

VET FEE-HELP

Course Schedule

2016 Intake Commencement date for November



Qualification: BSB50315 Diploma of Customer Engagement

Course of Study: Diploma of Customer Engagement GROUP 21

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-21/1 | Cluster 1 | BSBMGT516 | Facilitate continuous improvement | 25/10/2016 | 01/11/16 | 21/11/16 | 01/02/17 | 270 | \$2,500 | .24 | | | | |
| | | BSBMGT502 | Manage people performance | | | | | | | | | | | |
| | | BSBWOR502 | Lead and manage an effective team | | | | | | | | | | | |
| Part 2 DCE-21/2 | Cluster 2 | BSBCUS501 | Manage quality customer service | | 25/10/2016 | 02/02/17 | 20/02/17 | 02/05/17 | 285 | \$2,500 | .24 | | | |
| | | BSBCUE504 | Integrate customer contact operations in the organisation | | | | | | | | | | | |
| | | BSBINN502 | Build and sustain an innovative work environment | | | | | | | | | | | |
| Part 3 DCE-21/3 | Cluster 3 | BSBWHS501 | Ensure a safe workplace | | | 25/10/2016 | 03/05/17 | 22/05/17 | 03/08/17 | 170 | \$2,500 | .28 | | |
| | | BSBWOR403 | Manage stress in the workplace | | | | | | | | | | | |
| Part 4 DCE-21/4 | Cluster 4 | BSBLED501 | Develop a workplace learning environment | | | | 25/10/2016 | 04/08/17 | 21/08/17 | 01/11/17 | 120 | \$2,500 | .24 | |
| | | BSBSLS502 | Lead and manage a sales team | | | | | | | | | | | |
| Total Hours: | | | | | | | | 845 | \$ 10,000 | 1.0 | | | | |

VET FEE-HELP

Course Schedule

2016 Intake Commencement date for November



Qualification: BSB50315 Diploma of Customer Engagement

Course of Study: Diploma of Customer Engagement GROUP 22

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-22/1 | Cluster 1 | BSBMGT516 | Facilitate continuous improvement | 10/11/2016 | 15/11/16 | 05/12/16 | 15/02/17 | 270 | \$2,500 | .24 | | | | |
| | | BSBMGT502 | Manage people performance | | | | | | | | | | | |
| | | BSBWOR502 | Lead and manage an effective team | | | | | | | | | | | |
| Part 2 DCE-22/2 | Cluster 2 | BSBCUS501 | Manage quality customer service | | 10/11/2016 | 16/02/17 | 06/03/17 | 16/05/17 | 285 | \$2,500 | .24 | | | |
| | | BSBCUE504 | Integrate customer contact operations in the organisation | | | | | | | | | | | |
| | | BSBINN502 | Build and sustain an innovative work environment | | | | | | | | | | | |
| Part 3 DCE-22/3 | Cluster 3 | BSBWHS501 | Ensure a safe workplace | | | 10/11/2016 | 17/05/17 | 05/06/17 | 17/08/17 | 170 | \$2,500 | .28 | | |
| | | BSBWOR403 | Manage stress in the workplace | | | | | | | | | | | |
| Part 4 DCE-22/4 | Cluster 4 | BSBLED501 | Develop a workplace learning environment | | | | 10/11/2016 | 18/0/17 | 04/09/17 | 15/11/17 | 120 | \$2,500 | .24 | |
| | | BSBSLS502 | Lead and manage a sales team | | | | | | | | | | | |
| Total Hours: | | | | | | | | 845 | \$ 10,000 | 1.0 | | | | |