



Technology 101 Program Syllabus

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Instructor: James Durfee

Clock Hours: 20 hours



Course Overview

Welcome to TIA's Technology 101 Program. Today's freight broker requires the mastery of advanced technology—gone are the days of phones, fax machines, and paper. To succeed, you must understand and effectively use modern tools for tracking freight, ensuring timely deliveries, and proving shipments, as proof of delivery is crucial for payment.

This course will equip you with the knowledge to choose and implement the right technology for your company. We'll cover essential systems, the dos and don'ts of tech selection, and strategies for optimizing your technology investment. Success in freight brokerage hinges on making it easy for customers to work with you, which means having a robust technology platform.

TIA's technology course is designed for beginners and will guide you through the various tools needed for efficient freight management, from tendering to invoicing.



Course Objectives

By the end of this course, you will have a firm grasp of the following core topics:

- The Impact of Technology on Brokerages
- TMS Selection and Implementation
- Case Studies & Exercises



Course Materials

Access to the Learning Management System (LMS): This will be your home for all content including course modules, discussion forum posts, and zoom links for live events. You will receive instructions on how to access the LMS on the first day of the course.



Course Participation

This is a rigorous, intensive course designed for you to engage actively with course materials and put your learnings into action to prepare for the final exam. This is a self-paced course without a set schedule. Students will have access to the course materials for 60 days after the day the course is opened.



Course Policies & Important Resources

Please make sure to review the [TIA Education Course policies here](#). Throughout the course, you can always refer to the [course homepage](#) to view this syllabus, the course policies, the schedule of activities for your course, and more.



Course Completion

The TIA Learning Management System will display your grade immediately upon completion of the final exam. Upon receiving a passing grade on the exam, you may view and print your course completion certificate through the submissions tab in the learning portal.

This course will fly by – we understand that many students take this course while also working full time in their current roles as freight brokers. The students who actively participate in all the available study options often have more success on the final exams at the end of each quarter. We are so happy to have you join us for this course!

***Syllabus details are subject to change*