

VET FEE-HELP

Course Schedule

2016 Intake Commencement date for August



Qualification: BSB50315 Diploma of Customer Engagement

Course of Study: Diploma of Customer Engagement GROUP 15

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-15/1	Cluster 1	BSBMGT516	Facilitate continuous improvement	29/07/2016	04/08/16	22/06/16	04/11/16	270	\$2,500	.24				
		BSBMGT502	Manage people performance											
		BSBWOR502	Lead and manage an effective team											
Part 2 DCE-15/2	Cluster 2	BSBCUS501	Manage quality customer service		29/07/2016	07/11/16	27/11/16	07/02/17	285	\$2,500	.24			
		BSBCUE504	Integrate customer contact operations in the organisation											
		BSBINN502	Build and sustain an innovative work environment											
Part 3 DCE-15/3	Cluster 3	BSBWHS501	Ensure a safe workplace			29/07/2016	08/02/17	22/02/17	08/05/17	170	\$2,500	.28		
		BSBWOR403	Manage stress in the workplace											
Part 4 DCE-15/4	Cluster 4	BSBLED501	Develop a workplace learning environment				29/07/2016	09/05/17	26/05/17	04/08/17	120	\$2,500	.24	
		BSBSLS502	Lead and manage a sales team											
Total Hours:								845	\$ 10,000	1.0				

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Part 1 DCE-16/1	Cluster 1	BSBMGT516	Facilitate continuous improvement	13/08/16	18/08/16	05/09/16	18/11/16	270	\$2,500	.24				
		BSBMGT502	Manage people performance											
		BSBWOR502	Lead and manage an effective team											
Part 2 DCE-16/2	Cluster 2	BSBCUS501	Manage quality customer service		13/08/16	21/11/16	09/12/16	22/02/17	285	\$2,500	.24			
		BSBCUE504	Integrate customer contact operations in the organisation											
		BSBINN502	Build and sustain an innovative work environment											
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