

# VET FEE-HELP

## Course Schedule

### 2016 Intake Commencement date for September



**Qualification:** BSB50315 Diploma of Customer Engagement

**Course of Study:** Diploma of Customer Engagement GROUP 17

**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 DCE-17/1</b>	<b>Cluster 1</b>	BSBMGT516	Facilitate continuous improvement	<b>29/08/16</b>	05/09/16	<b>26/09/16</b>	05/12/16	270	\$2,500	.24				
		BSBMGT502	Manage people performance											
		BSBWOR502	Lead and manage an effective team											
<b>Part 2 DCE-17/2</b>	<b>Cluster 2</b>	BSBCUS501	Manage quality customer service		<b>29/08/16</b>	06/12/16	<b>23/12/16</b>	05/03/17	285	\$2,500	.24			
		BSBCUE504	Integrate customer contact operations in the organisation											
		BSBINN502	Build and sustain an innovative work environment											
<b>Part 3 DCE-17/3</b>	<b>Cluster 3</b>	BSBWHS501	Ensure a safe workplace			<b>29/08/16</b>	06/03/17	<b>24/03/17</b>	06/06/17	170	\$2,500	.28		
		BSBWOR403	Manage stress in the workplace											
<b>Part 4 DCE-17/4</b>	<b>Cluster 4</b>	BSBLED501	Develop a workplace learning environment				<b>29/08/16</b>	07/06/17	<b>26/06/17</b>	05/09/17	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>				

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**Qualification:** BSB50315 Diploma of Customer Engagement

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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 DCE-18/1</b>	<b>Cluster 1</b>	BSBMGT516	Facilitate continuous improvement	<b>14/09/16</b>	19/09/16	<b>07/10/16</b>	19/12/16	270	\$2,500	.24				
		BSBMGT502	Manage people performance											
		BSBWOR502	Lead and manage an effective team											
<b>Part 2 DCE-18/2</b>	<b>Cluster 2</b>	BSBCUS501	Manage quality customer service		<b>14/09/16</b>	20/12/16	<b>11/01/17</b>	21/03/17	285	\$2,500	.24			
		BSBCUE504	Integrate customer contact operations in the organisation											
		BSBINN502	Build and sustain an innovative work environment											
<b>Part 3 DCE-18/3</b>	<b>Cluster 3</b>	BSBWHS501	Ensure a safe workplace			<b>14/09/16</b>	22/03/17	<b>10/04/17</b>	22/06/17	170	\$2,500	.28		
		BSBWOR403	Manage stress in the workplace											
<b>Part 4 DCE-18/4</b>	<b>Cluster 4</b>	BSBLED501	Develop a workplace learning environment				<b>14/09/16</b>	23/06/17	<b>10/07/17</b>	19/09/17	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>				