

# VET FEE-HELP

## Course Schedule

### 2016 Intake Commencement date for October



**Qualification:** BSB50315 Diploma of Customer Engagement

**Course of Study:** Diploma of Customer Engagement GROUP 19

**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-19/1</b>	<b>Cluster 1</b>	BSBMGT516	Facilitate continuous improvement	<b>28/09/2016</b>	03/10/16	<b>21/10/16</b>	04/01/17	270	\$2,500	.24				
		BSBMGT502	Manage people performance											
		BSBWOR502	Lead and manage an effective team											
<b>Part 2 DCE-19/2</b>	<b>Cluster 2</b>	BSBCUS501	Manage quality customer service		<b>28/09/2016</b>	05/01/17	<b>23/01/17</b>	05/04/17	285	\$2,500	.24			
		BSBCUE504	Integrate customer contact operations in the organisation											
		BSBINN502	Build and sustain an innovative work environment											
<b>Part 3 DCE-19/3</b>	<b>Cluster 3</b>	BSBWHS501	Ensure a safe workplace			<b>28/09/2016</b>	06/04/17	<b>24/04/17</b>	06/07/17	170	\$2,500	.28		
		BSBWOR403	Manage stress in the workplace											
<b>Part 4 DCE-19/4</b>	<b>Cluster 4</b>	BSBLED501	Develop a workplace learning environment				<b>28/09/2016</b>	07/07/17	<b>24/07/17</b>	03/10/17	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 October



**Qualification:** BSB50315 Diploma of Customer Engagement

**Course of Study:** Diploma of Customer Engagement GROUP 20

**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-20/1</b>	<b>Cluster 1</b>	BSBMGT516	Facilitate continuous improvement	<b>12/10/2016</b>	17/10/16	<b>04/11/16</b>	17/01/17	270	\$2,500	.24				
		BSBMGT502	Manage people performance											
		BSBWOR502	Lead and manage an effective team											
<b>Part 2 DCE-20/2</b>	<b>Cluster 2</b>	BSBCUS501	Manage quality customer service		<b>12/10/2016</b>	18/01/17	<b>06/02/17</b>	18/04/17	285	\$2,500	.24			
		BSBCUE504	Integrate customer contact operations in the organisation											
		BSBINN502	Build and sustain an innovative work environment											
<b>Part 3 DCE-20/3</b>	<b>Cluster 3</b>	BSBWHS501	Ensure a safe workplace			<b>12/10/2016</b>	19/04/17	<b>08/05/17</b>	19/07/17	170	\$2,500	.28		
		BSBWOR403	Manage stress in the workplace											
<b>Part 4 DCE-20/4</b>	<b>Cluster 4</b>	BSBLED501	Develop a workplace learning environment				<b>12/10/2016</b>	20/07/17	<b>07/08/17</b>	17/10/17	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>				