

VET FEE-HELP

Course Schedule

2016 Intake Commencement date for December



Qualification: BSB50315 Diploma of Customer Engagement

Course of Study: Diploma of Customer Engagement GROUP 23

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-23/1	Cluster 1	BSBMGT516	Facilitate continuous improvement	27/11/16	02/12/16	20/12/16	02/03/17	270	\$2,500	.24				
		BSBMGT502	Manage people performance											
		BSBWOR502	Lead and manage an effective team											
Part 2 DCE-23/2	Cluster 2	BSBCUS501	Manage quality customer service		27/11/16	03/03/17	21/03/17	05/06/17	285	\$2,500	.24			
		BSBCUE504	Integrate customer contact operations in the organisation											
		BSBINN502	Build and sustain an innovative work environment											
Part 3 DCE-23/3	Cluster 3	BSBWHS501	Ensure a safe workplace			27/11/16	06/06/17	26/06/17	06/09/17	170	\$2,500	.28		
		BSBWOR403	Manage stress in the workplace											
Part 4 DCE-23/4	Cluster 4	BSBLED501	Develop a workplace learning environment				27/11/16	07/09/17	25/09/17	04/12/17	120	\$2,500	.24	
		BSBSLS502	Lead and manage a sales team											
Total Hours:								845	\$ 10,000	1.0				

VET FEE-HELP

Course Schedule

2016 Intake Commencement date for December



Qualification: BSB50315 Diploma of Customer Engagement

Course of Study: Diploma of Customer Engagement GROUP 24

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-24/1	Cluster 1	BSBMGT516	Facilitate continuous improvement	11/12/16	16/12/16	03/01/17	16/03/17	270	\$2,500	.24
		BSBMGT502	Manage people performance							
		BSBWOR502	Lead and manage an effective team							
Part 2 DCE-24/2	Cluster 2	BSBCUS501	Manage quality customer service		17/03/17	04/04/17	19/06/17	285	\$2,500	.24
		BSBCUE504	Integrate customer contact operations in the organisation							
		BSBINN502	Build and sustain an innovative work environment							
Part 3 DCE-24/3	Cluster 3	BSBWHS501	Ensure a safe workplace		20/06/17	10/07/17	20/09/17	170	\$2,500	.28
		BSBWOR403	Manage stress in the workplace							
Part 4 DCE-24/4	Cluster 4	BSBLED501	Develop a workplace learning environment		21/09/17	09/10/17	18/12/17	120	\$2,500	.24
		BSBSLS502	Lead and manage a sales team							
Total Hours:								845	\$ 10,000	1.0