

## **Riverside Community College District Integrated Course Outline of Record**

### **Business 82**

BUS-82: Freight Claims

**College:** R\_\_\_ M\_\_\_ N\_X  
Lecture Hours: 27  
Lab Hours: 0  
Units: 1.50

#### **COURSE DESCRIPTION**

Prerequisite: None.

A study of loss avoidance and mitigation in transit and of the preparation, filing, and resolution. 27 hours lecture. (Letter Grade, or Pass/No Pass option.)

#### **SHORT DESCRIPTION FOR CLASS SCHEDULE**

Review of the techniques for avoiding losses in transit and of the preparation, filing, and resolution of freight claims.

#### **ENTRY SKILLS**

None.

#### **STUDENT LEARNING OUTCOMES**

Upon successful completion of the course, students should be able to:

**Analyze how losses occur in transit.**

- Information Skills - Locate, evaluate and use information effectively
- Critical Thinking - Analyze and solve complex problems across a range of academic and everyday contexts
- Critical Thinking - Consider and evaluate rival hypotheses

### **Prepare freight claims.**

- Information Skills - Locate, evaluate and use information effectively
- Application of Knowledge - Maintain and transfer academic and technical skills to workplace

### **Explain procedures for filing freight claims.**

- Communication Skills - Speak with precision and clarity to express complex thought
- Application of Knowledge - Maintain and transfer academic and technical skills to workplace

### **Employ freight claim dispute processes.**

- Information Skills - Locate, evaluate and use information effectively

### **Develop processes to avoid the occurrence of freight damage claims.**

- Critical Thinking - Consider and evaluate rival hypotheses
- Application of Knowledge - Maintain and transfer academic and technical skills to workplace
- Critical Thinking - Recognize and assess evidence from a variety of sources

### **Explain the application of the Carmack Amendment to freight claims.**

- Critical Thinking - Generalize appropriately from specific contexts
- Application of Knowledge - Maintain and transfer academic and technical skills to workplace
- Communication Skills - Speak with precision and clarity to express complex thought
- Critical Thinking - Recognize and assess evidence from a variety of sources
- Communication Skills - Write with precision and clarity to express complex thought

## **COURSE CONTENT**

1. Introduction to the law (Carmack Amendment)
2. Standard of carrier liability
3. When carrier liability begins
4. When carrier liability ends
5. Interrupted transportation
6. Exceptions to liability
7. Role of negligence
8. Regulated versus unregulated carriage liability
9. Waterborne transportation liability
10. Air transportation liability
11. Intermodal transportation liability
12. Third party liability
13. Liability limitations

14. Duty of inspection
15. Salvage obligations
16. How to determine extent of economic liability
  - a. Value of claim for loss, damage or delay (including household goods)
  - b. Conversion damages
  - c. Liability for taxes
  - d. Liability for freight charges
17. The claims process
  - a. Elements of claim
  - b. Time limits for filing claims
  - c. Carrier processing of claims
  - d. Negotiating claims
  - e. Litigating claims
18. Unique challenges with claims
  - a. Burden of proof
  - b. Describe arbitration
  - c. Insurance issues
  - d. Self help risks
  - e. Claims against bankrupt carriers

### **METHODS OF INSTRUCTION**

Methods of instruction used to achieve student learning outcomes may include, but are not limited to:

- Create and have students participate in cooperative learning tasks such as small group exercises to identify issues that relate to course content and utilize the content to offer opinions, solutions and analysis with respect to those issues.
- Present case studies to provide students with the opportunity to utilize concepts learned in class to analyze actual freight claims situations.
- Develop and assign tasks/activities such as presentations in order to assess students understanding of freight claims concepts.
- Facilitate discussions regarding relevant current issues in business to encourage students to make appropriate connections to the course content.
- Present lectures to describe the essentials of freight claims concepts and their applications to business.
- Develop and assign exercises to reinforce concepts and encourage students to apply them to real freight claims events.

### **METHODS OF EVALUATION**

Students will be evaluated for progress in and/or mastery of learning outcomes by methods of evaluation which may include, but are not limited to:

- Quizzes designed to assess the student learning outcomes.
- Written reports designed to assess the application of freight claims

principles.

- Individual web projects designed to assess student proficiency in achieving the student learning outcomes.
- Individual or class projects designed to evaluate the application of freight claims principles to simulations of business situations.
- Examination designed to provide objective evidence that students have attained the level of understanding expected in the areas detailed in the Student Learning Outcomes.
- Individual, small group, or paired activities designed to allow students to demonstrate understanding of basic freight claims concepts.
- Quizzes and in-class participation demonstrating proficiency in the subject matter.

## **SAMPLE ASSIGNMENTS**

### **Outside-of-Class Reading Assignments**

- Students are expected to read all assigned chapters from the textbook and other course material in advance of the class covering that material.
- Other outside reading requirements may be assigned as appropriate and may include specific journal articles relating to the procedures for filing freight claims.

### **Outside-of-Class Writing Assignments**

- Quizzes/examinations designed to assess ability to employ freight claim dispute processes.
- Written reports designed to assess the application of freight claims principles.
- Essays presenting detailed analysis of how losses occur in transit.
- Final projects designed to demonstrate student mastery of freight claim preparation.

### **Other Outside-of-Class Assignments**

- Individual, small group, or paired activities designed to allow students to explain procedures for filing freight claims.
- Individual web projects designed to assess student proficiency employing freight claim dispute processes.
- Individual or small group projects designed to require analyze how losses occur in transit.

## **COURSE MATERIALS**

All materials used in this course will be periodically reviewed to ensure that they are appropriate for college level instruction. Possible texts include:

Barrett, Colin. Manager's Guide to Freight Loss and Damage Claims. 3rd

ed. Loft Press, 2003.

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