



Want to develop your customer service skills?

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

This skill set is 100% fee-free for everyone – that means you pay no tuition, resource or administration fees.

Get skills ready – enrol now!

MANAGE DISRESPECTFUL, AGGRESSIVE OR ABUSIVE CUSTOMERS

National ID: SIRSS00022 | State ID: AE320

Overview

The *Manage disrespectful, aggressive or abusive customers* skill set covers skills and knowledge for front line customer service workers to manage challenging customer behaviours in a positive and professional manner, and diffuse potentially confronting situations.

This skill set is 100% fee-free for everyone!*

You'll learn strategies to deal with the customer, and for supporting your own mental health and wellbeing in challenging service situations. The skill set also looks at ways to prevent or assist in dealing with volatile customers, and how to document and report incidents.

Who is this skill set for?

This skill set is designed for customer service workers across a range of sectors that may deal with challenging customers; including retail, community pharmacy, hair and beauty, tourism and hospitality, cleaning, trade services, aged care; healthcare; public information services, and public transport.

Further study options

The unit in this skill set may lead to the *Certificate III in Retail*, which has course fees reduced by half, and other qualifications that allow selection of this unit.

**LOWER FEES
LOCAL SKILLS**

How to enrol

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

Visit jobsandskills.wa.gov.au/jobs-and-skills-centre to find out more about the free support and services they offer.

Further information

Check out the frequently asked questions on the *Skills Ready* page of the Jobs and Skills WA website.



Call your local Jobs and Skills Centre on **13 64 64**
for more information or visit jobsandskills.wa.gov.au/skillsready

*Some eligibility conditions apply for free training. Please refer to the FAQs on the Skills Ready page of our website for details.



Units of competency

Unit code	Unit title
SIRXCEG008	Manage disrespectful, aggressive or abusive customers

Eligibility criteria

This course is 100% fee-free for everyone.

Please read the FAQs at jobsandskills.wa.gov.au/skillsready for full details about eligibility for free training. who meet one or more of the following eligibility requirements will be eligible for fee-free (course and resource fee) training.

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