



AE146 Customer Service Skill Set (Fee Free)

National ID: AE146 | State ID: AE146

About this course

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.

Further study pathways

This skill set provides a pathway to further study in the following *Lower fees, local skills* half-price course fees qualifications.

- Certificate IV in Dental Assisting

- Certificate III in Hospitality
- Certificate III in Tourism
- Certificate III in Events
- Certificate III in Guiding

Other qualifications for further study include the following.

- Certificate III in Business
- Certificate III in Retail Services
- Certificate IV in Hospitality
- Certificate IV in Customer Engagement

Certification

Upon successful completion you will receive a Statement of Attainment

Fees

This course is free for eligible students (see below). If you are not eligible please visit the [fee paying course page](#) to enrol.



Our job ready skill sets are 100% free for the following eligible students.

- Persons aged 15–24 years at the time of enrolment (excluding school students)
- Secondary school-aged persons who are not enrolled at school
- Persons receiving the JobSeeker or JobKeeper payment
- Persons and dependents of persons receiving the Youth Allowance, AUSTUDY or ABSTUDY
- Persons and dependents of persons holding:
 - a pensioner concession card or *Health Care Card*; or
 - a *Repatriation Health Benefits Card* issued by the Department of Veterans' Affairs
- Dependents of persons who are inmates of a custodial institution

Don't meet the eligibility? That's ok this skill set is also available for fee paying students. Visit the [fee paying course page](#) (link above).




Overview

Training at CRTAFE will be offered with a blended, flexible delivery model to enable social distancing measures during the COVID-19 pandemic. This approach may include a combination of online and classroom based delivery, as well as practical and work experience placements. While the mode of delivery may vary, the content and key

learning outcomes of the course will remain the same. Lecturers will provide specific instructions to their student groups on how training will be undertaken and the support available to them.

Semester 2, 2020

Carnarvon Campus - Customer Service Skill Set - 31 August to 21 November

-  Duration: **1 Day/s**
-  When: **Semester 2, 2020**
-  How: **Face to face (class room)
Skill set**

Units

Core

National ID	Unit Title
SITXCCS006	Provide service to customers
SITXCOM002	Show social and cultural sensitivity

Elective

National ID	Unit Title
HLTINFCOV001	Comply with infection prevention and control policies and procedures

Study pathway



[Certificate III in Hospitality](#)



[Certificate III in Tourism](#)



[Certificate III in Events](#)



[Certificate III in Guiding](#)



[Certificate III in Business](#)



[Certificate III in Retail](#)



[Certificate IV in Hospitality](#)



[Certificate II in Customer Engagement](#)

Job opportunities



[Visit Job Outlook for your guide to careers](#)

Fees and charges

Find our Indicative Price List [here](#).

At Central Regional TAFE, three types of fees may be charged.

Course Fees

The course fee is determined by multiplying the tuition fee rate by the nominal hours, which is the number of hours in which an average student could be expected to complete each unit.

Resource Fees

Resource fees are charges for materials that are considered essential to a course or unit of study and which do not

form part of the course fee. The resource fee covers materials purchased by the College to be consumed or transformed by students in the course of instruction, such as workshop materials, workbooks and essential uniforms.

Other Fees

Other fees may be charged for goods or services that are not essential to the course such as parking, membership to student organisations and security passes.

In addition to these fees students may need to purchase textbooks, uniforms and other course specific equipment. Your Pre Enrolment Information package will provide additional information if these are required.

Please note, fees are subject to change.