



**AĞRI İBRAHİM ÇEÇEN UNIVERSITY**  
**VOCATIONAL SCHOOL**  
**TRANSPORTATION SERVICES DEPARTMENT**  
**POST SERVICES PROGRAM**



**1.CLASS FALL SEMESTER**

**COMPULSORY COURSES**

COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PH-101	Letter Post	I. PERIOD	V	3	0	3	3	5
<b>COURSE CONTENT</b>	This derste postal services department terminology, general provisions, letter mail posting, special services in letter post, payment methods in letter post, fee control and takt transactions, training in postal security issues as specified in the postal mail handbook.							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PH-103	Postal Services History and Organization	I. PERIOD	V	3	0	3	3	4
<b>COURSE CONTENT</b>	The first era of communications, Turkish history in mail and communications, Islamic history in the mail and communications, European and American postal history of the Ottoman Empire in the mail and communications, the Republican era postal, telegraphic and telephone of development, today ptt's, the date of the letters.							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PH-105	General Business	I. PERIOD	C	3	0	3	3	4
<b>COURSE CONTENT</b>	Basic concepts of business science, relationship of business science with other branches, aims and responsibilities, classification of businesses, establishment of business, business functions (Management Function), production, marketing, finance, accounting, human resources, what research and development functions are will be covered.							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PH-107	General Economy I	I. PERIOD	C	3	0	3	3	4
<b>DERSİN İÇERİĞİ</b>	Introduction to the economy, economic thoughts, the definition of economic science and its relation with other sciences, Economic systems, population issues and economic growth, Operation of the price mechanism, supply-demand laws and economic decision units, Production, production costs and production factors, nature, labor, capital, Enterprise and its types, Labor and unemployment problems, international labor flows, Banks and money, inflation, deflation and devaluation, Foreign capital, multinational companies, Commodity exchanges, Electronic commerce.							

COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
BİL-101	Computer-I	I. PERIOD	C	2	0	2	2	2
<b>COURSE CONTENT</b>	The historical development of the computer, the development of innovations in computer technology, the understanding of the operating system of the computer, analysis of software and hardware structures, opening files in Microsoft Word, text formatting, special icons, borders, word finding, tables, copying, page structure, editing, adding objects, drawing, using toolbars, Power Point program, Excel, Outlook.							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
MAT-101	General Mathematics I	I. PERIOD	C	2	0	2	2	2
<b>COURSE CONTENT</b>	Basic concepts, sets, number systems, exponential and rooted expressions, identities, equations (equations I and II degree, equations that can be reduced to equations II degree), inequalities (solutions of first and second degree inequalities), relations, equivalence relation, functions (the concept of function, the concept of one-to-one and covering function, the concept of inverse and inverse functions, some special functions and graphics)							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
UZTDE-101	Turkish Language-I	I. PERIOD	C	2	0	2	2	2
<b>COURSE CONTENT</b>	What is language, speaking language and counting languages, institutions related to language derivation, recent studies, classification of earth languages in terms of origin and structure, comparison of Turkish in terms of its place and basic qualities, historical development of Turkish language and monumental works of our language culture, sounds of Turkish , classification and sound adaptations, language existence, word derivation ways, suffixes and applications, culture, culture features and cultural changes, language-culture-nation relations, Atatürk and Turkish Language, sentence, elements and examples							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
UZİNG-101	Foreign Language	I. PERIOD	C	2	0	2	2	2
<b>COURSE CONTENT</b>	Greeting and responding to greetings, pronouns, verb to be, possessive adjectives, alphabet, numbers, reservations, telling the time, days of the week, ordinals, months, imperatives, Simple Present, frequency adverbs, there is / are, countables / uncountables , some / any, have got, making requests, making appointments, booking a flight / hotel room, confirming by letter, nationalities, prepositions, writing a letter, making arrangements, ordering a meal, articles, can-can't, Past Simple anything, nothing, somewhere, anywhere, nowhere							

COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
UZATA-101	Atatürk's Principles and Revolution History-I	I. PERIOD	C	2	0	2	2	2
<b>COURSE CONTENT</b>	The preparation period of the Turkish Revolution and the Turkish War of Independence, a collective look at the causes of the collapse of the Ottoman State and the Turkish Revolution, the disintegration of the Ottoman State, the reaction of Mustafa Kemal Pasha, the transition of Mustafa Kemal Pasha to Samsun and the congress period, Kuvva-i Milliye and the National Pact decisions, Turkey's Grand National Assembly, political events in 1920, Sakarya Victory, Great Attack and Mudanya Armistice Agreement.							

#### OPTIONAL COURSES(\*)

COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PHS-101	Occupational health and Safety	I. PERIOD	O	2	0	2	2	3
<b>DERSİN İÇERİĞİ</b>	Occupational health and safety application principles, risk prevention culture in the workplace, the importance and place of the safety culture in daily life, establishing and maintaining the safety culture, establishment purpose, structure, employees of the ISGB, OSGB and TSM, qualifications and assignment of occupational safety specialists, powers and responsibilities Working Environment Surveillance, Protection Policies, Health Surveillance, Controls and Documents to be Carried out in terms of Occupational Safety, Heavy and Dangerous Works, Special Risk Groups in Working Life, Shift Work and Night Work							
PHS-103	Contact	I. PERIOD	O	2	0	2	2	3
<b>DERSİN İÇERİĞİ</b>	Communication Concept, Types and Models, Ways of Establishment, Barriers and Problems, Communication Process, Communication Information Technologies, Individual and Institutional Development Processes, Strategic Communication Management, Face to Face Communication and Body Language, The Place of Clothing in Communication.							
PHS-105	Life Skills and Social Activity	I. PERIOD	O	2	0	2	2	3
<b>DERSİN İÇERİĞİ</b>	Self-realization, self-knowledge, communication, factors that hinder communication, social skills, saying no, problem solving, self-revealing, anger, stress, excitement, anxiety and fear, etc. coping with challenging emotions, healthy decision making, public speaking, self-concept, career and career planning, cv preparation, efficient study, aggressive and entrepreneurial behavior development, emotional intelligence.							
PHS-107	University and Career Success	I. PERIOD	O	2	0	2	2	3
<b>DERSİN İÇERİĞİ</b>	Informing senior students about effective CV preparation, successful job applications and interviews; It is aimed to explain the experiences and suggestions about working life to the new graduates.							

**1.CLASS SPRING SEMESTER****COMPULSORY COURSES**

<b>COURSE CODE</b>	<b>COURSE TITLE</b>	<b>YEAR / SEMESTER</b>	<b>C/O/ V</b>	<b>COURSE WEEKLY HOURS</b>				
PH-102	Notification Transactions	II. PERIOD	V	<b>T</b>	<b>U</b>	<b>TS</b>	<b>TK</b>	<b>AKTS</b>
				3	0	3	3	5
<b>COURSE CONTENT</b>	To whom notification shall be given, to whom to be communicated in general, to be sought in person to be served on behalf of the party, to the notice of the public, the notification to the public, the notification to the public, the date of the notification, the date of the notification of the notification, Notification in case of legal person, Notification to profession and artistic person, Notification in case of easy delivery, Notification to prisoners and sentences, Signature Notification to non-authorized persons, Notification procedures in case of strikes and lockouts Notification of financial Notifications.							
<b>COURSE CODE</b>	<b>COURSE TITLE</b>	<b>YEAR / SEMESTER</b>	<b>C/O/ V</b>	<b>COURSE WEEKLY HOURS</b>				
PH-104	Registered Mail Shipments	II. PERIOD	V	<b>T</b>	<b>U</b>	<b>TS</b>	<b>TK</b>	<b>AKTS</b>
				2	2	4	3	5
<b>COURSE CONTENT</b>	Registered mail shipments and Unregistered Mail Shipments, Notification documents and certificates, Receiving News Papers, Postal Transfers, Paid Conditional Shipments, Insured / Valuable and Bonded Letter Mail Shipments.							
<b>COURSE CODE</b>	<b>COURSE TITLE</b>	<b>YEAR / SEMESTER</b>	<b>C/O/ V</b>	<b>COURSE WEEKLY HOURS</b>				
PH-106	Postal Services Legislation	II. PERIOD	V	<b>T</b>	<b>U</b>	<b>TS</b>	<b>TK</b>	<b>AKTS</b>
				2	0	2	2	3
<b>COURSE CONTENT</b>	Postal Law, Postal Regulation, PTT branch regulation, PTT Agencies Regulation, Postal stamp counters regulation, Posta Customs and Exchange Control Guide.							
<b>COURSE CODE</b>	<b>COURSE TITLE</b>	<b>YEAR / SEMESTER</b>	<b>C/O/ V</b>	<b>COURSE WEEKLY HOURS</b>				
PH-108	General economy II	II. PERIOD	C	<b>T</b>	<b>U</b>	<b>TS</b>	<b>TK</b>	<b>AKTS</b>
				3	0	3	3	4
<b>DERSİN İÇERİĞİ</b>	1- The scope and method of economics 2- Scarcity, Preference and production possibilities curve 3- Demand curve, individual and market demand 4- Shifts in the demand curve 5- Demand flexibility 6- Supply curve, individual and market supply 7- Shifts in the supply curve 8- Supply flexibility 9- Supply, demand and flexibility applications 10- Production costs 11- Market balance 12- Perfect competition market 13- Monopoly Market 14- Other imperfectly competitive markets							

COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
BİL-102	Computer-II	II. PERIOD	C	2	0	2	2	2
<b>COURSE CONTENT</b>	At the point where the information technology reaches from the past to the present, the basic information technologies concepts, the use of the Internet in the subjects of computer hardware and standard application software, e-mail, Telnet, www., How to make Information Access on the Internet, Web Resources-Evaluation, E-Encyclopedia, E- Dictionary, E-book, Databases, Portals.							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
MAT-102	General Mathematics II	II. PERIOD	C	2	0	2	2	2
<b>COURSE CONTENT</b>	Basic concepts, sets, number systems, exponential and rooted expressions, identities, equations (equations I and II degree, equations that can be reduced to equations II degree), inequalities (solutions of first and second degree inequalities), relations, equivalence relation, functions (the concept of function, the concept of one-to-one and covering function, the concept of inverse and inverse functions, some special functions and graphics)							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
UZTDE-101	Turkish Language-II	II. PERIOD	C	2	0	2	2	2
<b>COURSE CONTENT</b>	Language, noun, adjective, envelope, elements of sentence, types of syllables, the importance of plan in composition, report preparation							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
UZİNG-101	Foreign Language-II	II. PERIOD	C	2	0	2	2	2
<b>COURSE CONTENT</b>	Climate and weather, seasons, clothes, likes and dislikes, like+ verb –ing, would like, comparative, superlative, Present Continuous, Future, giving advice, currencies, diaries, infinitive of purpose, Question forms, personal information, adjectives, adverbs, talking about famous people, places and inventions, Present Perfect, Present Perfect Continuous, gerund, infinitive, say and tell, Past Continuous, If-Clause, multi word verbs.							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
UZATA-101	Atatürk's Principles and Revolution History-II	II. PERIOD	C	2	0	2	2	2
<b>COURSE CONTENT</b>	Sultanate problems and Lausanne Peace Talks, Parliament 'in groups, the proclamation of the Republic, March 3, 1924, made breakthroughs, the 1924 Constitution, multiparty transitional democratic life, destruction efforts revolution, revolutions, the fundamental characteristics of the Republic of Turkey, outside the period of Atatürk Republic of Turkey policy (1923-1938).							

**OPTIONAL COURSES(\*)**

COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PHS-102	Entrepreneurship	II. PERIOD	O	2	0	2	2	3
<b>DERSİN İÇERİĞİ</b>	This course includes entrepreneurship theory and evaluation of business functions for small and medium-sized businesses. The main issues are; entrepreneurship process consists of entrepreneurial features, process of identifying opportunities and business model. During the course, current examples of entrepreneurs will be examined.							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PHS-104	Quality Assurance and Standards	II. PERIOD	O	2	0	2	2	3
<b>DERSİN İÇERİĞİ</b>	The Concept of Quality, Standard and Standardization, The importance of the standard in the production and service sector Management quality and standards, Management quality and standards Environmental standards, Environmental standards Quality management system models, Quality management system models strategic management, Strategic management Participation in management, Process management system Resource management system Resource management system Efqm excellence model, Quality control in production Inspection and sampling, Inspection and sampling Total quality control, Total Quality Control, Control Diagrams, Statistical Distributions							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PHS-106	Environmental Protection	II. PERIOD	O	2	0	2	2	3
<b>DERSİN İÇERİĞİ</b>	Environmental regulation information, risk analysis, waste storage, personal protection measures, international health and safety alerts, worker health and safety regulations							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PHS-108	Professional Ethics	II. PERIOD	O	2	0	2	2	3
<b>DERSİN İÇERİĞİ</b>	To examine the factors that play a role in the formation of morality. To examine the results of professional corruption and unethical behavior in professional life. To examine the concept of social responsibility							

## 2.CLASS FALL SEMESTER

### COMPULSORY COURSES

COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PH-201	Discrimination Dispatch Distribution-I	I. PERIOD	V	2	2	4	3	4
<b>COURSE CONTENT</b>	Classification of these centers, operating services, broad definition of outgoing services, the relationship of these services to other services, the materials used, the discrimination cases, the eyes to be opened in the discrimination counters, the definition and characteristics of the outgoing discrimination counters, the forms used in post, mail delivery service to centers, address types and general sorting bases, lyas and bagging operations cargo and express mail service incoming mail service and related to other services of this service and mail subscriber boxes are examined in detail.							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PH-203	Monetary Mail Services	I. PERIOD	V	3	0	3	3	4
<b>COURSE CONTENT</b>	Domestic Wire Transfer Transactions, Foreign Wire Transfer Transactions, Western union Transactions, Mail Clearing Transactions, Effective Transactions, Payment Transactions, Interactive Mail Clearing Transactions, Daily Transactions, System Administration Transactions.							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PH-205	Telegraph and Express Mail Services	I. PERIOD	V	3	0	3	3	4
<b>DERSİN İÇERİĞİ</b>	Electronic mail, telegraph types, telegraph and CEP fee and system telegraph, e-mail receipt and transmission will be explained.							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PH-207	General Accounting	I. PERIOD	C	3	0	3	3	4
<b>DERSİN İÇERİĞİ</b>	Account, Financial Statements, Documents and Includes monitoring of active and passive accounts							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PH-209	Basic Law	I. PERIOD	C	2	0	2	2	3
<b>COURSE CONTENT</b>	What is law, why is it necessary, legislative, judicial, executive, what is law, how to make a law, parts of law (Constitutional Law, Criminal Law, Commercial Law, Civil Law... ..), Application of Law, Concept of Rights, Responsibility in law.							

COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PH-211	Professional Correspondence	I. PERIOD	C	2	0	2	2	3
<b>COURSE CONTENT</b>	Written Communication, Spelling Rules, Official Articles, Official Writing Types, Business Writing, Business Writing Types and Original Content, Private Writing, CV, Reports, Report Preparation Process, The Importance of English in Professional Writing, English Business Writing Types and Features.							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PH-213	Public Relations	I. PERIOD	C	2	0	2	2	3
<b>COURSE CONTENT</b>	Public Relations Concept, Importance and Principles, Historical Development Process, Tools and Methods Used in Public Relations Audiences in Public Relations, Organization and Management of Public Relations, Public Relations Process, Strategic Public Relations Management, Effective Presentation Techniques in Public Relations, in public organizations in Turkey and Public Relations in the Private Sector.							

**OPTIONAL COURSES(\*)**

COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PHS-201	Physical Education	I. PERIOD	O	3	0	3	3	5
<b>COURSE CONTENT</b>	<ol style="list-style-type: none"> <li>1. Basic concepts in physical education and sports</li> <li>2. Physical education in education and training, the place and function of sport</li> <li>3. The future of professional fields in physical education and sports</li> <li>4. Place and function of Turkish Education and Sports institutions</li> <li>5. Sport and its types</li> <li>6. Branches</li> </ol>							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PHS-203	Marketing and Promotion	I. PERIOD	O	3	0	3	3	5
<b>COURSE CONTENT</b>	Marketing Concept and Functions, Mix Elements and Marketing Communication, Promotion Mix Practices, Marketing Environment, Market Segmentation and Target Market Selection, Marketing Strategies, Promotion, Promotion Importance and Principles, Promotion Activities and Media, Corporate Promotion and Image Development, Promotion Campaigns Planning Process.							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PHS-205	Communication Techniques	I. PERIOD	O	3	0	3	3	5
<b>DERSİN İÇERİĞİ</b>	Communication Concept, Types and Models, Ways of Establishment, Barriers and Problems, Communication Process, Communication Information Technologies, Individual and Institutional Development Processes, Strategic Communication Management, Face to Face Communication and Body Language, The Place of Clothing in Communication.							



**2.CLASS SPRING SEMESTER  
COMPULSORY COURSES**

COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PH-202	Discrimination Dispatch Distribution-II	II. PERIOD	V	2	2	4	3	4
<b>COURSE CONTENT</b>	Tasks of distributors, Services, Materials used in Mail Incoming Service, Discrimination cases, Shipment flow in mail in service, Mail drive line, Forms used in post, Unposted senders, Distributor work table, Distributor attitude and behaviors, Distributor's public relations, principles, Distribution of registered and unregistered mail, Distribution points of senders, Distribution principles of registered senders, Distribution principles of registered senders to be given to the receiver itself, Registered private messenger, Distribution of deliveries, Delivery of cargo deliveries, Delivery of valued deliveries, Delivery Delivery of conditioned deliveries , Remittance papers for different letters, Waiting times for postal mailings, Shipments to departure center, Village distribution service, APS distribution, Telegraph distribution, Post a Subscriber Boxes.							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PH-204	Cargo Services	II. PERIOD	V	3	0	3	3	4
<b>COURSE CONTENT</b>	This course is in the process of admission to the delivery of courier services, postal law, would be to provide information within the framework of the statute and regulations of cargo							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PH-206	Postal Transport	II. PERIOD	V	2	0	2	2	4
<b>DERSİN İÇERİĞİ</b>	<p>1) definition of the postal lines, determining the mail line and mail privacy, acceptance, about composition and packaging establishes.</p> <p>2) expression of substances which are prohibited from transporting mail from the responsible persons and privacy.</p> <p>3) general information concerning the transfer of the contract specifications and mail transport.</p> <p>4) Giving information about the Postal procurement directive</p> <p>5) Vehicle tracking system (ATS) of the definition, and how it works and what it uses the GPS, information about the opportunities provided by the ATS and ATS working principle</p> <p>6) ATS basic principles and components (on-line system, the system is off-line, off-line systems-on-black box application information.</p> <p>7) ATS components; ATS devices, ATS software, GPS, GSM, GPRS and SMS to convey information about</p> <p>8) mobile data terminals, mounting tools, tools that monitor how vehicle tracking system software centers, centers started to how to use the software, knowledge transfer center software issues whether it is safe.</p> <p>9) The speed of the vehicle, route (route), expression of information issues related to distance.</p> <p>10) The products used in the alarm system, and X-ray device and information about the security cameras</p> <p>11) general information about the law on the private security service.</p> <p>12) general information about the mandate and transfer of private security guard outfit</p>							

COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PH-208	Postal Machines and Philately	II. PERIOD	V	3	0	3	3	4
<b>DERSİN İÇERİĞİ</b>	In this course, the concepts of stamp types, envelope types, stamp types, other stamp materials, philately trainings, postage stamps and the production and sale of valuable papers used in postage, philately concepts will be covered.							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PH-210	Introduction to Logistics	II. PERIOD	C	3	0	3	3	3
<b>COURSE CONTENT</b>	1- Basic concepts of logistics 2- Transport Methods 3- Issuance of Transport Documents 4- Issuance of Transport Documents 5- Logistics Activities 6- Logistics Activities 7- Shipping Operations 8- Shipping Operations 9- E and F Group Delivery Methods 10- C Group Delivery Forms 11- Group D Delivery Methods 12- Insurance operations in logistics 13- Insurance applications in logistics 14- Insurance applications in logistics							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PH-212	Commercial Law	II. PERIOD	C	2	0	2	2	3
<b>COURSE CONTENT</b>	The concept of commercial law and commercial business, the results of the title of merchant and merchant, trade name, trade registry, unfair competition, commercial books, merchant assistants, current account, partnership concept, definition and elements of partnership, collective partnerships, limited partnerships, joint stock partnerships, limited partnerships							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PH-214	Business Administration	II. PERIOD	C	2	0	2	2	3
<b>COURSE CONTENT</b>	Basic Concepts in Business Management and Organization, Management, Decision Making and Planning, Management and Planning, Management and Organization Theories, Modern Organization Theory Systems and Condition Dependency Approaches, Organizational Behavior and Main Processes, Chaos and Complexity in Management and Organization.							

**OPTIONAL COURSES(\*)**

COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PHS-202	Protocol and Etiquette	II. PERIOD	O	3	0	3	3	5
<b>COURSE CONTENT</b>	Protocol Concepts, Protocol Rules at Official Ceremonies, Concepts of Courtesy and Etiquette, Rules of Dating and Introducing, Greetings, Rules of Manners on the Phone, How to Make Correspondence? Rules, Rules to be Considered in Meetings, Occupational And Business Etiquette.							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PHS-204	Customer Relationship	II. PERIOD	O	3	0	3	3	5
<b>COURSE CONTENT</b>	Customer concept, relationship management, customer relationship management and teaching of its components, database of customer relationship management, development process and behavior characteristics, vision and objectives, CRM software and functions, Business Culture and Customer Relations, Formation of Customer Relations Strategy, Customer Relationship Management Information Flow System, Management of Customer Relationship in Turkey.							
COURSE CODE	COURSE TITLE	YEAR / SEMESTER	C/O/ V	COURSE WEEKLY HOURS				
				T	U	TS	TK	AKTS
PHS-206	Human Resources Management	II. PERIOD	O	3	0	3	3	5
<b>DERSİN İÇERİĞİ</b>	Basic Concepts in Human Resources Management, Job Analysis and Job Design, Human Resources Planning, Staffing, Selection, Recruitment and Placement, Training, Training and Development, Performance Appraisal, Career Planning and Career Management in Organizations, Employee Empowerment, Job Evaluation and Compensation, Worker and Employer Unionization, Global Human Resources Management							