VET FEE-HELP

Course Schedule



2016 Intake Commencement date for June

Qualification: BSB50315 Diploma of Customer Engagement

Course of Study: Diploma of Customer Engagement GROUP 11

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-11/1	Cluster 1	BSBMGT516	Facilitate continuous improvement	01/06/15	06/06/15	24/06/16	04/09/16	270	\$2,500	
		BSBMGT502	Manage people performance							.24
		BSBWOR502	Lead and manage an effective team							
Part 2 DCE-11/2	Cluster 2	BSBCUS501	Manage quality customer service		05/09/16	23/09/16	04/12/16	285	\$2,500	.24
		BSBCUE504	Integrate customer contact operations in the organisation							
		BSBINN502	Build and sustain an innovative work environment							
Part 3		BSBWHS501	Ensure a safe workplace		05/12/16	23/12/16	05/03/17	170	\$2,500	
DCE-11/3	Cluster 3	BSBWOR403	Manage stress in the workplace							.28
Part 4 DCE-11/4	Cluster 4	BSBLED501	Develop a workplace learning environment		06/03/17	17 24/03/17	04/06/17	120	\$2,500	.24
		BSBSLS502	Lead and manage a sales team							• 2 7
Total Hours:							845	\$ 10,000	1.0	

 Doc ID: 2016 VET FEE-HELP Course schedule_BSB50315 Group 9-10 May
 Date: 02/10/15

 Developed by: JJeffery
 Approved by: DJackson
 Version: 2

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 Date: 02/10/15

VET FEE-HELP

Course Schedule



2016 Intake Commencement date for June

Qualification: BSB50315 Diploma of Customer Engagement

Course of Study: Diploma of Customer Engagement GROUP 12

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-12/1	Cluster 1	BSBMGT516	Facilitate continuous improvement	15/06/16	20/06/16	08/07/16	18/09/16	270	\$2,500	.24
		BSBMGT502	Manage people performance							
		BSBWOR502	Lead and manage an effective team							
Part 2	Cluster 2	BSBCUS501	Manage quality customer service		19/09/16	07/10/16	18/12/16	285	\$2,500	.24
DCE-12/2		BSBCUE504	Integrate customer contact operations in the organisation							
		BSBINN502	Build and sustain an innovative work environment							
	Cluster 3	BSBWHS501	Ensure a safe workplace		19/12/16	06/01/17	19/03/17	170	\$2,500	.28
Part 3 DCE-12/3		BSBWOR403	Manage stress in the workplace							
Part 4	Cluster 4	BSBLED501	Develop a workplace learning environment		20/03/17	03/17 07/04/17				
DCE-12/4		BSBSLS502	Lead and manage a sales team				18/06/17	120	\$2,500	.24
Total Hours:							845	\$ 10,000	1.0	

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