

Customer Service Management Skill Set

COURSE CODE	SITSS00035
LOCATIONS	Warrnambool
STUDY MODE	Part-time, Workplace, Online, Workshops
Length	Three or six weeks
Commencement	Register now for 2022
Timetable	Option one: one, seven-hour workshop per week via virtual classroom for three weeks Option two: one, three-and-a-half-hour workshop per week via virtual classroom for six weeks

Course Overview

This section gives you an introduction to what you will be learning in this course, plus course outcomes, career opportunities, and student support.

Introduction

Looking to upgrade your customer service management skills?

This course builds strong customer service, leadership, and management skills to support your recovery from COVID-19, as we prepare to welcome visitors back to our regions as restrictions ease.

The course is offered via two delivery options and it incorporates interactive, virtual classrooms with practical tasks to be completed in the workplace, enabling staff to build their skills and provide future career path opportunities.

Now is the perfect time for your staff to upgrade their skills with our FREE* customer service management course and be ready for the industry rebound.

What will I Learn?

- customer service skills
- leadership and management skills

Mode of delivery

This course offers two timetable options:

- Option one: one, seven-hour workshop per week via virtual classroom* for three weeks
- Option two: one, three-and-a-half-hour workshop per week via virtual classroom* for six weeks

***Virtual classroom** - a live online teaching and learning environment where teachers and students can present course materials, engage and interact with one another, and work in groups together.

Pathways

- [Certificate IV in Travel and Tourism](#)
- [Certificate III in Tourism](#)

Course Requirements

This section gives you an overview of entry requirements, course units and electives, skills recognition, and assessment criteria.

Entrance requirements & pre-requisites

You must currently be employed by a Victorian Visitor Information Centre.

Course requirements

To complete this course, you must successfully complete 3 core units.

Units offered

Core Units

Unit Code	Unit Name	Unit Hours	Unit Consumables
SITXCCS007	Enhance customer service experiences	40	\$0.00
SITXCCS008	Develop and manage quality customer service practices	30	\$0.00
SITXCOM005	Manage conflict	20	\$0.00

Assessment

This course involves accredited units. You will be required to complete assessment tasks to demonstrate your underpinning knowledge, skills and attributes to meet the course outcomes. A combination of written, oral and practical assessment strategies will be used in either a classroom, online or workplace environment.

Where units require demonstration of skills in a workplace environment, you will have the opportunity to do this in your own workplace (where appropriate). Detailed information about the types, conduct and dates of assessments will be provided in advance. You will also be provided with information about the opportunity for reassessment and appeal.

After applying

Once you have applied for your chosen course, you will receive a thank you email from South West TAFE with a few steps to help process your enrolment.

Complete a Pre-Training Review

You will receive an email to complete a Pre-Training Review online evaluation. This evaluation helps us tailor your training to suit your needs.

Create or provide a Unique Student Identifier (USI)

A USI is a nationally recognised reference number that provides an online record of your training qualifications gained in Australia.

[Create your USI](#)

Already have a USI but can't remember it? [Find your USI](#)

Skills recognition

If you have experience or prior qualifications, you may be eligible to apply for [recognition of prior learning](#) and gain credits. You will be asked to provide any relevant Statement of Attainment to support identified credits.

Fees

This section gives you an overview of course fees, subsidies, and how they can be paid.

Fees

This course is fee free for eligible applicants employed by a Victorian Visitor Information Centre.

Next Steps

Ready to take the next step? Here you can make an enquiry, attend an information session or begin the application process.

How to apply

There are [five simple steps to apply for a course](#) with us.

1. **Apply** - [complete a short online application form](#). Once this form is submitted we'll send you a thank you email.
2. **Get ready** - your thank-you email will contain links to a pre-training review, to a unique student identifier and to government-subsidised training eligibility.
3. **Chat with your teacher** - your teacher or course specialist will contact you about your Pre-Training Review outcomes and additional course information.
4. **Enrol** - after chatting with your teacher, you will receive an email with your enrolment form and a link to verify your identity.
5. **Sign** - once you've completed your enrolment, you will receive a declaration form to review and sign.

If need any assistance with applying, [contact our Customer Service team](#) on 1300 648 911 or [visit your nearest campus](#).

Careers and Course Advice

Not sure which course is right for you? South West TAFE will help you find your way.

Our Careers Coaches at the [Skills and Jobs Centre](#) is here to support you. Whether you're exploring career options, transitioning from school to the workforce or looking to study after school we're here to help you.

Student Support

As a SWTAFE student, you can access a variety of support services that will enhance your study experience and help you complete your studies successfully. For more information about any of these services, [visit our student page](#).