Advance Your Career with Your  
BSB50315 Diploma of Customer Engagement  
Enrol NOW with Global Training Institute Pty Ltd (RTO ID: 31192)

Tuition Fees: An investment in your brighter future  
The information contained within this fee schedule is applicable to domestic full-fee paying students enrolling under a VET FEE-HELP eligible course of study. Please confirm fees prior to your enrolment.  
Date of Effect: 1/01/2016 – 31/12/2016

Affordable Payment Options...  
1. VET FEE-HELP See page 2  
2. Payment Plans – See page 4

You may wish to seek independent financial advice as to which payment option will best suit you.

Incredible Value...  
Gain your best chance for completing your qualification.
Your course includes Great Support for You and all of the following:

Your Road to Success...  
Stand out and be ready for your next Job or Promotion.
When you complete your qualification with us not only will have  
✓ gained your qualification - BSB50315 Diploma of Customer Engagement  
✓ gained post nominal letters to use after your name DipCusEng  
✓ learnt new skills  
✓ had your existing skills and experienced recognized  
but you will have also developed or updated your ‘Career Success Toolkit’, which includes:

Give us a call on 1800 998 500 if you have any questions.  
Don’t wait for success to come to you! Enrol Today! You’ll be glad you did!  
We can’t wait to help you achieve your Qualification, Career Goals and see you at Graduation.

Shane, Anne and the Team at Global Training Institute
2016 Schedule of VET Tuition Fees
Date of Effect: 1/01/2016 – 31/12/2016

1. VET FEE HELP Applications* – Study Now – Pay Later

<table>
<thead>
<tr>
<th>Mth 1</th>
<th>Mth 2</th>
<th>Mth 3</th>
<th>Mth 4</th>
<th>Mth 5</th>
<th>Mth 6</th>
<th>Mth 7</th>
<th>Mth 8</th>
<th>Mth 9</th>
<th>Mth 10</th>
<th>Mth 11</th>
<th>Mth 12</th>
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<tbody>
<tr>
<td>CUS16501</td>
<td>Commence Day 1 Complete in 13 weeks Census - Day 18</td>
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<tr>
<td>CUS16502</td>
<td>Commence day 74 Complete in 35 weeks Census - Day 123</td>
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<tr>
<td>CUS16503</td>
<td>Commence Day 218 Complete in 21 weeks Census - Day 248</td>
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</table>

Fee Schedule, Important Dates and Information
NB. See definitions below

Date of Effect:* 1/01/2016 – 31/12/2016

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Delivery Mode &amp; Location</th>
<th>VUS Code</th>
<th>VUS Name</th>
<th>*VUS Commencement Date</th>
<th>*VUS Completion Date</th>
<th>*Census Date</th>
<th>Tuition Fee $</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB50315 Diploma of Customer Engagement</td>
<td>Flexi Training</td>
<td>CUS16501</td>
<td>Customer Engagement 01</td>
<td>Day 1</td>
<td>Day 91 (13 week unit)</td>
<td>20% of 13 weeks Day 18 from Day 1</td>
<td></td>
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<tr>
<td></td>
<td>Online</td>
<td>CUS16502</td>
<td>Customer Engagement 02</td>
<td>Day 74</td>
<td>Day 319 (35 week unit)</td>
<td>20% of 35 weeks Day 123 from Day 1</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>CUS16503</td>
<td>Customer Engagement 03</td>
<td>Day 218</td>
<td>Day 365 (21 week unit)</td>
<td>20% of 21 weeks Day 248 from Day 1</td>
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</tr>
</tbody>
</table>

NB. RPL is charged at the same amount as the Tuition Fee.

Gain Your Qualification by completing the following Subjects...

**VUS - CUS16501 Subjects**
BSBWOR501 Manage personal work priorities and professional development
BSBWOR502 Lead and Manage Team effectiveness
BSBLDR502 Lead and Manage Effective Workplace Relationships
BSBCUS402 Address Customer Needs

**VUS - CUS16502 Subjects**
BSBSLS501A Develop a Sales Plan
BSBCUS501 Manage quality customer service
BSBCUS402 Coordinate implementation of customer service strategies

**VUS - CUS16503 Subjects**
BSBCUE504 Integrate customer contact operations in the organisation
BSBLEDS501 Develop a workplace learning environment
BSBMMGT516 Facilitate continuous improvement
**What do these mean**

**VET FEE-HELP** - VET FEE-HELP is a Commonwealth Government Loan scheme that assists eligible students to pay their tuition fees for higher-level VET courses undertaken at approved providers. For all up-to-date information regarding VET FEE-HELP see [http://studyassist.gov.au/sites/studyassist/helppayingmyfees/vet-fee-help/pages/vet-fee-help](http://studyassist.gov.au/sites/studyassist/helppayingmyfees/vet-fee-help/pages/vet-fee-help) (including fees, loan fees, repayment requirements...). To discuss your individual loan limit usage, repayments etc – contact the Australian Taxation Office.

**Enrol Date** – This is the date when Global Training Institute receives your Enrolment Application containing sufficient information for us to determine your eligibility for your chosen qualification. At Global Training Institute, we have rolling start dates. This means you can enrol into and start your qualification, within the week, from mid-January to mid-December! No waiting for the next semester and no worrying about missing the next intake. We can start you in the qualification you like, when you like.

**Request for a VET FEE-HELP Loan** - You only need complete the application form once per qualification, which covers all your Vet Units of Study and subjects.

**VET Unit of Study (VUS)** – Each qualification is divided into ‘VET Units of Study’, which are a group of accredited units (subjects) that you need to complete to finish the qualification.

**VUS Commencement Date** – This is the date that each VUS starts from.

**Census Date** – Each VUS has a ‘Census Date’. If you would like to use VET FEE-HELP to pay for the tuition fees, this is the last date for you to apply. The Census Date is also the last date in which you can withdraw from that VUS before you incur the associated debt. The census date is 20% of the way through the VUS, calculated from your VUS Commencement Date to the VUS completion Date. For example, if you commenced a 13 week VUS on the 1st February 2016, your census date for that VUS will be the 18th February 2016. Your actual census dates eg. July 13, will be listed on the Confirmation of Enrolment Letter which you will receive after you enrol.

**VUS Completion Date** – This is the date you will need to complete the subjects in each VUS by. You may complete those subjects earlier if you wish.
Payment Plans to fit Your Budget

Payment Plans are available if you wish to pay for your course as you go or if you are not VET FEE-HELP eligible.

Tuition Fees via Payment Plan
$1400 x 12 monthly installments (interest FREE)
Payment month 1-4 covers Tuition Fees for VUS - CUS16501
Payment month 5-8 covers Tuition Fees for VUS - CUS16502
Payment month 9-12 covers Tuition Fees for VUS - CUS16503

To pay your Tuition Fees by payment plans, simply click on the ‘Enrol Now’ Button at the qualification page and follow the Easy Steps.
You will be taken to the order form and then receive your Enrolment forms.
For all Payment Terms and Conditions – See GTI Student Handbook.

Tax Rebates – Individuals
If there is a direct connection between your work and your study, you may be able to claim your Tuition Fee as a 100% Tax Deduction.

<table>
<thead>
<tr>
<th>If you earn</th>
<th>$ You get Back*</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Subject to change</td>
<td>*Approx.</td>
</tr>
<tr>
<td>Over $38,000</td>
<td>$3,657</td>
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<tr>
<td>Over $56,250</td>
<td>$6,256</td>
</tr>
<tr>
<td>Over 100,000</td>
<td>$7,122</td>
</tr>
<tr>
<td>Over 198,700</td>
<td>$8,662</td>
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</tbody>
</table>

Confirm your individual situation with your Tax Adviser and contact the ATO for more information regarding how to claim self-education expenses, including any eligible study and applicable caps on the amount that can be claimed.
Depending when you enroll will determine if you will receive this amount of Tax Refund over 1 or 2 financial years.

100% Risk Free Guarantee - Trial your qualification and if you aren’t happy, you aren’t locked in!
Trial your Qualification Training Program up to your Census Date. If at the end of that period, You do not believe that the training program will provide you with the skills and knowledge that you were looking for, then we will fully refund all tuition fees paid. All we ask is that you return the course material, and complete the necessary Withdrawal Form.