

TL6301 Customer Care and Fleet Management



Course Aim To provide an outline of the operational practices and procedures required by law and commercial best practice fleet management
 To give students an introduction to the service sector in general and service in the transport industry in particular

Short Title Customer Care and Fleet
Faculty Business
Polytechnic Level
Credits 15
Pre-requisites Nil
Co-requisites Nil
Anti-requisites TLB5301

Version 1
Effective From September, 2016
Indicative NQF Level 6
Student Contact hrs 56
Self-directed hrs 94
Other directed hrs 0
Total learning hrs 150

Learning Outcomes On successful completion of this course, students will be able to:
 1 Discuss the principles, regulations and laws of fleet management and the commercial environment in which they operate, including implications of environmental sustainability
 2 Explore strategies and best practice operations (total quality management, customer care, benchmarking) within customer service and quality operations

NQF Sub-strand
 Theoretical Understanding
 Generic, Problem Solving and Analytical Skills