

VET FEE-HELP

Course Schedule

2016 Intake Commencement date for May



Qualification: BSB50315 Diploma of Customer Engagement

Course of Study: Diploma of Customer Engagement GROUP 9

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				
Part 1 DCE-9/1	Cluster 1	BSBMGT516	Facilitate continuous improvement	28/04/16	02/05/16	20/05/16	31/07/16	270	\$2,500	.24				
		BSBMGT502	Manage people performance											
		BSBWOR502	Lead and manage an effective team											
Part 2 DCE-9/2	Cluster 2	BSBCUS501	Manage quality customer service		28/04/16	01/08/16	22/08/16	06/11/16	285	\$2,500	.24			
		BSBCUE504	Integrate customer contact operations in the organisation											
		BSBINN502	Build and sustain an innovative work environment											
Part 3 DCE-9/3	Cluster 3	BSBWHS501	Ensure a safe workplace			28/04/16	07/11/16	17/11/16	31/01/17	170	\$2,500	.28		
		BSBWOR403	Manage stress in the workplace											
Part 4 DCE-9/4	Cluster 4	BSBLED501	Develop a workplace learning environment				28/04/16	01/02/17	20/02/17	30/04/17	120	\$2,500	.24	
		BSBSLS502	Lead and manage a sales team											
Total Hours:								845	\$ 10,000	1.0				

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Course Schedule

2016 Intake Commencement date for May



Qualification: BSB50315 Diploma of Customer Engagement

Course of Study: Diploma of Customer Engagement GROUP 10

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				
Part 1 DCE-10/1	Cluster 1	BSBMGT516	Facilitate continuous improvement	11/05/16	16/05/16	03/06/16	14/08/16	270	\$2,500	.24				
		BSBMGT502	Manage people performance											
		BSBWOR502	Lead and manage an effective team											
Part 2 DCE-10/2	Cluster 2	BSBCUS501	Manage quality customer service		11/05/16	15/08/16	05/09/16	20/11/16	285	\$2,500	.24			
		BSBCUE504	Integrate customer contact operations in the organisation											
		BSBINN502	Build and sustain an innovative work environment											
Part 3 DCE-10/3	Cluster 3	BSBWHS501	Ensure a safe workplace			11/05/16	21/11/16	09/12/16	19/02/17	170	\$2,500	.28		
		BSBWOR403	Manage stress in the workplace											
Part 4 DCE-10/4	Cluster 4	BSBLED501	Develop a workplace learning environment				11/05/16	20/02/17	09/03/17	14/05/17	120	\$2,500	.24	
		BSBSLS502	Lead and manage a sales team											
Total Hours:								845	\$ 10,000	1.0				