



# Customer Service Skill Set (Fee Free)

State ID: AE146

## About this course

### Learn how to provide excellent customer service!

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, and this skill set will get you job ready with exactly the skills you need.

The *Customer Service* skill set includes following infection prevention and control policies and procedures, implementing standard and transmission-based precautions and responding to infection risks in the workplace within a customer service context to ensure you're working safely. You'll also learn to communicate effectively and provide quality service to both internal and external customers, and how to 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.

If you do not meet the **fee free eligibility criteria** for this course, please enrol in the [Customer Service Skill Set](#).



If you are aged 15–24 years (not at school), receiving the JobSeeker or JobKeeper payment, receiving Youth Allowance, AUSTUDY or ABSTUDY or holding a pensioner concession card, Health Care Card or a Repatriation Health Benefits Card issued by the Department of Veterans' Affairs, or a dependent of persons who are inmates of a custodial institution, you are eligible to enrol for free!



This is a targeted skill set related to the [Skills Ready](#) program, which is aimed at rebuilding our local businesses and communities with free and reduced-price training.

## Overview

Semester 2, 2020

### Kununurra Campus



When: **Complete before 10 December**



How: **Distance learning**  
**Face-to-face classroom/campus delivery**



Fee: **Free for eligible students**

### Units

This is a suggested study plan. North Regional TAFE offers a variety of alternative units, and packaging rules apply to these selections. Your unit options will be discussed with you prior to enrolment.




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### Core

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

National ID	Unit Title
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## Kununurra Campus

 When:	<b>21 - 24 September, 2020</b>
 How:	<b>Distance learning Face-to-face classroom/campus delivery</b>
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## Study pathway



[Certificate III in Hospitality](#)

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[Certificate III in Tourism](#)

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[Certificate III in Guiding](#)

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This skill set provides a pathway to a number of nationally recognised qualifications, some of which are half price under the [Lower fees, local skills initiative](#). Find out more by clicking the courses below.