

VET FEE-HELP

Course Schedule

2016 Intake Commencement date for June



Qualification: BSB50315 Diploma of Customer Engagement

Course of Study: Diploma of Customer Engagement GROUP 11

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-11/1	Cluster 1	BSBMGT516	Facilitate continuous improvement	01/06/15	06/06/15	24/06/16	04/09/16	270	\$2,500	.24	
		BSBMGT502	Manage people performance								
		BSBWOR502	Lead and manage an effective team								
Part 2 DCE-11/2	Cluster 2	BSBCUS501	Manage quality customer service		05/09/16	23/09/16	04/12/16	285	\$2,500	.24	
		BSBCUE504	Integrate customer contact operations in the organisation								
		BSBINN502	Build and sustain an innovative work environment								
Part 3 DCE-11/3	Cluster 3	BSBWHS501	Ensure a safe workplace		05/12/16	23/12/16	05/03/17	170	\$2,500	.28	
		BSBWOR403	Manage stress in the workplace								
Part 4 DCE-11/4	Cluster 4	BSBLED501	Develop a workplace learning environment		06/03/17	24/03/17	04/06/17	120	\$2,500	.24	
		BSBSLS502	Lead and manage a sales team								
Total Hours:								845	\$ 10,000	1.0	

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Qualification: BSB50315 Diploma of Customer Engagement

Course of Study: Diploma of Customer Engagement GROUP 12

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-12/1	Cluster 1	BSBMGT516	Facilitate continuous improvement	15/06/16	20/06/16	08/07/16	18/09/16	270	\$2,500	.24				
		BSBMGT502	Manage people performance											
		BSBWOR502	Lead and manage an effective team											
Part 2 DCE-12/2	Cluster 2	BSBCUS501	Manage quality customer service		15/06/16	19/09/16	07/10/16	18/12/16	285	\$2,500	.24			
		BSBCUE504	Integrate customer contact operations in the organisation											
		BSBINN502	Build and sustain an innovative work environment											
Part 3 DCE-12/3	Cluster 3	BSBWHS501	Ensure a safe workplace			15/06/16	19/12/16	06/01/17	19/03/17	170	\$2,500	.28		
		BSBWOR403	Manage stress in the workplace											
Part 4 DCE-12/4	Cluster 4	BSBLED501	Develop a workplace learning environment				15/06/16	20/03/17	07/04/17	18/06/17	120	\$2,500	.24	
		BSBSLS502	Lead and manage a sales team											
Total Hours:								845	\$ 10,000	1.0				