences

Here's a comprehensive curriculum for a \*\*Two-Year Criminology & Forensic Sciences program\*\*. This program is designed to provide students with a solid foundation in criminology, criminal law, and forensic science, equipping them with the theoretical and practical skills necessary to work in criminal justice, law enforcement, forensic investigation, and related fields.

### ### \*\*Two-Year Criminology & Forensic Sciences Program Curriculum\*\*

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#### ### \*\*Semester 1: Introduction to Criminology and Forensic Science Fundamentals\*\*

\*\*Duration: 4 months\*\*

##### #### \*\*1. Introduction to Criminology\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Definition, Scope, and Theories of Criminology
  - Historical Development of Criminology
  - Types of Crime (White-collar, Violent, Property, Cybercrime, etc.)
  - Crime Patterns and Statistics (Crime Data Collection, Crime Rates)
  - Theories of Criminal Behavior (Biological, Sociological, Psychological, etc.)
- \*\*Learning Outcomes\*\*:
  - Understand the basic principles and theories of criminology.
  - Identify and analyze different types of crimes and criminal behavior.

##### #### \*\*2. Introduction to Forensic Science\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - What is Forensic Science? (Definition and Role in Criminal Justice)
  - Forensic Science Disciplines (Toxicology, DNA, Pathology, Ballistics, etc.)
  - Crime Scene Investigation: Collection and Preservation of Evidence
  - Chain of Custody and Legal Considerations
  - Overview of Forensic Labs and the Role of Forensic Experts
- \*\*Learning Outcomes\*\*:
  - Develop an understanding of how forensic science supports criminal investigations.
  - Learn about the types of forensic evidence and their collection methods.

##### #### \*\*3. Criminal Law and the Legal System\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Basic Principles of Criminal Law (Criminal vs. Civil Law)
  - Elements of a Crime (Mens Rea, Actus Reus, Concurrence, etc.)
  - Criminal Procedure (Arrest, Search and Seizure, Due Process)
  - Court System and Legal Processes (Prosecution, Defense, Sentencing)
  - Constitutional Rights and Legal Protections (Miranda Rights, Search Warrants)
- \*\*Learning Outcomes\*\*:
  - Understand how criminal law functions within the criminal justice system.
  - Familiarize with the legal procedures followed during a criminal investigation and trial.

##### #### \*\*4. Crime Scene Investigation (CSI)\*\*



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- **Duration**: 15 weeks
- **Topics Covered**:
  - Crime Scene Protocols and Safety Procedures
  - Evidence Collection and Preservation Techniques
  - Documentation Methods (Photography, Sketching, Reports)
  - Role of First Responders and Investigators
  - Overview of Forensic Tools Used at Crime Scenes
- **Learning Outcomes**:
  - Master the processes involved in investigating a crime scene.
  - Learn best practices for evidence handling and documentation.

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#### #### **Semester 2: Advanced Topics in Criminology and Forensic Science\*\***

**Duration:** 4 months\*\*

##### #### **1. Forensic Psychology and Profiling\*\***

- **Duration**: 15 weeks
- **Topics Covered**:
  - Introduction to Forensic Psychology
  - Psychological Theories of Crime and Deviance
  - Criminal Profiling Techniques (FBI and Behavioral Analysis)
  - Mental Health and Its Impact on Criminal Behavior (Insanity Defense, Psychopathy)
  - The Role of Psychologists in the Criminal Justice System
- **Learning Outcomes**:
  - Understand the connection between psychology and criminal behavior.
  - Learn how forensic psychologists assess criminal minds and assist in profiling suspects.

##### #### **2. Forensic Pathology and Toxicology\*\***

- **Duration**: 15 weeks
- **Topics Covered**:
  - Forensic Pathology: Autopsies, Cause of Death, and Time of Death Determination
  - Toxicology: Blood, Urine, and Tissue Analysis for Drugs and Poisons
  - Forensic Medicine and Trauma Analysis
  - Legal Aspects of Forensic Pathology (Autopsy Reports, Court Testimony)
  - Case Studies of Famous Forensic Pathology Investigations
- **Learning Outcomes**:
  - Develop skills in understanding forensic pathology and its role in determining causes of death.
  - Learn how forensic toxicologists analyze substances in the body for criminal investigations.

##### #### **3. Digital Forensics and Cybercrime\*\***

- **Duration**: 15 weeks
- **Topics Covered**:
  - Introduction to Cybercrime: Types and Legal Issues
  - Digital Forensic Tools and Techniques (Data Recovery, Electronic Evidence)
  - Cyber Investigations (Hacking, Online Fraud, Identity Theft)
  - Legal Considerations in Cybercrime Investigation
  - Role of Digital Evidence in Court Cases
- **Learning Outcomes**:
  - Understand the challenges and methods of investigating cybercrimes.
  - Gain hands-on experience with digital forensic tools used for recovering and analyzing electronic evidence.



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#### #### \*\*4. Forensic Evidence and DNA Analysis\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - DNA Evidence and Its Role in Forensics (PCR, STR, Mitochondrial DNA)
  - Collection and Preservation of Biological Evidence
  - Forensic DNA Analysis and DNA Databases (CODIS)
  - Case Studies: DNA Exonerations and Convictions
  - Legal Implications of DNA Evidence (Admissibility in Court)
- \*\*Learning Outcomes\*\*:
  - Learn how DNA evidence is collected, analyzed, and used in criminal investigations.
  - Understand the ethical and legal issues surrounding DNA evidence in the justice system.

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#### ### \*\*Semester 3: Practical Applications and Capstone Project\*\*

\*\*Duration: 4 months\*\*

#### #### \*\*1. Forensic Chemistry and Ballistics\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Forensic Chemistry: Analysis of Chemical Evidence (Drugs, Explosives)
  - Role of Forensic Chemists in Criminal Investigations
  - Forensic Ballistics: Firearms Identification and Gunshot Residue Analysis
  - Trajectory Analysis and Toolmark Identification
  - Legal Aspects of Firearms and Explosive Evidence
- \*\*Learning Outcomes\*\*:
  - Gain knowledge on the role of forensic chemists and ballistics experts in investigations.
  - Learn how forensic evidence in chemistry and ballistics is used in court cases.

#### #### \*\*2. Victimology and Juvenile Delinquency\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Victimology: Study of Crime Victims and Their Role in Crime Prevention
  - Social and Psychological Effects of Crime on Victims
  - Juvenile Delinquency: Causes, Prevention, and Intervention
  - Juvenile Justice System and Legal Framework
- \*\*Learning Outcomes\*\*:
  - Understand the social and psychological dynamics between victims and perpetrators.
  - Analyze how juvenile delinquency is addressed by the criminal justice system.

#### #### \*\*3. Criminal Investigations and Case Management\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Investigative Techniques (Interviewing Witnesses, Suspects, and Experts)
  - Case Management: Organizing and Managing Criminal Cases
  - Interagency Cooperation in Major Investigations
  - Ethical and Legal Issues in Criminal Investigations
- \*\*Learning Outcomes\*\*:
  - Master the investigation and case management process in criminal cases.
  - Understand the ethical and procedural requirements during investigations.

#### #### \*\*4. Capstone Project or Internship in Criminology and Forensic Science\*\*

- \*\*Duration\*\*: 15 weeks



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#### - \*\*Topics Covered\*\*:

- Apply all theoretical and practical knowledge to a real-world case.
- Work on a capstone project involving a criminal investigation, forensic analysis, or criminological research.
- Internship opportunity at a forensic lab, police department, or criminal justice agency.
- \*\*Learning Outcomes\*\*:
  - Demonstrate the ability to apply criminology and forensic science knowledge to real-world scenarios.
  - Gain hands-on experience working in the field of criminology and forensic sciences.

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#### ### \*\*Program Summary\*\*

\*\*Duration\*\*: Two-Years

- \*\*Total Credits\*\*: Approximately 60 credits

- \*\*Core Skills Acquired\*\*:

- Comprehensive understanding of criminology and criminal law.
- Hands-on experience with crime scene investigations, forensic analysis, and evidence handling.
- Practical knowledge in areas such as forensic pathology, toxicology, and digital forensics.
- Capstone project or internship experience to apply learned skills in a real-world setting.

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#### ### \*\*Additional Recommendations\*\*

- \*\*Certifications\*\*: Encourage students to pursue certifications such as Forensic Science Certification (through organizations like the American Academy of Forensic Sciences) or digital forensics certifications.
- \*\*Workshops and Guest Lectures\*\*: Arrange for workshops on specific forensic techniques and invite criminologists, forensic scientists, and law enforcement professionals for guest lectures.
- \*\*Field Trips\*\*: Organize field trips to forensic labs, police departments, or correctional facilities to provide students with real-world exposure to the criminal justice system.

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This curriculum is designed to equip students with the skills and knowledge necessary for careers in criminology, forensic science, criminal justice, and law enforcement. It combines theoretical study with practical application to prepare graduates for a range of positions in the field.

## 5. Digital Marketing & E-Commerce

Here's a comprehensive curriculum for a \*\*Two-Year Digital Marketing & E-Commerce\*\* program. This program aims to equip students with the essential knowledge and practical skills needed to thrive in the digital marketing and e-commerce industries. The curriculum covers fundamental digital marketing strategies, e-commerce platforms, analytics, social media marketing, and SEO, with a focus on real-world applications and hands-on experience.

#### ### \*\*Two-Year Digital Marketing & E-Commerce Program Curriculum\*\*

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#### \*\*Semester 1: Digital Marketing Fundamentals & E-Commerce Foundations\*\*

\*\*Duration: 4 months\*\*

#### \*\*1. Introduction to Digital Marketing\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Overview of Digital Marketing: Key Concepts and Strategies
  - Traditional vs. Digital Marketing
  - Components of Digital Marketing (SEO, Content Marketing, PPC, Email Marketing)
  - Digital Marketing Channels: Website, Social Media, Search Engines, Mobile Marketing
  - Developing a Digital Marketing Strategy
- \*\*Learning Outcomes\*\*:
  - Understand the fundamentals of digital marketing and the digital marketing landscape.
  - Gain knowledge on different digital marketing channels and their importance.

#### \*\*2. Introduction to E-Commerce\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Overview of E-Commerce: Types of E-Commerce (B2B, B2C, C2C, D2C)
  - E-Commerce Business Models (Retail, Subscription, Marketplace)
  - E-Commerce Platforms: Shopify, WooCommerce, Magento, BigCommerce
  - Setting Up an E-Commerce Store: Product Listings, Payment Gateways, and Shipping
  - Legal and Regulatory Aspects of E-Commerce (GDPR, Privacy, Security)
- \*\*Learning Outcomes\*\*:
  - Understand e-commerce business models and platforms.
  - Learn how to set up and manage an e-commerce website.

#### \*\*3. Social Media Marketing\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Importance of Social Media in Digital Marketing
  - Social Media Platforms: Facebook, Instagram, Twitter, LinkedIn, Pinterest, TikTok
  - Social Media Strategy Development and Content Creation
  - Paid Advertising on Social Media (Facebook Ads, Instagram Ads, LinkedIn Ads)
  - Social Media Analytics and Tools (Hootsuite, Buffer, Google Analytics)
- \*\*Learning Outcomes\*\*:
  - Create effective social media marketing strategies and campaigns.
  - Develop content tailored for different social media platforms.

#### \*\*4. Search Engine Optimization (SEO)\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Understanding SEO and Its Importance for Websites
  - On-Page SEO: Keyword Research, Meta Tags, Title Tags, Headers
  - Off-Page SEO: Link Building, Social Signals, Guest Blogging
  - Local SEO and Mobile SEO
  - SEO Tools (Google Analytics, Google Search Console, Ahrefs, SEMrush)
- \*\*Learning Outcomes\*\*:
  - Optimize websites and content for search engines.
  - Conduct SEO audits and implement strategies for better search rankings.

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#### \*\*Semester 2: Advanced Digital Marketing Techniques & E-Commerce Operations\*\*

\*\*Duration: 4 months\*\*

#### \*\*1. Pay-Per-Click (PPC) Advertising & Google Ads\*\*

- \*\*Duration\*\*: 15 weeks

- \*\*Topics Covered\*\*:

- Understanding PPC Advertising and Google Ads
- Keyword Research for PPC Campaigns
- Creating and Managing Google Ads Campaigns
- Campaign Optimization: Bidding Strategies, Ad Copywriting, Targeting
- Measuring ROI and Conversions in PPC Advertising

- \*\*Learning Outcomes\*\*:

- Develop, launch, and optimize PPC campaigns using Google Ads.
- Use data to analyze PPC performance and improve ROI.

#### \*\*2. Email Marketing & Marketing Automation\*\*

- \*\*Duration\*\*: 15 weeks

- \*\*Topics Covered\*\*:

- Email Marketing Fundamentals: List Building, Segmentation, Personalization
- Designing and Automating Email Campaigns (Mailchimp, HubSpot, ActiveCampaign)
- A/B Testing for Emails: Subject Lines, Content, and Design
- Email Campaign Analytics and Metrics (Open Rate, Click-through Rate, Conversion Rate)
- Creating Effective Sales Funnels with Email Marketing

- \*\*Learning Outcomes\*\*:

- Create and automate email marketing campaigns.
- Use email marketing tools and analytics to track and optimize performance.

#### \*\*3. E-Commerce Analytics and Data-Driven Decision Making\*\*

- \*\*Duration\*\*: 15 weeks

- \*\*Topics Covered\*\*:

- Understanding E-Commerce Analytics and Key Metrics (Traffic, Conversion Rate, AOV)
- Google Analytics for E-Commerce: Setting Up and Tracking
- Analyzing Customer Behavior and Retention Rates
- Conversion Rate Optimization (CRO) for E-Commerce Websites
- Using Data to Improve E-Commerce Strategy and User Experience

- \*\*Learning Outcomes\*\*:

- Use analytics tools to monitor and improve e-commerce website performance.
- Develop strategies for improving conversion rates and customer retention.

#### \*\*4. Content Marketing and Strategy for E-Commerce\*\*

- \*\*Duration\*\*: 15 weeks

- \*\*Topics Covered\*\*:

- Content Marketing Fundamentals: Blog Posts, Infographics, Videos, Podcasts
- Storytelling and Brand Voice in E-Commerce
- Developing a Content Calendar and Strategy
- Using Content to Drive Traffic and Sales (Content for SEO, Social Media, Email)
- Content Performance Metrics and ROI Measurement

- \*\*Learning Outcomes\*\*:

- Develop a content marketing strategy for an e-commerce brand.
- Create and promote content that engages customers and drives conversions.

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### \*\*Semester 3: Specialization, Industry Applications & Capstone Project\*\*

\*\*Duration: 4 months\*\*

#### \*\*1. Mobile Marketing & App Optimization\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Mobile Marketing Trends and Statistics
  - Developing Mobile-Friendly Websites and Apps
  - App Store Optimization (ASO) and Mobile Ad Campaigns
  - Push Notifications and SMS Marketing
  - Measuring Mobile Campaign Success
- \*\*Learning Outcomes\*\*:
  - Create and implement mobile marketing strategies.
  - Optimize apps and websites for mobile devices.

#### \*\*2. E-Commerce Logistics and Supply Chain Management\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Overview of E-Commerce Logistics and Supply Chain
  - Inventory Management, Warehousing, and Fulfillment
  - Shipping and Delivery Strategies (International vs. Domestic)
  - Customer Returns and Order Processing
  - Technology in E-Commerce Logistics (Automation, AI, Blockchain)
- \*\*Learning Outcomes\*\*:
  - Understand e-commerce logistics and supply chain management.
  - Optimize fulfillment, inventory, and shipping processes for efficiency.

#### \*\*3. Advanced Social Media Advertising and Influencer Marketing\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Advanced Social Media Advertising on Platforms like Instagram, YouTube, and TikTok
  - Influencer Marketing Strategies: Identifying, Partnering with, and Managing Influencers
  - Building and Managing Paid Campaigns on Social Media
  - Social Media Analytics: Tracking ROI and Adjusting Campaigns
- \*\*Learning Outcomes\*\*:
  - Create and manage advanced paid social media campaigns.
  - Effectively use influencer partnerships to drive brand awareness and sales.

#### \*\*4. Capstone Project: Digital Marketing & E-Commerce Strategy\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Hands-on project: Develop a complete digital marketing and e-commerce strategy for a brand or business.
    - Market Research, Competitor Analysis, and Target Audience Identification
    - Create a comprehensive digital marketing plan including SEO, PPC, Social Media, Email, and Content Strategy
    - Presenting the strategy to a panel of industry experts
  - \*\*Learning Outcomes\*\*:
    - Develop and present a complete digital marketing and e-commerce strategy.
    - Apply all the knowledge gained throughout the program to a real-world project.

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#### #### \*\*Program Summary\*\*

\*\*Duration\*\*: Two-Years

- \*\*Total Credits\*\*: Approximately 60 credits

- \*\*Core Skills Acquired\*\*:

- Expertise in digital marketing channels (SEO, PPC, social media, email marketing).
- Proficiency in e-commerce platforms, logistics, and supply chain management.
- Hands-on experience with digital marketing tools and analytics.
- Ability to create and manage integrated marketing campaigns for e-commerce businesses.

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#### #### \*\*Additional Recommendations\*\*

- \*\*Certifications\*\*: Encourage students to pursue certifications like Google Analytics, Google Ads, Facebook Blueprint, HubSpot Inbound Marketing, and E-Commerce certifications.

- \*\*Industry Collaboration\*\*: Partner with e-commerce platforms (e.g., Shopify, WooCommerce) or digital marketing agencies for internships or guest lectures.

- \*\*Workshops and Webinars\*\*: Organize hands-on workshops on topics like social media advertising, content creation, or PPC campaigns.

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This curriculum is designed to equip students with the necessary skills to excel in digital marketing and e-commerce, preparing them for a range of roles such as digital marketing manager, e-commerce specialist, content strategist, SEO expert, and more.

## 6. Healthcare Management

Here is a detailed curriculum for a \*\*Two-Year Healthcare Management\*\* program. This program is designed to equip students with the necessary knowledge and skills to manage healthcare organizations, understand healthcare policies, improve patient care, and lead healthcare teams effectively. The curriculum covers essential topics like healthcare systems, financial management, quality control, and strategic management in healthcare.

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#### #### \*\*Two-Year Healthcare Management Program Curriculum\*\*

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#### #### \*\*Semester 1: Fundamentals of Healthcare Management\*\*

\*\*Duration: 4 months\*\*

##### #### \*\*1. Introduction to Healthcare Systems and Policy\*\*

- \*\*Duration\*\*: 15 weeks

- \*\*Topics Covered\*\*:

- Overview of Healthcare Systems: Types (Public, Private, Hybrid)
- Global Healthcare Models (Single-Payer, Universal Coverage, Managed Care)
- Health Policy Development: Key Players and Influencers
- Healthcare Reform and Policy Challenges
- Healthcare Legislation and Regulations (Affordable Care Act, HIPAA, etc.)

- \*\*Learning Outcomes\*\*:



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- Understand the structure and functioning of different healthcare systems.
- Gain knowledge of the policies and regulations shaping the healthcare industry.

#### ##### \*\*2. Healthcare Management Principles\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Core Principles of Healthcare Management
  - Roles and Responsibilities of Healthcare Managers
  - Leadership Styles in Healthcare Organizations
  - Communication in Healthcare Settings
  - Ethical and Legal Issues in Healthcare Management
- \*\*Learning Outcomes\*\*:
  - Develop an understanding of management principles applicable to healthcare organizations.
  - Learn leadership strategies to manage teams and organizational operations effectively.

#### ##### \*\*3. Healthcare Finance and Budgeting\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Basics of Healthcare Finance and Accounting
  - Budgeting in Healthcare Organizations
  - Financial Statements: Balance Sheet, Income Statement, Cash Flow Statement
  - Costing and Reimbursement in Healthcare
  - Financial Decision Making and Resource Allocation
- \*\*Learning Outcomes\*\*:
  - Understand financial management practices specific to healthcare.
  - Learn how to create and manage budgets in healthcare organizations.

#### ##### \*\*4. Human Resources Management in Healthcare\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Healthcare Workforce: Roles, Skills, and Competencies
  - Recruitment, Training, and Retention in Healthcare
  - Performance Management and Employee Development
  - Labor Laws and Ethics in Healthcare
  - Managing Multidisciplinary Teams in Healthcare Settings
- \*\*Learning Outcomes\*\*:
  - Learn best practices in managing healthcare personnel.
  - Develop strategies for recruiting, training, and retaining healthcare professionals.

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#### ### \*\*Semester 2: Advanced Healthcare Management and Operations\*\*

\*\*Duration: 4 months\*\*

#### ##### \*\*1. Healthcare Quality Management and Improvement\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Introduction to Healthcare Quality and Patient Safety
  - Quality Improvement (QI) Frameworks and Methodologies (e.g., Six Sigma, Lean)
  - Performance Measurement and Quality Indicators
  - Risk Management and Patient Safety
  - Accreditation and Regulatory Standards (e.g., Joint Commission, NCQA)
- \*\*Learning Outcomes\*\*:



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- Understand the importance of quality management in healthcare.
- Learn how to implement and monitor quality improvement programs.

#### #### \*\*2. Strategic Planning and Marketing in Healthcare\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Strategic Planning in Healthcare: Vision, Mission, and Goals
  - Market Analysis and Positioning in Healthcare
  - Branding and Marketing Strategies for Healthcare Organizations
  - Patient Engagement and Relationship Management
  - Digital Marketing in Healthcare: Websites, Social Media, Patient Portals
- \*\*Learning Outcomes\*\*:
  - Develop skills in strategic planning for healthcare organizations.
  - Learn how to apply marketing strategies to attract and retain patients.

#### #### \*\*3. Healthcare Information Systems and Technology\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Overview of Health Information Systems (HIS)
  - Electronic Health Records (EHR) and Electronic Medical Records (EMR)
  - Health Data Security and Privacy (HIPAA Compliance)
  - Telemedicine and Digital Health Technologies
  - Data Analytics in Healthcare: Decision Making and Predictive Modeling
- \*\*Learning Outcomes\*\*:
  - Understand the role of information systems in healthcare delivery.
  - Learn how to manage healthcare data securely and use technology for better healthcare outcomes.

#### #### \*\*4. Healthcare Legal and Ethical Issues\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Legal Issues in Healthcare: Medical Malpractice, Patient Rights, Consent
  - Ethical Considerations in Healthcare Management
  - Healthcare Law: Liability, Healthcare Fraud, and Abuse
  - Bioethics and End-of-Life Care
  - Conflict Resolution and Ethical Decision Making
- \*\*Learning Outcomes\*\*:
  - Gain an understanding of the legal and ethical challenges in healthcare management.
  - Learn how to apply ethical principles in decision-making processes.

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#### ## \*\*Semester 3: Healthcare Leadership and Capstone Project\*\*

\*\*Duration: 4 months\*\*

#### #### \*\*1. Leadership and Organizational Behavior in Healthcare\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Leadership Theories and Practices in Healthcare
  - Team Building and Conflict Management in Healthcare Settings
  - Organizational Behavior: Motivation, Communication, and Culture
  - Leading Change in Healthcare Organizations
  - Developing Emotional Intelligence for Healthcare Leaders



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#### - \*\*Learning Outcomes\*\*:

- Enhance leadership and decision-making skills in healthcare environments.
- Learn to effectively manage teams and foster a positive organizational culture.

#### #### \*\*2. Healthcare Operations Management\*\*

##### - \*\*Duration\*\*: 15 weeks

##### - \*\*Topics Covered\*\*:

- Introduction to Healthcare Operations: Managing Clinical and Administrative Processes
- Workflow Design and Optimization in Healthcare Settings
- Capacity Planning and Resource Management
- Lean Healthcare and Process Improvement
- Patient Flow Management and Queue Optimization

##### - \*\*Learning Outcomes\*\*:

- Understand how to optimize operational processes within healthcare settings.
- Apply lean principles to reduce waste and improve healthcare delivery.

#### #### \*\*3. Financial Management and Decision Making in Healthcare\*\*

##### - \*\*Duration\*\*: 15 weeks

##### - \*\*Topics Covered\*\*:

- Advanced Healthcare Financial Analysis: Cost-Volume-Profit Analysis, Break-even Analysis
- Financial Risk Management and Forecasting
- Value-based Healthcare and Payment Models
- Financial Strategies for Healthcare Sustainability
- Ethical Financial Decision Making in Healthcare

##### - \*\*Learning Outcomes\*\*:

- Gain expertise in financial decision-making processes in healthcare organizations.
- Learn to manage financial risks and create sustainable healthcare financial strategies.

#### #### \*\*4. Capstone Project: Healthcare Management Strategy\*\*

##### - \*\*Duration\*\*: 15 weeks

##### - \*\*Topics Covered\*\*:

- Students will work on a comprehensive healthcare management project that integrates concepts learned throughout the program.

- The project will require them to develop a strategic plan for improving a healthcare organization or system, addressing key issues such as patient care, efficiency, and cost reduction.

- Final presentation to a panel of faculty and industry professionals.

##### - \*\*Learning Outcomes\*\*:

- Apply healthcare management principles to real-world scenarios.
- Demonstrate the ability to create and execute strategic plans in healthcare organizations.

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#### ## \*\*Program Summary\*\*

##### \*\*Duration\*\*: Two-Years

##### - \*\*Total Credits\*\*: Approximately 60 credits

##### - \*\*Core Skills Acquired\*\*:

- Knowledge of healthcare systems, policies, and regulations.
- Expertise in healthcare financial management, human resources, and operational strategies.
- Skills in quality improvement, patient safety, and legal/ethical decision-making.
- Hands-on experience with technology tools and leadership practices in healthcare management.

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#### ### \*\*Additional Recommendations\*\*

- \*\*Certifications\*\*: Encourage students to pursue certifications like Certified Healthcare Executive (CHE), Lean Healthcare Certification, and other industry-recognized credentials.
- \*\*Internships\*\*: Partner with hospitals, healthcare organizations, or consulting firms to provide students with internship opportunities for practical experience.
- \*\*Guest Lectures and Networking\*\*: Arrange for guest lectures from healthcare leaders, policymakers, and professionals to offer insights into the latest trends and challenges in healthcare management.
- \*\*Workshops\*\*: Organize workshops on topics like healthcare leadership, legal issues, and quality improvement techniques.

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This curriculum provides a comprehensive overview of healthcare management, preparing students for leadership roles in healthcare settings such as hospitals, clinics, insurance companies, and public health organizations.

## 7. Human Resources Management

Here is a detailed curriculum for a \*\*Two-Year Human Resources Management\*\* program. This program is designed to provide students with a comprehensive understanding of HR practices, strategies, and key concepts necessary for managing the human capital of an organization. The curriculum combines theoretical knowledge with practical skills in areas such as recruitment, performance management, employee development, labor relations, and HR analytics.

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#### ### \*\*Two-Year Human Resources Management Program Curriculum\*\*

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#### ### \*\*Semester 1: Foundations of Human Resources Management\*\*

\*\*Duration: 4 months\*\*

##### #### \*\*1. Introduction to Human Resources Management\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Overview of HRM: Role and Importance in Organizations
  - HR Functions: Recruitment, Selection, Training, Compensation, Benefits, Employee Relations
  - Evolution of HRM: From Personnel Management to Strategic HRM
  - Key HR Theories and Models (e.g., Maslow's Hierarchy of Needs, Herzberg's Motivation Theory)
  - HR's Role in Organizational Strategy and Business Performance
- \*\*Learning Outcomes\*\*:
  - Understand the strategic role of HRM in an organization.
  - Gain insight into various HR functions and how they contribute to organizational success.

##### #### \*\*2. Recruitment and Talent Acquisition\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Recruitment Process: Job Analysis, Job Description, Job Specification



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- Sourcing Candidates: Traditional and Digital Channels (Job Boards, LinkedIn, Headhunting)
- Screening and Interviewing Candidates: Techniques and Best Practices
- Employee Selection: Methods (Interviews, Psychometric Tests, Assessment Centers)
- Onboarding and Induction Programs
- **Learning Outcomes**:
  - Master the recruitment process from job analysis to onboarding.
  - Learn how to assess candidates effectively and choose the right talent.

#### #### **3. Employee Engagement and Motivation**

- **Duration**: 15 weeks
- **Topics Covered**:
  - Understanding Employee Engagement and its Importance
  - Theories of Motivation in the Workplace (e.g., Herzberg's Two-Factor Theory, Vroom's Expectancy Theory)
  - Designing Motivational Strategies and Programs
  - Recognizing and Rewarding Employees: Compensation, Benefits, and Non-Monetary Rewards
  - Measuring and Improving Employee Engagement
- **Learning Outcomes**:
  - Develop strategies to engage and motivate employees effectively.
  - Learn how to design a rewards and recognition program.

#### #### **4. Employment Law and Labor Relations**

- **Duration**: 15 weeks
- **Topics Covered**:
  - Introduction to Employment Law: Key Legislation (Labor Rights, Equal Employment Opportunity, Anti-Discrimination Laws)
  - Contracts of Employment: Terms, Conditions, and Legal Requirements
  - Employee Rights: Health and Safety, Leave, Working Hours
  - Labor Unions and Collective Bargaining
  - Disciplinary Procedures and Conflict Resolution
- **Learning Outcomes**:
  - Understand key employment laws and their impact on HR practices.
  - Learn how to manage employee relations and navigate legal issues effectively.

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#### ## **Semester 2: Advanced Human Resources Practices**

**Duration:** 4 months

#### #### **1. Performance Management and Appraisal**

- **Duration**: 15 weeks
- **Topics Covered**:
  - Understanding the Performance Management Cycle
  - Setting SMART Goals and KPIs for Employees
  - Performance Appraisal Methods: 360-Degree Feedback, Rating Scales, Self-Assessments
  - Providing Constructive Feedback and Coaching Employees
  - Addressing Underperformance and Setting Improvement Plans
- **Learning Outcomes**:
  - Master performance management techniques and employee evaluation.
  - Learn to provide feedback and create performance improvement strategies.

#### #### **2. Learning and Development**

- **Duration**: 15 weeks



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#### - \*\*Topics Covered\*\*:

- Training Needs Analysis: Identifying Skill Gaps and Development Areas
- Designing Effective Training Programs
- Learning Theories and Training Methods (e.g., On-the-Job Training, E-Learning, Workshops)
- Evaluating Training Effectiveness: Kirkpatrick's Four-Level Evaluation Model
- Developing Leadership and Management Programs
- \*\*Learning Outcomes\*\*:
  - Understand how to identify and address training needs.
  - Learn to design and evaluate employee development programs.

#### ##### \*\*3. Compensation and Benefits Management\*\*

##### - \*\*Duration\*\*: 15 weeks

##### - \*\*Topics Covered\*\*:

- Overview of Compensation and Benefits Structures
- Salary and Wage Administration: Pay Scales, Bonuses, Incentives
- Benefits Programs: Health Insurance, Retirement Plans, Paid Leave, Other Perks
- Designing Total Compensation Packages
- Legal Aspects of Compensation and Benefits (e.g., Minimum Wage, Taxation, Equal Pay)
- \*\*Learning Outcomes\*\*:
  - Learn how to develop and manage compensation strategies.
  - Gain an understanding of employee benefits and their impact on retention.

#### ##### \*\*4. HR Analytics and Technology\*\*

##### - \*\*Duration\*\*: 15 weeks

##### - \*\*Topics Covered\*\*:

- Introduction to HR Analytics: Measuring HR Effectiveness
- Key HR Metrics: Turnover Rates, Absenteeism, Recruitment Costs, Training ROI
- HR Software and Tools: HRIS, Payroll Systems, Performance Management Systems
- Data-Driven Decision Making in HR
- Using Analytics to Predict and Improve Workforce Trends
- \*\*Learning Outcomes\*\*:
  - Understand how to apply data analytics to HR functions.
  - Learn to leverage HR technology and software to improve HR processes.

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#### ### \*\*Semester 3: Strategic HR and Capstone Project\*\*

\*\*Duration: 4 months\*\*

#### ##### \*\*1. Strategic Human Resources Management\*\*

##### - \*\*Duration\*\*: 15 weeks

##### - \*\*Topics Covered\*\*:

- Aligning HR Strategy with Business Strategy
- Workforce Planning and Talent Management
- HR's Role in Organizational Change and Transformation
- Succession Planning and Leadership Development
- HR's Contribution to Organizational Culture and Climate

##### - \*\*Learning Outcomes\*\*:

- Understand how HR strategies align with organizational goals.
- Learn to plan for talent management and succession within organizations.

#### ##### \*\*2. Diversity and Inclusion in the Workplace\*\*

##### - \*\*Duration\*\*: 15 weeks



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#### - \*\*Topics Covered\*\*:

- Importance of Diversity and Inclusion in Modern Organizations
- Building Inclusive Workplaces: Policies, Practices, and Programs
- Managing Diversity: Gender, Race, Age, Disability, and Cultural Differences
- Addressing Discrimination and Bias
- Measuring Diversity and Inclusion Success

#### - \*\*Learning Outcomes\*\*:

- Develop strategies for fostering a diverse and inclusive workplace.
- Learn how to implement and evaluate diversity initiatives.

#### #### \*\*3. Organizational Development and Change Management\*\*

##### - \*\*Duration\*\*: 15 weeks

##### - \*\*Topics Covered\*\*:

- Introduction to Organizational Development (OD) and Change Management
- Theories of Organizational Change (e.g., Lewin's Change Model, Kotter's 8-Step Process)
- Employee Resistance to Change and Overcoming Barriers
- Managing Organizational Culture and Development Programs
- Implementing Organizational Change and Measuring Success

##### - \*\*Learning Outcomes\*\*:

- Understand the principles of organizational development and managing change.
- Learn to lead change initiatives and manage organizational culture.

#### #### \*\*4. Capstone Project: HR Strategy and Organizational Development\*\*

##### - \*\*Duration\*\*: 15 weeks

##### - \*\*Topics Covered\*\*:

- The capstone project requires students to develop a comprehensive HR strategy for an organization, addressing key HR challenges.
- The project should include elements of recruitment, performance management, compensation, training, and employee engagement.
- Students will present their strategy to a panel of HR professionals.

- \*\*Learning Outcomes\*\*:

- Apply all the concepts learned in the program to a real-world organizational context.
- Develop and present a detailed HR strategy that addresses the unique needs of an organization.

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#### ### \*\*Program Summary\*\*

##### \*\*Duration\*\*: Two-Years

##### - \*\*Total Credits\*\*: Approximately 60 credits

##### - \*\*Core Skills Acquired\*\*:

- In-depth knowledge of HR functions including recruitment, performance management, compensation, and employee development.
- Strong understanding of HR legalities, diversity, and inclusion.
- Practical skills in HR analytics, organizational development, and strategic management.

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#### ### \*\*Additional Recommendations\*\*

##### - \*\*Certifications\*\*: Encourage students to pursue certifications such as SHRM-CP, PHR, or CIPD for professional growth.

- \*\*Internships\*\*: Partner with businesses and HR firms to provide hands-on experience and internship opportunities.



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- **Guest Lectures**: Organize sessions with experienced HR professionals and industry leaders to offer practical insights.

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This curriculum aims to equip students with the skills and knowledge needed to take on leadership roles in HR departments and manage the people and culture of organizations effectively.

## 8. Insurance & Risk Management

Here is a detailed curriculum for a **Two-Year Insurance & Risk Management** program. This program is designed to provide students with the knowledge and skills necessary to understand and manage various risks faced by organizations and individuals in the insurance industry. It combines core insurance principles with risk management strategies, financial concepts, and legal frameworks to create a comprehensive program for aspiring professionals in the field.

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### ### **Two-Year Insurance & Risk Management Program Curriculum**

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#### ### **Semester 1: Fundamentals of Insurance and Risk Management**

**Duration:** 4 months

##### #### **1. Introduction to Insurance and Risk Management**

- **Duration**: 15 weeks

- **Topics Covered**:

- Basics of Insurance: Definition, Types, and Principles
- Risk and Uncertainty: Definitions and Sources of Risk
- Risk Management Process: Identification, Assessment, and Control
- The Role of Insurance in Risk Mitigation
- Key Insurance Markets: Life, Health, Property, Casualty, and Liability Insurance

- **Learning Outcomes**:

- Understand the basic principles of insurance and risk management.
- Learn the steps involved in the risk management process and how insurance helps mitigate risk.

##### #### **2. Insurance Products and Services**

- **Duration**: 15 weeks

- **Topics Covered**:

- Life Insurance: Term, Whole, Universal, and Variable Life Insurance
- Health Insurance: Individual, Group, Managed Care, and Long-Term Care Insurance
- Property and Casualty Insurance: Homeowners, Auto, Commercial Property, Liability Insurance
- Specialty Insurance Products: Travel, Pet, Disability, and Professional Liability
- Underwriting Process and Risk Assessment

- **Learning Outcomes**:

- Gain in-depth knowledge of various insurance products and their uses.
- Understand how insurance policies are designed, sold, and underwritten.

##### #### **3. Risk Analysis and Evaluation**



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- **Duration:** 15 weeks
- **Topics Covered:**
  - Risk Identification: Types of Risks (Financial, Operational, Strategic, Hazard)
  - Risk Assessment Techniques: Qualitative vs. Quantitative Methods
  - Risk Analysis Models: Probability, Frequency, and Severity
  - Tools for Risk Measurement: Risk Matrix, Risk Maps, and Scenario Analysis
  - Introduction to Actuarial Science and its Role in Risk Management
- **Learning Outcomes:**
  - Learn how to identify and assess different types of risks.
  - Understand the tools and techniques used to measure and quantify risk.

#### #### 4. Insurance Law and Regulatory Environment\*\*

- **Duration:** 15 weeks
- **Topics Covered:**
  - Introduction to Insurance Law: Contracts, Conditions, and Clauses
  - Legal Principles in Insurance: Utmost Good Faith, Indemnity, Subrogation, Proximate Cause
  - Regulatory Bodies and Frameworks: National and International Insurance Regulation (e.g., NAIC, Solvency II)
  - Insurance Fraud and Ethical Issues
  - Role of Government in Insurance: Public vs. Private Insurance
- **Learning Outcomes:**
  - Understand the legal and regulatory frameworks governing the insurance industry.
  - Learn about ethical issues and legal considerations in insurance.

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#### ## Semester 2: Advanced Insurance and Risk Management Techniques\*\*

**Duration:** 4 months\*\*

#### #### 1. Risk Financing and Insurance Markets\*\*

- **Duration:** 15 weeks
- **Topics Covered:**
  - Risk Financing Techniques: Retention, Transfer, and Risk Pooling
  - Insurance as a Risk Financing Tool: Types of Policies and Coverage
  - Reinsurance: Role, Types, and Mechanisms of Reinsurance
  - Alternative Risk Financing: Captives, Self-Insurance, and Insurance-linked Securities
  - Global Insurance Markets: Key Players and Emerging Markets
- **Learning Outcomes:**
  - Understand various methods of risk financing and how they relate to insurance.
  - Gain insight into global insurance markets and reinsurance practices.

#### #### 2. Risk Management Strategies and Decision Making\*\*

- **Duration:** 15 weeks
- **Topics Covered:**
  - Risk Control Techniques: Loss Prevention, Loss Reduction, and Risk Avoidance
  - Decision-Making Models in Risk Management
  - Creating and Implementing Risk Management Plans
  - Crisis Management and Business Continuity Planning
  - Risk Communication and Stakeholder Engagement
- **Learning Outcomes:**
  - Learn effective risk management strategies and decision-making frameworks.
  - Develop the ability to create and implement a comprehensive risk management plan.



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#### #### \*\*3. Financial Risk Management and Insurance in Business\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Financial Risk: Credit, Market, Liquidity, and Operational Risks
  - Risk Management in Financial Institutions: Banks, Insurance Companies, and Investment Firms
  - Hedging Strategies: Derivatives, Futures, and Options
  - Capital Adequacy and Solvency in the Insurance Industry
  - Risk Management in Corporate Governance
- \*\*Learning Outcomes\*\*:
  - Understand the financial risks faced by businesses and financial institutions.
  - Learn how to apply risk management tools in corporate settings, especially in insurance companies.

#### #### \*\*4. Claims Management and Loss Adjusting\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - The Claims Process: Filing, Investigation, and Settlement
  - Loss Adjusting: Role and Techniques for Assessing Losses
  - Handling Claims in Different Insurance Lines: Property, Health, Life, and Liability
  - Fraud Detection and Prevention in Claims
  - Legal and Ethical Considerations in Claims Handling
- \*\*Learning Outcomes\*\*:
  - Gain knowledge of the claims process and how to manage claims effectively.
  - Learn how to handle fraud and legal issues in insurance claims.

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#### #### \*\*Semester 3: Specialized Topics and Capstone Project\*\*

\*\*Duration: 4 months\*\*

#### #### \*\*1. Enterprise Risk Management (ERM)\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Introduction to Enterprise Risk Management: Integrating Risk Management Across the Organization
  - ERM Frameworks: COSO, ISO 31000
  - Identifying and Managing Strategic Risks
  - Risk Appetite and Tolerance
  - Role of the Risk Manager in Enterprise Risk Management
- \*\*Learning Outcomes\*\*:
  - Understand how to manage risks at an enterprise-wide level.
  - Learn how to implement and monitor an ERM program.

#### #### \*\*2. Catastrophic and Emerging Risks\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Catastrophic Risks: Natural Disasters, Pandemics, Terrorism, Cybersecurity
  - Managing Emerging Risks in the Insurance Industry
  - Environmental and Climate Change Risks
  - Role of Insurance in Disaster Recovery and Crisis Management
  - Technological Innovations in Risk Management (e.g., AI, Blockchain, IoT)
- \*\*Learning Outcomes\*\*:
  - Understand emerging risks and how they impact the insurance and risk management industries.



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- Learn strategies to manage catastrophic and unforeseen risks.

#### #### \*\*3. Insurance and Risk Management in International Markets\*\*

- \*\*Duration\*\*: 15 weeks

- \*\*Topics Covered\*\*:

- Overview of Global Insurance Markets and Regulatory Differences
- International Risk Management: Multinational Insurance Programs and Global Risk Policies
- Political and Economic Risk in International Insurance
- Cross-border Insurance: Challenges and Opportunities
- International Reinsurance Markets

- \*\*Learning Outcomes\*\*:

- Gain an understanding of the global insurance and risk management landscape.
- Learn how to manage insurance and risk in international settings.

#### #### \*\*4. Capstone Project: Risk Management and Insurance Strategy\*\*

- \*\*Duration\*\*: 15 weeks

- \*\*Topics Covered\*\*:

- The capstone project requires students to work on a comprehensive risk management or insurance strategy for a real or hypothetical organization.

- Students will assess risks, recommend appropriate insurance products, and develop a risk mitigation plan.

- The project will culminate in a final presentation to faculty and industry professionals.

- \*\*Learning Outcomes\*\*:

- Apply knowledge and skills gained throughout the program to solve real-world risk management problems.

- Present a professional risk management or insurance strategy.

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#### ### \*\*Program Summary\*\*

##### \*\*Duration\*\*: Two-Years

- \*\*Total Credits\*\*: Approximately 60 credits

- \*\*Core Skills Acquired\*\*:

- Comprehensive understanding of the insurance industry and risk management principles.

- Expertise in risk assessment, financing, and claims management.

- Ability to manage enterprise-wide risks and global insurance strategies.

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#### ### \*\*Additional Recommendations\*\*

- \*\*Certifications\*\*: Encourage students to pursue industry certifications like the Chartered Insurance Professional (CIP), Associate in Risk Management (ARM), or Certified Risk Manager (CRM).

- \*\*Internships\*\*: Partner with insurance firms, risk consulting companies, or reinsurance firms to provide students with hands-on experience.

- \*\*Guest Lectures and Networking\*\*: Organize sessions with industry professionals to provide real-world insights into the evolving risk landscape.

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This curriculum is designed to equip students with a solid foundation in insurance and risk management, preparing them for careers in both sectors of the industry.



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## 9. Logistics & Supply Chain Management

Here is a detailed curriculum for a \*\*Two-Year Logistics & Supply Chain Management\*\* program. The curriculum is designed to provide students with the knowledge and skills necessary to understand, manage, and optimize supply chains and logistics operations across various industries.

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### #### \*\*Two-Year Logistics & Supply Chain Management Program Curriculum\*\*

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#### #### \*\*Semester 1: Foundations of Logistics and Supply Chain Management\*\*

\*\*Duration: 4 months\*\*

##### #### \*\*1. Introduction to Logistics and Supply Chain Management\*\*

- \*\*Duration\*\*: 15 weeks

- \*\*Topics Covered\*\*:

- Definitions and Scope of Logistics and Supply Chain Management
- Key Components of Supply Chains: Suppliers, Manufacturers, Distributors, Retailers
- The Role of Logistics in the Supply Chain
- Overview of Global Supply Chain Networks and Trends
- Key Supply Chain Management Theories and Models (e.g., Lean, Agile, Just-in-Time)
- \*\*Learning Outcomes\*\*:
  - Understand the fundamental concepts of logistics and supply chain management.
  - Learn how logistics supports and enhances supply chain efficiency.

##### #### \*\*2. Procurement and Sourcing\*\*

- \*\*Duration\*\*: 15 weeks

- \*\*Topics Covered\*\*:

- Procurement Process: Sourcing, Supplier Selection, and Negotiation
- Strategic Sourcing and Supplier Relationship Management
- Global Sourcing: Challenges and Opportunities
- Contract Management and Supplier Performance Evaluation
- Ethics and Sustainability in Procurement
- \*\*Learning Outcomes\*\*:
  - Learn how to source materials and services strategically and manage supplier relationships.
  - Gain insight into procurement practices in local and global contexts.

##### #### \*\*3. Inventory and Warehouse Management\*\*

- \*\*Duration\*\*: 15 weeks

- \*\*Topics Covered\*\*:

- Inventory Control: Models (EOQ, JIT, ABC Analysis), Inventory Management Systems
- Warehouse Design and Layout Optimization
- Storage Techniques and Material Handling
- Inventory Forecasting and Demand Planning
- Technology in Warehouse Management (e.g., WMS, RFID)
- \*\*Learning Outcomes\*\*:
  - Understand how to optimize inventory levels and reduce carrying costs.
  - Learn to design efficient warehouses and manage inventory systems effectively.



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#### #### \*\*4. Transportation Management\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Types of Transportation: Road, Rail, Air, Sea, and Intermodal
  - Freight Management: Cost, Scheduling, and Route Optimization
  - Transportation Contracts and Regulations
  - Role of Third-Party Logistics (3PL) Providers and Freight Forwarders
  - Environmental and Sustainability Considerations in Transportation
- \*\*Learning Outcomes\*\*:
  - Gain an understanding of transportation modes and how to optimize freight operations.
  - Learn the regulatory and environmental considerations in transportation management.

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#### ### \*\*Semester 2: Advanced Logistics and Supply Chain Management Techniques\*\*

\*\*Duration: 4 months\*\*

#### #### \*\*1. Supply Chain Planning and Design\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Supply Chain Network Design: Global Sourcing, Distribution, and Logistics Hubs
  - Forecasting Demand and Capacity Planning
  - Production and Distribution Planning: MRP, DRP
  - Managing Lead Times and Bottlenecks
  - Supply Chain Risk Management and Resilience Planning
- \*\*Learning Outcomes\*\*:
  - Understand how to design efficient and resilient supply chain networks.
  - Learn to forecast and plan for demand and capacity in supply chains.

#### #### \*\*2. Lean Supply Chain and Six Sigma\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Lean Principles: Waste Reduction, Value Stream Mapping, Continuous Improvement
  - Six Sigma Methodology: DMAIC Process and Statistical Tools
  - Application of Lean and Six Sigma in Supply Chains
  - Case Studies in Lean and Six Sigma Supply Chain Optimization
  - Tools for Process Improvement (Kaizen, 5S, Kanban)
- \*\*Learning Outcomes\*\*:
  - Learn the principles of Lean and Six Sigma and their application in supply chains.
  - Gain the ability to implement continuous improvement practices in logistics and supply chain operations.

#### #### \*\*3. Global Supply Chain Management\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Globalization and Its Impact on Supply Chains
  - Managing International Logistics and Trade Compliance
  - Customs and Import/Export Regulations
  - Cross-Border Supply Chain Coordination and Challenges
  - Global Supply Chain Risks: Political, Economic, and Environmental Factors
- \*\*Learning Outcomes\*\*:
  - Understand the complexities of managing global supply chains.
  - Learn the challenges and strategies for cross-border logistics and trade compliance.



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#### **#### \*\*4. Technology in Supply Chain Management\*\***

- **\*\*Duration\*\*:** 15 weeks
- **\*\*Topics Covered\*\*:**
  - Role of Technology in Supply Chains: ERP, SCM, and CRM Systems
  - Data Analytics and Big Data in Supply Chain Optimization
  - Artificial Intelligence (AI) and Machine Learning in Logistics
  - Blockchain Technology in Supply Chain Transparency and Security
  - Emerging Technologies: Autonomous Vehicles, Drones, 3D Printing
- **\*\*Learning Outcomes\*\*:**
  - Understand how technology is transforming supply chain and logistics operations.
  - Gain practical knowledge of using technology to optimize processes and improve decision-making.

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#### **### \*\*Semester 3: Strategic Management and Capstone Project\*\***

**\*\*Duration:** 4 months\*\*

#### **#### \*\*1. Strategic Supply Chain Management\*\***

- **\*\*Duration\*\*:** 15 weeks
- **\*\*Topics Covered\*\*:**
  - Aligning Supply Chain Strategy with Corporate Strategy
  - Competitive Advantage Through Supply Chain Management
  - Key Performance Indicators (KPIs) for Supply Chain Performance
  - Supply Chain Collaboration and Partnering
  - Innovation and Sustainability in Supply Chain Strategy
- **\*\*Learning Outcomes\*\*:**
  - Learn to develop and implement a strategic supply chain plan aligned with organizational goals.
  - Understand how to measure and improve supply chain performance using KPIs.

#### **#### \*\*2. Sustainable Supply Chain and Ethics\*\***

- **\*\*Duration\*\*:** 15 weeks
- **\*\*Topics Covered\*\*:**
  - Sustainability Challenges in Supply Chain Management
  - Green Logistics: Reducing Environmental Impact
  - Ethical Sourcing and Fair Trade Practices
  - Corporate Social Responsibility (CSR) in Supply Chains
  - The Circular Economy and Reverse Logistics
- **\*\*Learning Outcomes\*\*:**
  - Understand the importance of sustainability in supply chains.
  - Learn how to integrate ethical and environmentally friendly practices into supply chain operations.

#### **#### \*\*3. Supply Chain Risk Management and Contingency Planning\*\***

- **\*\*Duration\*\*:** 15 weeks
- **\*\*Topics Covered\*\*:**
  - Identifying and Assessing Risks in the Supply Chain
  - Crisis Management and Business Continuity Plans
  - Mitigating Supply Chain Disruptions: Natural Disasters, Political Instability, Cyber Threats
  - Developing and Implementing Risk Mitigation Strategies
  - Case Studies on Supply Chain Failures and Successes
- **\*\*Learning Outcomes\*\*:**



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- Learn how to identify and manage risks in the supply chain.
- Understand the importance of contingency planning for business continuity.

#### #### \*\*4. Capstone Project: Logistics and Supply Chain Optimization\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - The capstone project requires students to apply the knowledge and skills learned in the program to a real-world or simulated supply chain problem.
  - Students will identify inefficiencies, propose optimization solutions, and develop a comprehensive logistics or supply chain management plan.
  - The project culminates in a presentation and report outlining the proposed solutions.
- \*\*Learning Outcomes\*\*:
  - Demonstrate the ability to solve complex logistics and supply chain challenges.
  - Gain experience in presenting supply chain strategies and optimization plans to stakeholders.

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#### ### \*\*Program Summary\*\*

\*\*Duration\*\*: Two-Years

- \*\*Total Credits\*\*: Approximately 60 credits
- \*\*Core Skills Acquired\*\*:
  - Understanding of logistics, procurement, and supply chain planning.
  - Knowledge of inventory management, transportation, and warehouse operations.
  - Expertise in global supply chain management, risk management, and sustainability.
  - Proficiency in using technology and data analytics to optimize supply chains.

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#### ### \*\*Additional Recommendations\*\*

- \*\*Certifications\*\*: Encourage students to pursue industry certifications such as Certified Supply Chain Professional (CSCP), Certified in Production and Inventory Management (CPIM), or Six Sigma certification for professional development.
- \*\*Internships\*\*: Partner with logistics companies, manufacturers, and supply chain consulting firms to offer hands-on internship opportunities.
- \*\*Guest Lectures and Networking\*\*: Invite supply chain professionals to speak with students about trends and challenges in the field.

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This curriculum provides students with a broad understanding of logistics and supply chain management, preparing them for careers in areas such as procurement, transportation, inventory management, supply chain optimization, and strategic logistics planning.

## 10. Program & Project Management

Here's a detailed curriculum for a \*\*Two-Year Program and Project Management\*\* program. This curriculum is designed to equip students with the essential knowledge and practical skills required for managing both programs and projects effectively. It integrates theoretical concepts with practical techniques, preparing students for leadership roles in managing complex projects and portfolios across various industries.



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#### #### \*\*Two-Year Program and Project Management Curriculum\*\*

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#### #### \*\*Semester 1: Introduction to Project and Program Management\*\*

\*\*Duration: 4 months\*\*

##### ##### \*\*1. Introduction to Project Management\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Definition and Concepts of Project Management
  - The Project Life Cycle: Initiation, Planning, Execution, Monitoring, and Closure
  - Roles and Responsibilities of a Project Manager
  - Project Stakeholders and Communication
  - Project Success Criteria
- \*\*Learning Outcomes\*\*:
  - Gain a clear understanding of the fundamentals of project management.
  - Learn the stages of the project life cycle and how to navigate each phase.

##### ##### \*\*2. Project Scope and Requirements Management\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Defining Project Scope and Objectives
  - Creating a Work Breakdown Structure (WBS)
  - Managing Project Requirements and Expectations
  - Scope Creep and How to Control It
  - Techniques for Requirements Gathering and Documentation
- \*\*Learning Outcomes\*\*:
  - Develop the skills to define, manage, and control project scope.
  - Learn to effectively document and manage project requirements throughout the project lifecycle.

##### ##### \*\*3. Project Scheduling and Time Management\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Project Planning and Scheduling Techniques
  - Gantt Charts, Critical Path Method (CPM), and Program Evaluation Review Technique (PERT)
  - Time Estimation: Techniques and Tools
  - Resource Allocation and Time Constraints
  - Managing Delays and Developing Contingency Plans
- \*\*Learning Outcomes\*\*:
  - Master scheduling techniques and tools for managing project timelines.
  - Learn to estimate project duration and handle time-related issues effectively.

##### ##### \*\*4. Project Cost and Budget Management\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Estimating Costs: Bottom-Up, Top-Down, Analogous, and Parametric Estimation
  - Creating and Managing the Project Budget
  - Cost Control Techniques and Variance Analysis
  - Managing Project Cash Flow



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- Earned Value Management (EVM) and Key Performance Indicators (KPIs)
- **Learning Outcomes**:
  - Gain skills in cost estimation, budgeting, and monitoring expenses.
  - Learn how to track project performance using EVM and other cost control measures.

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#### #### **Semester 2: Advanced Project Management and Program Management**

**Duration:** 4 months

##### #### **1. Risk Management in Projects**

- **Duration**: 15 weeks
- **Topics Covered**:
  - Identifying Project Risks: Types and Sources
  - Risk Assessment and Evaluation: Probability and Impact Matrix
  - Risk Response Strategies: Mitigation, Acceptance, Avoidance, and Transfer
  - Risk Monitoring and Control
  - Tools and Techniques for Risk Management (Qualitative and Quantitative)
- **Learning Outcomes**:
  - Develop risk management plans and strategies for identifying and mitigating risks.
  - Learn how to handle uncertainties in project management using structured risk management techniques.

##### #### **2. Quality Management in Projects**

- **Duration**: 15 weeks
- **Topics Covered**:
  - Defining Quality in Projects and Programs
  - Quality Planning, Assurance, and Control
  - Quality Tools: Pareto Analysis, Fishbone Diagram, Control Charts
  - Managing Stakeholder Expectations Related to Quality
  - Continuous Improvement in Project Execution
- **Learning Outcomes**:
  - Understand how to ensure high-quality project outcomes.
  - Learn tools and techniques for maintaining and controlling quality throughout the project lifecycle.

##### #### **3. Program Management and Portfolio Management**

- **Duration**: 15 weeks
- **Topics Covered**:
  - Difference Between Projects, Programs, and Portfolios
  - The Role of a Program Manager
  - Integrating Projects and Aligning with Organizational Strategy
  - Program Life Cycle and Governance
  - Managing Project Portfolios: Prioritization, Resource Allocation, and Risk Management
- **Learning Outcomes**:
  - Gain knowledge of managing programs and portfolios alongside individual projects.
  - Learn the strategic role of a program manager in aligning projects with business goals.

##### #### **4. Leadership and Communication in Project Management**

- **Duration**: 15 weeks
- **Topics Covered**:
  - Leadership Styles in Project Management
  - Building High-Performance Project Teams



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- Conflict Resolution and Negotiation Skills
- Effective Communication with Stakeholders
- Managing Stakeholder Expectations and Maintaining Engagement
- **Learning Outcomes:**
  - Develop leadership skills and communication strategies for managing project teams.
  - Learn how to manage stakeholders effectively and resolve conflicts.

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#### #### **Semester 3: Specialized Topics and Capstone Project\*\***

**Duration:** 4 months\*\*

##### #### **1. Agile Project Management\*\***

- **Duration:** 15 weeks
- **Topics Covered:**
  - Introduction to Agile Methodology: Principles and Practices
  - Scrum Framework: Roles, Artifacts, and Events
  - Agile Project Planning and Execution
  - Managing Agile Teams and Stakeholders
  - Comparing Agile with Traditional Project Management (Waterfall)
- **Learning Outcomes:**
  - Learn the principles of Agile and how it differs from traditional project management approaches.
  - Gain practical experience in applying Agile methods in project management environments.

##### #### **2. Project Procurement and Contract Management\*\***

- **Duration:** 15 weeks
- **Topics Covered:**
  - Procurement Management Process: Planning, Conducting, and Closing Procurement
  - Contract Types and Procurement Strategies
  - Negotiation and Contract Administration
  - Legal and Ethical Aspects of Procurement
  - Managing External Vendors and Suppliers
- **Learning Outcomes:**
  - Understand the processes of project procurement and contract management.
  - Learn how to manage vendor relationships and handle contracts effectively.

##### #### **3. Project Integration and Change Management\*\***

- **Duration:** 15 weeks
- **Topics Covered:**
  - Integrating Project Management Plans and Components
  - Change Control Process: Request, Approval, and Documentation
  - Managing Project Scope Changes and Stakeholder Impacts
  - Change Management Models (e.g., ADKAR, Kotter's 8-Step Change Model)
  - Leading Projects Through Transitions
- **Learning Outcomes:**
  - Learn how to integrate different aspects of project management effectively.
  - Develop strategies to manage and communicate change within projects.

##### #### **4. Capstone Project: Program and Project Management in Practice\*\***

- **Duration:** 15 weeks
- **Topics Covered:**
  - The capstone project requires students to work on a real-world or simulated project management scenario, integrating all the learned concepts.



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- Students will create a project plan, identify risks, manage resources, handle procurement, and present the project to stakeholders.

- The project will conclude with a comprehensive final report and presentation.

- **Learning Outcomes**:

- Apply the knowledge and skills learned throughout the program to manage a complex project.

- Develop practical, actionable solutions to real-world project management challenges.

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### **Program Summary**

**Duration**: Two-Years

- **Total Credits**: Approximately 60 credits

- **Core Skills Acquired**:

- Expertise in planning, executing, and controlling projects.

- Strong leadership and communication skills for managing teams and stakeholders.

- Understanding of agile, traditional, and hybrid project management methodologies.

- Knowledge of procurement, contract management, and change management processes.

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### **Additional Recommendations**

- **Certifications**: Encourage students to pursue certifications such as Project Management Professional (PMP), PRINCE2, Certified ScrumMaster (CSM), or Agile Certified Practitioner (PMI-ACP).

- **Internships**: Offer opportunities for internships with project-based organizations, consulting firms, or program management departments.

- **Guest Lectures and Networking**: Host sessions with experienced project managers and program directors to give students real-world insights into project management challenges and strategies.

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This curriculum is designed to prepare students for leadership roles in project and program management, equipping them with the practical skills, methodologies, and tools needed to manage complex projects across various industries.

## 11. Quality Management

Here is a detailed curriculum for a **Two-Year Quality Management** program. The curriculum focuses on equipping students with the essential knowledge, tools, and techniques to effectively manage and improve quality within an organization. It includes both theoretical understanding and practical applications of quality management principles across various industries.

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### **Two-Year Quality Management Program Curriculum**

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### **Semester 1: Foundations of Quality Management**

**Duration**: 4 months



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#### #### \*\*1. Introduction to Quality Management\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - The Concept of Quality: Definitions and Dimensions
  - Historical Development of Quality Management (e.g., Deming, Juran, Crosby)
  - The Role of Quality in Organizational Success
  - Key Principles of Quality Management: Customer Focus, Continuous Improvement, Leadership
  - Overview of Quality Standards (ISO, Six Sigma, TQM)
- \*\*Learning Outcomes\*\*:
  - Understand the foundational principles of quality management.
  - Learn the evolution of quality management and its impact on organizations.

#### #### \*\*2. Quality Assurance and Control\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Definition and Role of Quality Assurance (QA) and Quality Control (QC)
  - Key Quality Control Tools: Statistical Process Control (SPC), Control Charts, Pareto Analysis
  - Process Management and Control Techniques
  - Building a Quality Control System
  - Corrective and Preventive Actions (CAPA)
- \*\*Learning Outcomes\*\*:
  - Understand the difference between Quality Assurance and Quality Control.
  - Learn how to implement and manage quality control systems and processes.

#### #### \*\*3. Quality Management Systems (QMS)\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Overview of Quality Management Systems (QMS) and their Purpose
  - ISO 9001: Structure, Requirements, and Implementation
  - Documentation Requirements for QMS
  - Auditing and Monitoring QMS Performance
  - Continuous Improvement and QMS Maintenance
- \*\*Learning Outcomes\*\*:
  - Gain in-depth knowledge of ISO 9001 and its application in quality management.
  - Learn to establish and maintain a Quality Management System.

#### #### \*\*4. Statistical Methods for Quality Management\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Basic Statistical Concepts: Mean, Median, Mode, Variance, Standard Deviation
  - Probability and Data Distribution
  - Introduction to Hypothesis Testing and Sampling Techniques
  - Statistical Tools in Quality Management: Process Capability Analysis, Hypothesis Testing
  - Data Visualization for Quality Improvement
- \*\*Learning Outcomes\*\*:
  - Understand and apply statistical techniques for analyzing quality data.
  - Learn how to use statistics to monitor and improve quality processes.

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#### ### \*\*Semester 2: Advanced Quality Management Techniques\*\*

\*\*Duration: 4 months\*\*



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#### #### \*\*1. Total Quality Management (TQM)\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Total Quality Management Philosophy and Principles
  - Customer Satisfaction and Feedback Mechanisms
  - Employee Involvement and Empowerment in Quality Management
  - TQM Tools: Fishbone Diagrams, Affinity Diagrams, Flowcharts
  - Case Studies on Successful TQM Implementation
- \*\*Learning Outcomes\*\*:
  - Learn the principles and practices of Total Quality Management.
  - Develop strategies for implementing TQM and achieving organizational excellence.

#### #### \*\*2. Six Sigma Methodology\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Introduction to Six Sigma: History, Methodology, and Objectives
  - DMAIC (Define, Measure, Analyze, Improve, Control) Process
  - Tools and Techniques for Six Sigma Projects: FMEA, Fishbone Diagrams, Root Cause Analysis
  - Lean Six Sigma and Process Optimization
  - Certification Levels and Roles in Six Sigma (Green Belt, Black Belt)
- \*\*Learning Outcomes\*\*:
  - Understand Six Sigma principles and the DMAIC methodology.
  - Apply Six Sigma tools to identify defects and improve processes.

#### #### \*\*3. Risk Management in Quality\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - Identifying and Assessing Quality Risks in Processes
  - Risk Management Frameworks in Quality Management
  - Failure Mode and Effect Analysis (FMEA)
  - Quantitative and Qualitative Risk Assessment Methods
  - Managing Risk Through Design, Process, and Control
- \*\*Learning Outcomes\*\*:
  - Understand how to identify, assess, and manage risks in quality processes.
  - Learn methods like FMEA to mitigate quality risks effectively.

#### #### \*\*4. Supplier Quality Management\*\*

- \*\*Duration\*\*: 15 weeks
- \*\*Topics Covered\*\*:
  - The Role of Suppliers in Quality Management
  - Supplier Selection and Evaluation
  - Supplier Quality Assurance (SQA) Practices
  - Auditing Suppliers and Monitoring Supplier Performance
  - Building Long-Term Supplier Relationships and Quality Partnerships
- \*\*Learning Outcomes\*\*:
  - Learn how to evaluate and manage suppliers from a quality perspective.
  - Understand supplier quality assurance processes and strategies for collaboration.

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#### ### \*\*Semester 3: Practical Application of Quality Management\*\*

\*\*Duration: 4 months\*\*



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#### **#### \*\*1. Quality Leadership and Organizational Culture\*\***

- **Duration\*\*:** 15 weeks
- **Topics Covered\*\*:**
  - Leadership in Quality Management
  - Creating a Quality-Focused Organizational Culture
  - Quality Roles in Decision-Making and Strategic Planning
  - Leading and Motivating Teams for Quality Excellence
  - Overcoming Resistance to Quality Initiatives
- **Learning Outcomes\*\*:**
  - Develop leadership skills to foster a culture of quality in an organization.
  - Learn how to influence organizational behavior toward achieving quality objectives.

#### **#### \*\*2. Quality Auditing and Continuous Improvement\*\***

- **Duration\*\*:** 15 weeks
- **Topics Covered\*\*:**
  - Internal and External Auditing Process
  - Types of Quality Audits: Compliance, Process, Performance
  - Auditing Techniques and Tools
  - Corrective Actions, Preventive Actions, and Continuous Improvement
  - Kaizen and PDCA (Plan-Do-Check-Act) Cycle
- **Learning Outcomes\*\*:**
  - Master auditing skills and techniques for assessing quality systems.
  - Learn how to implement continuous improvement processes using tools like PDCA and Kaizen.

#### **#### \*\*3. Lean Manufacturing and Waste Reduction\*\***

- **Duration\*\*:** 15 weeks
- **Topics Covered\*\*:**
  - Principles of Lean Manufacturing: Value, Value Stream Mapping, Flow, Pull
  - Identifying and Eliminating Waste (Muda) in Processes
  - Just-in-Time (JIT) Manufacturing and Kanban Systems
  - Lean Tools: 5S, Kaizen, Value Stream Mapping, SMED (Single-Minute Exchange of Die)
  - Case Studies on Lean Implementation
- **Learning Outcomes\*\*:**
  - Understand lean principles and their application in quality management.
  - Learn how to reduce waste and optimize production processes to improve quality.

#### **#### \*\*4. Capstone Project: Quality Management in Practice\*\***

- **Duration\*\*:** 15 weeks
- **Topics Covered\*\*:**
  - In the capstone project, students will apply all the concepts learned throughout the program to real-world scenarios.
  - The project involves analyzing quality systems, identifying improvement areas, and proposing solutions.
  - Students will prepare a comprehensive report and presentation on their findings and recommendations for quality improvement.
- **Learning Outcomes\*\*:**
  - Integrate all aspects of quality management learned throughout the program.
  - Demonstrate practical skills in problem-solving, decision-making, and project presentation in a quality management context.

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#### #### \*\*Program Summary\*\*

\*\*Duration\*\*: Two-Years

- \*\*Total Credits\*\*: Approximately 60 credits

- \*\*Core Skills Acquired\*\*:

- Expertise in quality control, assurance, and improvement methodologies.
- Knowledge of statistical tools and techniques for quality management.
- Practical skills in implementing quality systems, auditing, and managing supplier relationships.
- Understanding of leadership and change management in fostering quality culture.

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#### #### \*\*Additional Recommendations\*\*

- \*\*Certifications\*\*: Encourage students to pursue industry certifications such as Six Sigma (Green Belt, Black Belt), ISO 9001 Lead Auditor, or Certified Quality Improvement Associate (CQIA).

- \*\*Internships\*\*: Offer internship opportunities with organizations that have strong quality management systems.

- \*\*Guest Lectures and Networking\*\*: Invite quality experts to speak about current trends and innovations in the field of quality management.

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This curriculum is designed to provide students with both the theoretical foundation and practical experience necessary to excel in the field of quality management. Students will be prepared to handle the challenges of quality improvement, risk management, and process optimization across various sectors.

## 12. Tourism and Hospitality Management

Here is a detailed curriculum for a \*\*Two-Year Tourism and Hospitality Management\*\* program. This curriculum is designed to equip students with the knowledge and practical skills necessary for a successful career in the tourism and hospitality industries. The program covers a wide range of topics, from customer service to sustainable tourism practices, and emphasizes both operational management and strategic planning.

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#### #### \*\*Two-Year Tourism and Hospitality Management Curriculum\*\*

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#### ### \*\*Semester 1: Introduction to Tourism and Hospitality\*\*

\*\*Duration: 4 months\*\*

#### #### \*\*1. Introduction to Tourism and Hospitality Management\*\*

- \*\*Duration\*\*: 15 weeks

- \*\*Topics Covered\*\*:

- The Definition and Scope of Tourism and Hospitality
- The Role of Tourism in the Economy and Society
- Key Sectors of Tourism: Accommodation, Food and Beverage, Travel and Transport, Entertainment



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- Types of Tourism: Domestic, International, Eco-Tourism, Adventure Tourism, Cultural Tourism
- Tourism and Hospitality Trends and Globalization
- **Learning Outcomes:**
  - Understand the tourism and hospitality industries, their importance, and their structure.
  - Learn the global trends affecting the growth and development of tourism.

#### #### **2. Hospitality Operations Management\*\***

- **Duration:** 15 weeks
- **Topics Covered:**
  - The Structure of Hospitality Operations (Hotels, Resorts, Spas, Restaurants, etc.)
  - Key Operational Functions in Hospitality: Front Office, Housekeeping, Food & Beverage
  - Managing Guest Services and Customer Satisfaction
  - Reservation Systems and Check-in/Check-out Procedures
  - Staff Management and Training in Hospitality
- **Learning Outcomes:**
  - Develop a solid understanding of daily hospitality operations.
  - Gain skills in managing guest services and improving operational efficiency.

#### #### **3. Tourism Marketing\*\***

- **Duration:** 15 weeks
- **Topics Covered:**
  - Principles of Marketing in the Tourism Industry
  - Market Segmentation and Targeting
  - Tourism Product Development and Positioning
  - Destination Marketing and Branding
  - Social Media and Digital Marketing in Tourism
- **Learning Outcomes:**
  - Learn how to develop marketing strategies for tourism-related businesses.
  - Understand the role of digital marketing and social media in attracting tourists.

#### #### **4. Customer Service and Relationship Management\*\***

- **Duration:** 15 weeks
- **Topics Covered:**
  - Customer Expectations and Experience Management
  - Service Quality and Customer Satisfaction in Tourism and Hospitality
  - Relationship Marketing and Loyalty Programs
  - Dealing with Customer Complaints and Conflict Resolution
  - Creating a Positive Customer Service Culture
- **Learning Outcomes:**
  - Understand the importance of customer service in tourism and hospitality.
  - Develop strategies for building long-term customer relationships and improving satisfaction.

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#### **### Semester 2: Advanced Management and Specialization\*\***

**Duration:** 4 months\*\*

#### #### **1. Financial Management in Tourism and Hospitality\*\***

- **Duration:** 15 weeks
- **Topics Covered:**
  - Financial Planning and Budgeting for Hospitality Businesses
  - Cost Control in Hospitality: Labour, Food, and Beverage Management
  - Profitability and Revenue Management in Hotels and Restaurants



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- Financial Statements: Income Statement, Balance Sheet, and Cash Flow
- Investment and Capital Management in the Tourism Sector
- **Learning Outcomes\*\*:**
  - Learn to develop and manage financial plans for tourism and hospitality businesses.
  - Gain skills in cost control, profitability analysis, and revenue optimization.

#### #### **2. Sustainable Tourism and Hospitality Management\*\***

- **Duration\*\*:** 15 weeks
- **Topics Covered\*\*:**
  - Principles and Practices of Sustainable Tourism
  - Environmental Impact of Tourism: Eco-friendly Practices and Green Certifications
  - Social and Cultural Impacts of Tourism on Local Communities
  - Sustainable Hospitality Operations: Energy Conservation, Waste Management, Green Hotels
  - The Role of Tourism in Sustainable Development Goals (SDGs)
- **Learning Outcomes\*\*:**
  - Understand the importance of sustainability in tourism and hospitality.
  - Learn how to implement sustainable practices in hospitality operations and tourism management.

#### #### **3. Event and Conference Management\*\***

- **Duration\*\*:** 15 weeks
- **Topics Covered\*\*:**
  - Overview of Event Planning and Management
  - Types of Events: Corporate Events, Weddings, Conventions, Festivals, etc.
  - Event Marketing, Budgeting, and Risk Management
  - Venue Selection and Logistics Management
  - Post-event Evaluation and Feedback
- **Learning Outcomes\*\*:**
  - Gain knowledge of how to plan and manage a variety of events in the tourism and hospitality industry.
  - Develop skills in event marketing, budgeting, and execution.

#### #### **4. Human Resource Management in Tourism and Hospitality\*\***

- **Duration\*\*:** 15 weeks
- **Topics Covered\*\*:**
  - Recruiting, Training, and Retaining Employees in the Tourism Sector
  - Labour Laws and Ethics in the Hospitality Industry
  - Leadership and Team Building in Hospitality Operations
  - Employee Motivation and Performance Management
  - Cross-Cultural Communication and Diversity in Hospitality
- **Learning Outcomes\*\*:**
  - Understand the principles of human resource management within the tourism and hospitality sectors.
  - Learn effective techniques for managing diverse teams in a service-oriented environment.

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#### ## **Semester 3: Practical Application and Capstone Project\*\***

**Duration:** 4 months\*\*

#### #### **1. Travel and Tourism Law\*\***

- **Duration\*\*:** 15 weeks
- **Topics Covered\*\*:**
  - Legal Framework of Tourism and Hospitality Operations



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- Contracts and Liability in Hospitality and Travel
- Consumer Protection Laws for Tourists
- Health, Safety, and Security Regulations in the Tourism Industry
- Insurance and Risk Management in Tourism
- **Learning Outcomes**:
  - Gain an understanding of the legal aspects affecting tourism and hospitality businesses.
  - Learn to navigate the regulatory environment and manage risk.

#### #### **2. Tourism and Hospitality Strategic Management\*\***

- **Duration**: 15 weeks
- **Topics Covered**:
  - Strategic Planning in Tourism and Hospitality
  - Competitive Analysis and Market Positioning
  - Strategic Decision-Making for Long-Term Success
  - Innovations and Trends in the Tourism and Hospitality Sectors
  - Crisis Management and Business Continuity in Tourism
- **Learning Outcomes**:
  - Learn how to create and implement strategic plans to ensure the growth and competitiveness of tourism businesses.
  - Understand the importance of innovation and crisis management in tourism.

#### #### **3. Technology in Tourism and Hospitality Management\*\***

- **Duration**: 15 weeks
- **Topics Covered**:
  - The Role of Technology in Enhancing Guest Experience
  - Reservation Systems, Property Management Systems, and CRM Software
  - E-Commerce and Online Booking Platforms
  - Artificial Intelligence and Virtual Reality in Tourism Marketing
  - Managing Data Security and Privacy in the Digital Age
- **Learning Outcomes**:
  - Understand the impact of technology on the tourism and hospitality industry.
  - Learn how to implement and manage technology systems that enhance operations and guest experience.

#### #### **4. Capstone Project: Tourism and Hospitality Management in Practice\*\***

- **Duration**: 15 weeks
- **Topics Covered**:
  - The Capstone Project involves students working on a real-world or simulated tourism or hospitality management challenge.
  - Students will analyze market trends, develop strategic plans, and present solutions to management issues in the tourism and hospitality sectors.
  - This project will incorporate all aspects of the program, from marketing and finance to customer service and sustainability.
- **Learning Outcomes**:
  - Apply the knowledge and skills learned throughout the program to solve real-world industry problems.
  - Present a comprehensive strategic plan and report on tourism or hospitality management practices.

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#### **## Program Summary\*\***

**Duration**: Two-Years



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- **Total Credits**: Approximately 60 credits
- **Core Skills Acquired**:
  - Operational and strategic management in tourism and hospitality.
  - Marketing, financial, and human resource management.
  - Understanding of sustainable tourism, legal considerations, and the role of technology.
  - Practical skills through a capstone project integrating learned concepts.

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#### ### Additional Recommendations

- **Certifications**: Encourage students to pursue certifications such as Certified Hospitality Professional (CHP), Certified Tourism Ambassador (CTA), or Sustainable Tourism Certification.
- **Internships**: Provide opportunities for internships with hotels, resorts, tourism agencies, or event management companies to gain hands-on experience.
- **Guest Lectures and Networking**: Invite industry professionals to share insights into the latest trends and practices in tourism and hospitality management.

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This curriculum prepares students to enter the dynamic and growing field of tourism and hospitality management. By combining theoretical knowledge with practical skills, students will be equipped to manage and innovate in various tourism-related sectors, from accommodations and travel services to event planning and sustainability practices.