VET FEE-HELP

Course Schedule



2016 Intake Commencement date for September

ualification: 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
Part 1 DCE-17/1	Cluster 1	BSBMGT516	Facilitate continuous improvement	29/08/16	05/09/16	26/09/16	05/12/16	270	\$2,500	
		BSBMGT502	Manage people performance							.24
		BSBWOR502	Lead and manage an effective team							
Part 2 DCE-17/2	Cluster 2	BSBCUS501	Manage quality customer service		06/12/16	23/12/16	05/03/17	285	\$2,500	.24
		BSBCUE504	Integrate customer contact operations in the organisation							
		BSBINN502	Build and sustain an innovative work environment							
Part 3 DCE-17/3	Cluster 3	BSBWHS501	Ensure a safe workplace		06/03/17	24/03/17	06/06/17	170	\$2,500	20
		BSBWOR403	Manage stress in the workplace							.28
Part 4 DCE-17/4	Cluster 4	BSBLED501	Develop a workplace learning environment		07/06/17	26/06/17	05/09/17	120	\$2,500	.24
		BSBSLS502	Lead and manage a sales team							.27
Total Hours:							845	\$ 10,000	1.0	

 Doc ID: 2016 VET FEE-HELP Course schedule_BSB50315 Group 17-18 Sep
 Date: 24/11/2015

 Developed by: JJeffery
 Approved by: DJackson
 Version: 2

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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 18

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-18/1	Cluster 1	BSBMGT516	Facilitate continuous improvement	14/09/16	19/09/16	07/10/16	19/12/16	270	\$2,500	.24
		BSBMGT502	Manage people performance							
		BSBWOR502	Lead and manage an effective team							
Part 2	Cluster 2	BSBCUS501	Manage quality customer service		20/12/16	11/01/17	21/03/17	285	\$2,500	.24
DCE-18/2		BSBCUE504	Integrate customer contact operations in the organisation							
		BSBINN502	Build and sustain an innovative work environment							
	Cluster 3	BSBWHS501	Ensure a safe workplace		22/03/17	10/04/17	22/06/17	170	\$2,500	.28
Part 3 DCE-18/3		BSBWOR403	Manage stress in the workplace							
Part 4	Cluster 4	BSBLED501	Develop a workplace learning environment		23/06/17	10/07/17	19/09/17	120	\$2,500	.24
DCE-18/4		BSBSLS502	Lead and manage a sales team							
Total Hours:							845	\$ 10,000	1.0	

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