



Providing Customer Service

STATUS



Providing Customer Service will prepare participants with the skills to enter into a variety of customer service roles. Participants will undertake both accredited and non-accredited training, including the accredited units:

- SIRXCEG002 - Assist with Customer Difficulties
- SIRXCEG001 - Engage the Customer
- SIRPDK001 - Advise on Products and Services

This course will also develop participant:

- Digital Literacy skills
- Resume and cover letter writing skills
- Interview preparation
- Industry knowledge through interaction with industry experts and field visits
- Resources for bridging skill and/or knowledge gaps

This full time course will be scheduled over 5 weeks, with 3 days of industry training and 2 days with a LLND specialist trainer. As part of this course your participant will also have access to:

- Hour of Power sessions with an Industry Specialist Consultant presenting current Customer Service vacancies in the local area via our Workforce Connect team
- In class industry guest speakers to provide industry insights and application tips, these employers may also be recruiting for current vacancies
- Access to the Skills to Succeed Academy courses and Virtual Skill Up app to further develop skills

Participants may receive a Statement of Attainment for successfully completed units of competency.

The Skills for Education and Employment (SEE) program is funded by the Australian Government Department of Employment and Workplace Relations.

For upcoming course dates and locations contact us on
1800 681 131 or **training@status.net.au**

