



Customer Service Skill Set

State ID: AE134

About this course

Get ready to delight customers

Gain the skills to create good relationships with customers, provide quality service and help a business to improve customer service levels.

You will learn to identify the unique, shared and cultural needs of customers; to communicate effectively with all customers; to process complaints according to business policies, and when to escalate to achieve customer satisfaction.

This introductory course is an ideal start to a customer service career and includes learning infection control procedures, which will assist in managing front of house and reception office spaces.

Gain these skills:

- Provide service to customers by using a range of verbal and non-verbal communication types and active listening
- Presenting a professional image and acting according to organisational policy
- Identifying customer needs and choosing the best way to handle their request
- Problem solving conflict and complaint resolution
- Identifying opportunities to improve customer service standards
- Show social and cultural sensitivity and adjust customer service response to assist people of different

backgrounds

- Use infection control procedures to ensure the safety of customers

Next course dates:

This course is 4 days (Mondays, Tuesdays, Wednesdays and Fridays) on-campus, starting on the below dates:

Mandurah: 9 November: 9am-3:30pm

Fremantle: 26 October and 23 November: 9am-3:30pm

Requirements of the course

This course includes both online study and on-campus practical and theory classes.



Once enrolled, you will receive information about how to login to our [eCampus](#) and you will need to complete a literacy and numeracy quiz to show you can study online. Your study will involve accessing content online for 1 study module, followed by a series of online quiz assessments to test your knowledge.



For the other modules of the course, you will need to attend campus to develop your skills in our service facilities.

**SKILLS
READY**

Boost your skills for the future

This course can help you get ready for your first job, or re-skill quickly for jobs that are available as WA's economy recovers. This course is free for 15 to 24 year olds; or those who are receiving JobSeeker, JobKeeper, Youth Allowance, AUSTUDY or ABSTUDY payments; or concession cardholders. If you're not eligible, you can pay the course fee to gain these skills and become highly employable. See the full eligibility list in the important

information tab below. [Find out more about the initiative.](#)

Overview

This course may be offered with a blended, flexible delivery model to enable social distancing measures to be undertaken during the COVID-19 pandemic. This approach may include a mix of online and classroom based delivery, as well as practical and work experience placements. Lecturers will provide any specific instructions if your training delivery style needs to change.

All year round, 2021

Mandurah - Part-Time-Class-Local-Skill Set-TFN

 When: **All year round**

 How: **Part Time**

Units

Core


National ID	Unit Title
HLTINFCOV001	Comply with infection prevention and control policies and procedures
SITXCCS006	Provide service to customers
SITXCOM002	Show social and cultural sensitivity

Study pathway

 [Customer Service Skill Set \(Fee Free\)](#)

 [Certificate III in Hospitality](#)

Job opportunities

 [Receptionist Customer service assistant](#)

Important information

Job ready skill sets are 100% free for the following eligible students:

- People aged 15—24 years at the time of enrolment (excluding school students)

- Secondary school-aged people who are not enrolled at school
- People receiving the JobSeeker or JobKeeper payment
- People and dependents of people receiving the Youth Allowance, AUSTUDY or ABSTUDY
- People and dependents of people holding:
 - pensioner concession card or Health Care Card; or
 - a Repatriation Health Benefits Card issued by the Department of Veterans' Affairs
- Dependents of people who are inmates of a custodial institution