

# VET FEE-HELP

## Course Schedule

### 2016 Intake Commencement date for April



**Qualification:** BSB50315 Diploma of Customer Engagement

**Course of Study:** Diploma of Customer Engagement GROUP 7

**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<br/>DCE-7/1</b> | <b>Cluster 1</b> | BSBMGT516          | Facilitate continuous improvement                         | <b>30/03/16</b>     | 04/04/16        | <b>22/04/16</b> | 03/07/16        | 270             | \$2,500          | .24        |         |         |     |  |
|                           |                  | BSBMGT502          | Manage people performance                                 |                     |                 |                 |                 |                 |                  |            |         |         |     |  |
|                           |                  | BSBWOR502          | Lead and manage an effective team                         |                     |                 |                 |                 |                 |                  |            |         |         |     |  |
| <b>Part 2<br/>DCE-7/2</b> | <b>Cluster 2</b> | BSBCUS501          | Manage quality customer service                           |                     | <b>30/03/16</b> | 04/07/16        | <b>22/07/16</b> | 02/10/16        | 285              | \$2,500    | .24     |         |     |  |
|                           |                  | BSBCUE504          | Integrate customer contact operations in the organisation |                     |                 |                 |                 |                 |                  |            |         |         |     |  |
|                           |                  | BSBINN502          | Build and sustain an innovative work environment          |                     |                 |                 |                 |                 |                  |            |         |         |     |  |
| <b>Part 3<br/>DCE-7/3</b> | <b>Cluster 3</b> | BSBWHS501          | Ensure a safe workplace                                   |                     |                 | <b>30/03/16</b> | 03/10/16        | <b>20/10/16</b> | 30/12/16         | 170        | \$2,500 | .28     |     |  |
|                           |                  | BSBWOR403          | Manage stress in the workplace                            |                     |                 |                 |                 |                 |                  |            |         |         |     |  |
| <b>Part 4<br/>DCE-7/4</b> | <b>Cluster 4</b> | BSBLED501          | Develop a workplace learning environment                  |                     |                 |                 | <b>30/03/16</b> | 03/01/17        | <b>23/01/17</b>  | 03/04/17   | 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> |         |         |     |  |

# VET FEE-HELP

## Course Schedule

### 2016 Intake Commencement date for April



**Qualification:** BSB50315 Diploma of Customer Engagement

**Course of Study:** Diploma of Customer Engagement GROUP 8

**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<br/>DCE-8/1</b> | <b>Cluster 1</b> | BSBMGT516          | Facilitate continuous improvement                         | <b>13/04/16</b>     | 18/04/16        | <b>05/05/16</b> | 17/07/16        | 270             | \$2,500          | .24        |         |         |     |  |
|                           |                  | BSBMGT502          | Manage people performance                                 |                     |                 |                 |                 |                 |                  |            |         |         |     |  |
|                           |                  | BSBWOR502          | Lead and manage an effective team                         |                     |                 |                 |                 |                 |                  |            |         |         |     |  |
| <b>Part 2<br/>DCE-8/2</b> | <b>Cluster 2</b> | BSBCUS501          | Manage quality customer service                           |                     | <b>13/04/16</b> | 18/07/16        | <b>05/08/16</b> | 16/10/16        | 285              | \$2,500    | .24     |         |     |  |
|                           |                  | BSBCUE504          | Integrate customer contact operations in the organisation |                     |                 |                 |                 |                 |                  |            |         |         |     |  |
|                           |                  | BSBINN502          | Build and sustain an innovative work environment          |                     |                 |                 |                 |                 |                  |            |         |         |     |  |
| <b>Part 3<br/>DCE-8/3</b> | <b>Cluster 3</b> | BSBWHS501          | Ensure a safe workplace                                   |                     |                 | <b>13/04/16</b> | 17/10/16        | <b>03/11/16</b> | 13/01/17         | 170        | \$2,500 | .28     |     |  |
|                           |                  | BSBWOR403          | Manage stress in the workplace                            |                     |                 |                 |                 |                 |                  |            |         |         |     |  |
| <b>Part 4<br/>DCE-8/4</b> | <b>Cluster 4</b> | BSBLED501          | Develop a workplace learning environment                  |                     |                 |                 | <b>13/04/16</b> | 16/01/17        | <b>03/02/17</b>  | 17/04/17   | 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> |         |         |     |  |