

CUSTOMER SERVICE ESSENTIALS

Nationally Recognised Training

NATIONALLY RECOGNISED
TRAINING



COURSE OVERVIEW

This nationally accredited set of skills describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.

To achieve the Customer Service Essentials, Part Qualification, the candidate must complete two (2) units of competency; refer to unit list on page 2.

Acacia Education & Training is committed to providing an inclusive learning environment. Principles of access and equity for all students are applied in all programs.

COURSE OUTCOME

This training applies to individuals who apply a broad range of competencies in various work contexts. In this role, individuals often exercise discretion and judgement using appropriate theoretical knowledge of customer service to provide technical advice and support to customers over short or long term interactions.

ENTRY REQUIREMENTS

There are no formal entry requirements for this qualification.

- Applicants will be required to undertake a Language, Literacy & Numeracy assessment.
- Applicants will be required to complete a Pre-Training Review.
- Applicants must be able to attend all practical assessments on the assigned dates where required.

JOB OUTCOMES

This course will develop a range of skills that may be required for roles in the following areas.

- ✓ **Administration Assistant**
- ✓ **Customer Service Officer**
- ✓ **Front Desk Receptionist**
- ✓ **Sales Support**
- ✓ **Small Business Owner**

COURSE DELIVERY



COURSE DURATION

Students may have up to six (6) months to complete the course. However, if you are utilising NSW Government funding, these dates may vary.

Students will need to follow the training plan provided to them at commencement of training to ensure they complete the course in the required timeframe. Approximately fifteen (15) hours of study should be allocated for each unit.

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ESSENTIAL SKILLS FOR THE WORKPLACE



UNITS OF COMPETENCY

Below are the units of competency required for this course.

UNIT CODE	UNIT DESCRIPTION
BSBOPS304	Deliver and monitor a service to customers
BSBOPS305	Process customer complaints

UNIT OVERVIEW

BSBOPS304- Deliver and monitor a service to customers

This unit describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.

Knowledge Evidence examples: explain organisational policy and procedures for customer service, including handling customer complaints; provide examples of verifiable evidence that could be used to review customer satisfaction.

Performance Evidence examples: identify customer needs using appropriate questioning and active listening skills; provide customer service in accordance with organisational requirements; respond to and record customer feedback and action taken according to organisational standards, policies and procedures.

BSBOPS305 - Process customer complaints

This unit describes skills and knowledge required to handle formal and informal negative feedback and complaints from customers.

Knowledge Evidence examples: explain the communication skills required when handling customer complaints; outline organisational procedures and standards for processing complaints; list external bodies to which complaints could be referred.

Performance Evidence examples: process and document customer complaints according to organisational and legislative requirements; use effective communication techniques to discuss options and resolve complaints; follow correct procedures when referring and following up complaints.



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COURSE DELIVERY

This course can be delivered in a flexible program of **online, correspondence, mixed-mode or classroom*** based learning.

Theory: Students may complete their assessments at their own pace. Support from a designated trainer is available via email, phone, SMS and video call.

Practical: There are no practical based assessments for this course that require a trainer or workplace supervisor present. All performance activities are written tasks and submitted to the trainer for assessment.

**Classroom may be arranged on a case-by-case basis. Minimum numbers may apply. Ask us for more information.*

CERTIFICATE

On successful completion of all assessments each participant will receive a Statement of Attainment containing the Nationally Recognised Units of Competency:

- BSBOPS304
- BSBOPS305

The successfully completed units provide credit towards a range of qualifications at Certificate III or IV level, including BSB30120 Certificate III in Business.

COURSE FEES - \$149

Subsidised Training: Participants may be eligible to receive subsidised training or a fee reduction through the NSW Government Smart & Skilled program. Contact Acacia for further information on determining your eligibility or visit <https://smartandskilled.nsw.gov.au/are-you-eligible>.

This training is subsidised by the NSW Government.

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ELIGIBILITY

To be eligible to receive Smart and Skilled funding, applicants must meet the following criteria:

- living or working in NSW
- 15 years old or older and no longer at school
- an Australian citizen, Australian permanent resident, humanitarian Visa holder or New Zealand citizen.

STUDENT SUPPORT

Academic support

Students have access to trainer support throughout the duration of their course, whether they are learning via correspondence, online, or in class. Our experienced trainers are available to answer any questions students may have regarding the learning materials and assessments. The appointed trainer can be contacted via email, phone or video call, students will be provided with these contact details on course commencement.

Administrative support

The administrative team is available during business hours (9am - 5pm) Mondays to Fridays and can assist students with all administrative enquiries or issues, including enrolment, change of contact details, class schedules, online learning and certification. The administrative team can be contacted using details further below.

APPLICATION TO ENROL

Acacia is committed to ensuring all applicants clearly understand the details and outcomes of the course they are enrolling in.

For information on the enrolment process and to apply please speak with your workplace coordinator, job service provider, contact us directly or use the online link on our website.