



Customer Interaction Essentials Short Course

Course Overview

This course builds the essential customer service skills needed to communicate confidently and professionally in any workplace. Learners develop practical techniques for greeting customers, identifying their needs, providing accurate information, and responding to enquiries in a positive and efficient manner.

The course also focuses on maintaining service standards, using appropriate communication methods, and handling routine customer issues to support a smooth and effective customer experience. It prepares learners to contribute to quality service in retail, hospitality, business, and other customer focused roles.

Entry requirements

There are no formal entry requirements for this course, however students are expected to have or be able to achieve written and spoken English skills to the certificate level of the course, or the ability to develop these skills whilst in training to meet the requirements of the qualification. To allow our trainers to support your learning, students will need to complete a student profile, including language, literacy and numeracy indicators before their enrolment application is accepted.

Delivery Method and Course Duration

Delivery method and course duration This short course is available for face-to-face classroom learning environment. The total duration of this short course will be 25 hours and will take the following format:

- 1 week full-time 5 days (9:00am – 3:00pm each day)

Additional support and training times are available for students if required. Online platform requires either PC, phone or tablet.

Course Structure

There is one (1) unit of competency requiring successful completion of this course.

- BSBOPS202 Engage with customers

Register Your Interest

Ready to apply or want to refer someone? Click here to begin your application.

AQF Certification Outcome

Students who successfully complete all BSBOPS202 Engage with customers will be issued a Statement of Attainment by Max Solutions.

Recognition of Prior Learning (RPL) and Credit Transfers (CT)

RPL is a process that assesses your competency - acquired through formal and informal learning - to determine if you meet the requirements for a unit of study. Students with previous skills, knowledge or experience are entitled to apply for RPL for a full qualification or individual units of competency. Students will be required to produce evidence and undertake assessment as part of the RPL process.

Since this course consists of only one unit of competency, it does not qualify for Credit Transfer. You can find more information about RPL and Credit Transfer in our Resulting, Credit Transfers & Recognition of Prior Learning Policy and Procedure (Training) .

Unique Student Identifier

It is mandatory for all students undertaking Nationally Recognised Training in Australia to have a USI. Students will need their USI to apply to enrol for training.

You will need your USI in order to apply to enrol for training. Visit www.usi.gov.au for more information.

Additional Pathways

These units form part of the Business Services Training Package. Students may choose to continue their studies and complete qualifications such as BSB20120 Certificate II in Workplace Skills and/or BSB30120 Certificate III in Business .

Study with Max Solutions RTO

We deliver training across a range of levels, with a focus on understanding each student's goals and helping them choose the right course to get there.