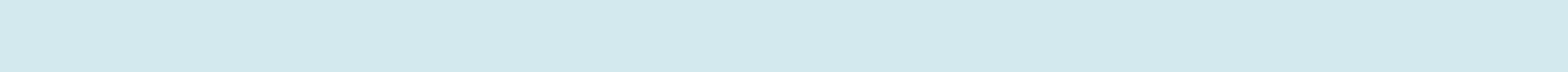




Title	
Topic Summary	

Target Audience



Learning Outcome - 2: 	Assessment Criteria:
Learning Outcome - 3: 	Assessment Criteria:
Unit 5: Online Essentials	

Learning Outcomes:



Learning Outcomes:



Assessment Criteria:

Unit 7: Spreadsheet

Learning Outcomes:



Assessment Criteria:

Unit 8: Building and Managing Workplace Relationships

Learning Outcome - 1:



Assessment Criteria:

Learning Outcome - 2:



Assessment Criteria:

Learning Outcome - 3:



Assessment Criteria:

Learning Outcome - 4:



Assessment Criteria:

Unit 9: Using the Telephone

Learning Outcome - 1:



Assessment Criteria:

Learning Outcome - 2:



Assessment Criteria:

Learning Outcome - 3:



Assessment Criteria:

Unit 10: Front office Operations

Learning Outcome - 1:



Assessment Criteria:

Learning Outcome - 2:



Assessment Criteria:

Learning Outcome - 3:



Assessment Criteria:

Delivery Style	
-----------------------	--