



Need new skills to get a job?

# Now's the time to get skills ready with **fee-free\*** training!

Youth, concession students and displaced workers pay nothing - that's no course or resource fees - for the WA Government's new **FREE** job ready skill sets. **Get skills ready — enrol now!**

## CUSTOMER SERVICE SKILL SET

State ID AE134 | State ID AE146 (Fee Free)

### Overview

Retail, finance, pharmacy, hospitality, business, tourism... what industry doesn't have customers? Good customer service and communication skills are highly valued by employers in many different industries and areas of work. This skill set will get you job ready with the exact skills you need.

You will learn how to communicate effectively and provide quality service to both internal and external customers and deal effectively with people from a range of social and cultural groups with respect and sensitivity. You'll also gain negotiation, conflict management and problem solving skills.

Additionally you'll learn how to follow infection prevention and control policies and procedures, implement standard and transmission-based precautions and respond to infection risks in the workplace within a customer service context.

This skill set will prepare you for entry level positions serving customers in a range of industries including retail, hospitality, business and community services.



### Further study options

The units in this skill set may lead to the qualifications listed below and other qualifications that allow selection of these units.

#### Half price courses<sup>†</sup>:

- » Certificate IV in Dental Assisting
- » Certificate III in Hospitality
- » Certificate III in Tourism
- » Certificate III in Events
- » Certificate III in Guiding

#### Other courses:

- » Certificate III in Business
- » Certificate III in Retail Services
- » Certificate IV in Hospitality
- » Certificate IV in Customer Engagement

**LOWER FEES  
LOCAL SKILLS**

<sup>†</sup>Eligibility requirements apply. Talk to your training provider or local Jobs and Skills Centre.

### How to enrol

Visit [jobsandskills.wa.gov.au/skillsready](http://jobsandskills.wa.gov.au/skillsready) for a list of training providers approved to deliver this skill set, or alternatively visit your local Jobs and Skills Centre or contact them on 13 64 64.

### For more information

Check out the Frequently Asked Questions under the 'Skills Ready' section of the Jobs and Skills WA website.

<sup>\*</sup>Eligibility requirements apply.

Call your local Jobs and Skills Centre on **13 64 64** for more information or visit [jobsandskills.wa.gov.au/skillsready](http://jobsandskills.wa.gov.au/skillsready)



## Units of competency

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

## Eligibility criteria

Students who meet one or more of the following eligibility requirements will be eligible for fee free (course and resource fee) training.

Eligibility requirements	Evidence of eligibility
Persons aged 15–24 years at the time of enrolment (excluding school students).	» Present current driver's license, birth certificate or similar.
Persons and dependants of persons receiving JobKeeper payments.	» A statutory declaration from an employer confirming they are in receipt of JobKeeper payments for the student.
Persons and dependants of persons receiving the Youth Allowance, AUSTUDY or ABSTUDY.	» Evidence or advice from Centrelink.
Persons and dependants of persons holding: » a Pensioner Concession Card; » a Health Care Card; or » a Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.	» Present valid card.
Persons and dependants of persons in receipt of services from the following Commonwealth support or employment services programs: » Jobactive; » Online Employment Services; or » ParentsNext.	» A letter from the Commonwealth services provider confirming the student's participation in the program.
Dependants of persons who are inmates of a custodial institution.	» Present evidence to show that the student is the dependant of an inmate and identify the relationship between the two.

Students who do not meet one or more of the criteria listed above are able to enrol in the skill sets and pay the applicable course and resource fees in accordance with the Department of Training and Workforce Development's current Fees and Charges Policy, available at [dtwd.wa.gov.au](http://dtwd.wa.gov.au).

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