LEARN FOR LIFE

Skill Set

SIRSS00022

MANAGE DISRESPECTFUL, AGGRESSIVE OR ABUSIVE CUSTOMERS

Program Overview

Funding: Career Boost

Duration: 6 months

Method: Online, RPL

Payment: Upfront

What can I expect?

This Skill Set is designed for individuals working in customer service roles who want to develop practical strategies for managing challenging customer behaviours. You will learn how to respond professionally to disrespectful, aggressive, or abusive interactions while maintaining personal safety, following workplace procedures, and delivering effective customer service.

This skill set is particularly valuable for those working in retail and customer-facing environments, helping you build confidence in handling difficult situations and creating positive outcomes for both customers and businesses.

Pathways

Achievement of this unit of competency may provide credit towards a range of qualifications across various training packages.

Nationally Recognised Training

Skills Assure

Proud to be a Queensland Government subsidised training provider

Course Details

Total Number of Units: 1

Mode of delivery

Online, face-to-face, blended

Units

- SIRXCEG008 - Manage disrespectful, aggressive or abusive customers

Entry Requirements

There are no entry requirements.

More information

Email: info@ca.edu.au

Phone: 3255 0506

07 3255 0506 | info@ca.edu.au | ca.edu.au

RTO No. 31222 | Cricos Provider 03513F | ABN: 39 122 990 783

COLLEGE AUSTRALIA

Visit our website ca@edu.au or call us on 07 3255 0506 for more information and current pricing. All information is correct at the time of printing. While every attempt is made to ensure that information is updated and accurate, some changes may occur without notice. V26.1

Your Learning Journey

Study a nationally recognised Skill Set at your own pace and take the next step towards a rewarding career in health!

How Online Study Works

Access from anywhere

Log in to our purpose-built WOMBAT Learning Management System (LMS) using any device with an internet connection.

Self-paced learning

Work through interactive learning materials, complete assessments and track your progress at a pace that suits you.

Ongoing Trainer support

Your trainer is available to answer questions, provide feedback and help you stay on track throughout your course.

Career opportunities - where will my studies lead me?

- Customer Service Manager
- Customer Service Assistant
- Service Supervisor

Course fees and Career Boost funding

Non-funded
$100 upfront

Career Boost - Concessional
Only $25.00 per unit = $25 total

Career Boost - Non-Concessional
Only $50.00 per unit = $50 total

Queensland Government Career Boost funding (General training pathway) is available to eligible students in listed Queensland regions. Eligibility and concession criteria apply. For funded enrolments, 30% of the co-contribution fee is payable on course approval and 70% on completion or upfront if requested by participant. Additional fees may apply if training-plan obligations are not met. A Statement of Attainment is issued once all fees are paid.

Funding Locations include:

Brisbane, Cairns, Central Queensland, Darling Downs – Maranoa, Gold Coast, Ipswich, Logan – Beaudesert, Moreton Bay – North, Moreton Bay – South, Sunshine Coast, Toowoomba and Townsville areas.

3 easy steps to getting started!

1. Apply
2. Confirm Suitability
3. Start Learning

07 3255 0506 | info@ca.edu.au | ca.edu.au
RTO No. 31222 | Cricos Provider 03513F | ABN: 39 122 990 783

More information
Email: info@ca.edu.au
Phone: 3255 0506

COLLEGE AUSTRALIA