



Introduction to Customer Service Short Course

Course Overview

Students who successfully complete the short course will have gained the skills and knowledge required to interact and communicate with a diverse range of customers to assist with basic enquiries and contribute to a service culture.

This course applies to individuals working in frontline customer service roles in a diverse range of industry sectors and business contexts.

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, you will need to complete a student profile, including language, literacy and numeracy indicator before your enrolment application is accepted.

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

Number of units required to complete the course (1).

- SIRXCEG001 Engage the Customer

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 requirements of SIRXCEG001 Engage the Customer 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 (USI)

It is mandatory for all students undertaking Nationally Recognised Training in Australia to have a USI, Unique Student Identifier.

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

Additional Pathways

This unit develops foundational customer engagement and communication skills that support progression into a range of qualifications across; Retail, Hospitality, Tourism, Business and other service sectors.

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.