# **VET FEE-HELP**

**Course Schedule** 



#### 2016 Intake Commencement date for March

Qualification: BSB50315 Diploma of Customer Engagement

Course of Study: Diploma of Customer Engagement GROUP 5

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
Dout 1	Cluster 1	BSBMGT516	Facilitate continuous improvement	02/03/16	07/03/16	25/03/16	05/06/16	270	\$2,500	.24
Part 1 DCE-5/1		BSBMGT502	Manage people performance							
		BSBWOR502	Lead and manage an effective team							
Part 2 DCE-5/2	Cluster 2	BSBCUS501	Manage quality customer service		06/06/16	29/06/16	04/09/16	285	\$2,500	.24
		BSBCUE504	Integrate customer contact operations in the organisation							
		BSBINN502	Build and sustain an innovative work environment							
Part 3 DCE-5/3	Cluster 3	BSBWHS501	Ensure a safe workplace		05/06/16	23/09/16	04/12/16	170	\$2,500	20
		BSBWOR403	Manage stress in the workplace							.28
Part 4 DCE-5/4	Cluster 4	BSBLED501	Develop a workplace learning environment		05/12/16	23/12/16	05/03/17	120	\$2,500	.24
		BSBSLS502	Lead and manage a sales team							.24
Total Hours:								845	\$ 10,000	1.0

 Doc ID: 2016 VET FEE-HELP Course schedule\_BSB50315 Group 5-6 March
 Date: 02/10/15

 Developed by: JJeffery
 Approved by: DJackson
 Version: 2

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# **VET FEE-HELP**

### **Course Schedule**



### 2016 Intake Commencement date for March

Qualification: BSB50315 Diploma of Customer Engagement

**Course of Study:** Diploma of Customer Engagement GROUP 6

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-6/1	Cluster 1	BSBMGT516	Facilitate continuous improvement	16/03/16	21/03/16	08/04/16	19/06/16	270	\$2,500	
		BSBMGT502	Manage people performance							.24
		BSBWOR502	Lead and manage an effective team							
Part 2 DCE-6/2	Cluster 2	BSBCUS501	Manage quality customer service		20/06/16	08/07/16	18/09/16	285	\$2,500	.24
		BSBCUE504	Integrate customer contact operations in the organisation							
		BSBINN502	Build and sustain an innovative work environment							
	Cluster 3	BSBWHS501	Ensure a safe workplace		19/09/16	07/10/16	18/12/16	170	\$2,500	.28
Part 3 DCE-6/3		BSBWOR403	Manage stress in the workplace							
Part 4	Cluster 4	BSBLED501	Develop a workplace learning environment		19/12/16	06/01/17	19/03/17	120	\$2,500	.24
DCE-6/4		BSBSLS502	Lead and manage a sales team							
Total Hours:							845	\$ 10,000	1.0	

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