


COURSE OUTLINE ACADEMIC YEAR 2017/2018

Course Title: Risk Management & Performance Improvement			
Course Code: AMPC 203	Schedule Type Code: online	Class Hours: 30 hours	Credits: None
Prerequisite(s): AMPC 201			
Program: Asset Management Certificate Program			
Approved By: Pat Tait			
Signature: 		Date: July 2017	

Course Description

This course provides an overview of Risk Management tools and techniques and how these techniques can be used to drive performance improvement through the planning, decision-making and operational phases of any corporate objective. It looks at Risk Management in the context of holistic Asset Management in which all classes of assets are included. Reference is made to both ISO 55000 for Asset Management and ISO 31000 for Risk Management. This course would benefit individuals of all levels of the organization.

Learning Outcomes

Upon successful completion of this course, students will be able to:

1. Apply Risk Management in the Asset Management context
2. Describe Risk Management governance, strategic and operational processes and risk applications in general as well as in specific business sectors
3. Prepare Risk Management plans and identify risks using various techniques
4. Rank risks using various processes and techniques
5. Apply various Risk Quantification techniques
6. Prepare Risk Treatments using generic and specific strategies
7. Monitor and Review Risks, manage a risk feedback program, and understand performance improvement (lessons learned, etc.)
8. Apply various Risk Quantification techniques
9. Recognize how risk supports asset performance and prevents failures

Learning Resources

Project Risk Management Guidelines - ISO 31000 and IEC 62198. 2nd Edition, (2014) by Dale Cooper et. al.,

Alternatively, you can download an e-text version using the following link:

<http://ca.wiley.com/WileyCDA/WileyTitle/productCd-EHEP003194.html>

Delivery Format

Class format is online

Course Content

UNIT	TOPIC(S)	OBJECTIVES
1.	Asset Management and Risk	<ul style="list-style-type: none"> • Discuss a few basic Risk concepts. • Describe the three axes of asset management including organizational levels, general asset categories and the asset life cycle through time. • Describe how Risk Management applies in the asset management context.
2.	Introduction to Risk Management and ISO 31000	<ul style="list-style-type: none"> • Describe the ISO series of risk standards, ISO 31000. • Discuss the conceptual model of Risk Management outlined in ISO 31000 and key process steps, which will form the following lessons. • Compare corporate risk governance approaches to the conceptual model. • Discuss the risk governance relationship with performance improvement, quality management and regulatory/legislative oversight.
3.	Communication, Context and Identification	<ul style="list-style-type: none"> • Discuss risk communications and stakeholder engagement. • Discuss how to establish the Risk Context. • Identify risks to populate a typical “Risk Register”. • Recognize facilitation techniques used to identify risks - Brainstorming, Delphi, Nominal Group Technique (NGT), etc.
4.	Risk Analysis and Evaluation	<ul style="list-style-type: none"> • Apply basic risk concepts to risk analysis. • Use tools for qualitative risk analysis - risk equation, consequence/probability matrix (Heat Diagram), Risk Index. • Apply risk processes in various asset management situations.
5.	Risk Quantification Techniques	<ul style="list-style-type: none"> • Describe Risk Assessment techniques that are listed in ISO 31010. • Explain why the choice of assessment technique depends on context. • Discuss various categories of Risk Assessment techniques that help determine in which contexts they might be relevant.
6.	Risk Treatment	<ul style="list-style-type: none"> • Apply Risk Treatment process and responsibilities. • Apply Risk Treatment strategies and terminology. • Discuss contingency and management reserve as it relates to funding.

7.	Risk Monitor and Review	<ul style="list-style-type: none"> • Monitor and review a Risk Management Framework. • Discuss feedback techniques - risk audits, risk reviews, lessons learned, risk program sustainment. • Discuss how performance improvement, quality management, and audits are part of this process step.
8.	Wrap up	<ul style="list-style-type: none"> • Discuss how the generic understanding of risk management outlined in ISO 31000 supports the risk subjects of the asset management landscape. • Discuss how risk management impacts asset performance and prevents failures.
9.	Review	<ul style="list-style-type: none"> • This week has been set-aside for the participants to finish and submit their assignments.

Please note: this course schedule may change as resources and circumstances require.

Student Evaluations

A minimum grade of 60% is required to pass the course.

Term Paper 1	20%
Participation	20%
Weekly Discussions	60%
Total Marks = 100%	

Grade Report, Transcript, and Certificate

Upon completion of a course, student access grades by logging into Myhumber at www.humber.ca/myhumber using the Humber issued username and password. For assistance logging in, or for a password reset, visit www.its.humber.ca. Grades will not be released over the phone or by email.

Tests and Assignments

Assignments must be submitted on or before the "due date", as directed by the instructor. Late submissions, without valid reasons (such as illness or emergency) or without prior arrangement may be penalized by the instructor, normally at 10% per day, or as announced by the instructor. Days of lateness will include weekends and holidays. If for valid reasons, an assignment/evaluation cannot be completed on time, then a reasonable penalty-free time extension may be given by the instructor. Claims of illness or other emergencies may have to be documented, if required by the instructor or the administration.

Advanced notice by email is required if you are going to miss a test or exam for valid reasons, and supporting documentation must be submitted. If you miss an exam without prior notice due to illness or some emergency, you must provide the reason in writing to the instructor along with supporting documentation, within 3 days of the missed exam, **with a copy to the program**

liaison at ceparttime@humber.ca. If your reason is accepted, arrangements will be made for you to write the exam.

Accessible Learning Services

Humber strives to create a welcoming environment for all students where equity, diversity and inclusion are paramount. Accessible Learning Services facilitates equal access for students with disabilities by coordinating academic accommodations and services. Staff in Accessible Learning Services are available by appointment to assess specific needs, provide referrals and arrange appropriate accommodations. If you require academic accommodations, contact:

Accessible Learning Services: <http://www.humber.ca/student-life/swac/accessible-learning>
North Campus: (416) 675-6622 X5090
Lakeshore Campus: (416) 675-6622 X3331

Accommodations for Religious Observance

Humber College is committed to respecting the religious/spiritual beliefs and practices of all members of the community, and making accommodation for religious/spiritual observances.

Students who require an accommodation for a religious/spiritual observance must notify the professor as soon as the time conflict is known. It is the student's responsibility to contact the professor to arrange the accommodation for a lecture, test, exam, clinical placement, work placement or any other academic situation that conflicts with a day or time period for religious observances of special significance to them. Ideally, students will provide their professor with three weeks notice for a required accommodation. In all cases, the request for an accommodation must be made in writing.

Standards

1. Expectations for maintaining a Positive Learning Environment

Attendance is essential for academic success. Therefore, you are expected to attend 100% of all classes and complete all assignments.

It is your responsibility to be aware of your attendance record and the progress of your work and grades.

In order to maintain a positive and productive learning environment, you are expected to

- Turn off and put away all cell phones and remove headphones in class
- Maintain a courteous and respectful attitude

2. Use of Laptop Computers

Your professor sets the policy for laptop use in the classroom. If permitted, you may use your laptop to take notes and complete class-related activities. The Internet is to be accessed for class purposes only **and** with explicit instructions from your professor.

E-mailing and chatting are strictly prohibited. On the first offence, you will be asked to put the laptop away. On the second offence, you will be banned from using the laptop and may be asked to leave the class.

Discrimination and Harassment

At Humber College, students, staff and faculty represent the broad spectrum of diversity and richness that is characteristic of our society. All students and employees have the right to study, live, and work in an environment that is free from discrimination and harassment. It is therefore the policy of Humber College that it's working, living and learning environments assert the personal worth and dignity of each individual. In order to achieve this objective, Humber College will not tolerate any form of discrimination or harassment in its employment, education, accommodation, or business dealings. Information and assistance are available from Nancy Simms, Manager, Human Rights & Diversity at (416) 675-6622, ext. 4425, or by email at nancy.simms@humber.ca .

For further information please visit: www.hrs.humber.ca/diversity

Policies and Procedures

It is the student's responsibility to be aware of the College Academic Regulations **Policy** which can be found at: <http://www.humber.ca/academic-regulations>.

Copyright

Copyright is the exclusive legal right given to a creator to reproduce, publish, sell or distribute his/her work. All members of the Humber community are required to comply with Canadian copyright law which governs the reproduction, use and distribution of copyrighted materials. This means that the copying, use and distribution of copyright-protected materials, regardless of format, is subject to certain limits and restrictions. For example, photocopying or scanning an entire textbook is not allowed, nor is distributing a scanned book. See the Humber Libraries website (<http://library.humber.ca>) for additional information regarding copyright and for details on allowable limits.

Academic Integrity

Academic integrity is essentially honesty in all academic endeavors. Academic integrity requires that students avoid all forms of academic misconduct or dishonesty, including plagiarism, cheating on tests or exams or any misrepresentation of academic accomplishment.

Academic Dishonesty

Plagiarism is the serious offence of academic fraud that involves using someone else's words and/or ideas in whole or in part from any printed or electronic media without documentation

Cheating is the serious offence of academic fraud that involves obtaining answers to exam and test questions through unauthorized means, such as hidden or electronic notes, accessing unauthorized test questions from an electronic database, or copying from another student.

Students are responsible for knowing what constitutes an academic offence and for being aware of the applicable requirements that may apply within their program. Any student responsible for academic misconduct will be dealt with according to the department policy in accordance with Humber's Academic Regulations Policy, and can face various sanctions such as a grade of zero for the course, suspension from the program, or expulsion.

Academic Concerns/Appeals

If a student has questions or concerns regarding a grade on an assignment or test, the student should discuss the matter with the faculty member. The Program Liaison be asked to assist if the faculty member and student are unable to resolve issues. For additional information please refer to Section 13 of College's Academic Complaint and Appeal Policy at the web site identified above.

Disclaimer

While every effort is made by the professor/faculty to cover all material listed in the outline, the order, content, and/or evaluation may change in the event of special circumstances (e.g. time constraints due to inclement weather, sickness, college closure, technology/equipment problems or changes, etc.). In any such case, students will be given appropriate notification in writing, with approval from the Program Liaison.