

# VET FEE-HELP

## Course Schedule

### 2016 Intake Commencement date for January



**Qualification:** BSB50315 Diploma of Customer Engagement

**Course of Study:** Diploma of Customer Engagement GROUP 1

**Duration:** 12 Months

**Delivery Modes:** eLearning, Correspondence and Blended

**\* This course is made up of 4 Units of study**

Unit of Study	Clusters	Unit Of Competency	Unit Description	Administrative Date	Comm. Date	Census Date	Comp. Date	Unit Hours	Tuition Fee	EFTSL	
<b>Part 1 DCE-1/1</b>	<b>Cluster 1</b>	BSBMGT516	Facilitate continuous improvement	<b>30/12/15</b>	04/01/16	<b>22/01/16</b>	03/04/16	270	\$2,500	.24	
		BSBMGT502	Manage people performance								
		BSBWOR502	Lead and manage an effective team								
<b>Part 2 DCE-1/2</b>	<b>Cluster 2</b>	BSBCUS501	Manage quality customer service		04/04/16	<b>22/04/16</b>	03/07/16	285	\$2,500	.24	
		BSBCUE504	Integrate customer contact operations in the organisation								
		BSBINN502	Build and sustain an innovative work environment								
<b>Part 3 DCE-1/3</b>	<b>Cluster 3</b>	BSBWHS501	Ensure a safe workplace		04/07/16	<b>22/07/16</b>	02/10/16	170	\$2,500	.28	
		BSBWOR403	Manage stress in the workplace								
<b>Part 4 DCE-1/4</b>	<b>Cluster 4</b>	BSBLED501	Develop a workplace learning environment		03/10/16	<b>20/10/16</b>	30/12/16	120	\$2,500	.24	
		BSBSLS502	Lead and manage a sales team								
<b>Total Hours:</b>								<b>845</b>	<b>\$ 10,000</b>	<b>1.0</b>	

# VET FEE-HELP

## Course Schedule

### 2016 Intake Commencement date for January



**Qualification:** BSB50315 Diploma of Customer Engagement

**Course of Study:** Diploma of Customer Engagement GROUP 2

**Duration:** 12 Months

**Delivery Modes:** eLearning, Correspondence and Blended

**\* This course is made up of 4 Units of study**

Unit of Study	Clusters	Unit Of Competency	Unit Description	Administrative Date	Comm. Date	Census Date	Comp. Date	Unit Hours	Tuition Fee	EFTSL				
<b>Part 1 DCE-2/1</b>	<b>Cluster 1</b>	BSBMGT516	Facilitate continuous improvement	<b>13/01/16</b>	18/01/16	<b>05/02/16</b>	17/04/16	270	\$2,500	.24				
		BSBMGT502	Manage people performance											
		BSBWOR502	Lead and manage an effective team											
<b>Part 2 DCE-2/2</b>	<b>Cluster 2</b>	BSBCUS501	Manage quality customer service		<b>13/01/16</b>	18/04/16	<b>05/05/16</b>	17/07/16	285	\$2,500	.24			
		BSBCUE504	Integrate customer contact operations in the organisation											
		BSBINN502	Build and sustain an innovative work environment											
<b>Part 3 DCE-2/3</b>	<b>Cluster 3</b>	BSBWHS501	Ensure a safe workplace			<b>13/01/16</b>	18/07/16	<b>05/08/16</b>	16/10/16	170	\$2,500	.28		
		BSBWOR403	Manage stress in the workplace											
<b>Part 4 DCE-2/4</b>	<b>Cluster 4</b>	BSBLED501	Develop a workplace learning environment				<b>13/01/16</b>	17/10/16	<b>03/11/16</b>	13/01/17	120	\$2,500	.24	
		BSBSLS502	Lead and manage a sales team											
<b>Total Hours:</b>								<b>845</b>	<b>\$ 10,000</b>	<b>1.0</b>				