



# Customer Service Skill Set

State ID: AE134

## 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. This 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.

## Lower fees, local skills half-price course pathways

- [Certificate IV in Dental Assisting](#)
- [Certificate III in Hospitality](#)
- [Certificate III in Tourism](#)
- [Certificate III in Events](#)



This skill set is related to the Skills Ready program. Other skill sets can be found on our [Courses](#) page, using the *Refine course results>Study mode* filters.

## Details

During your course of study, NMTAFE may use a variety of learning practices to ensure you get the best outcome for your learning journey.

This may include online learning, face-to-face classroom, laboratory/workshop delivery, work placement or a combination of these, depending on which is most appropriate.

## Semester 2, 2020

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### Perth (Northbridge) - Blended



Duration: **8 Week/s**



When: **Semester 2, 2020**



How: **On campus**

## Units

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### Core

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

## Further study



[Certificate III in Business](#)



[Certificate IV in Hospitality](#)

Other qualifications for further study include the following:

## Important information

Delivery includes a mixture of online learning and workshops

**Due to high demand, Term 3 classes are full so applications will now be considered for Term 4**

### Term 3 Timetable

#### Perth

Starts 6 August: 8 weeks, on campus 20 & 21 August plus you will need to book into a lab/tutorial

### Term 4 Timetable

To be advised

## Fees and charges

### Local full time students

Course fees are made up of two components, tuition fees and resource fees.

**Tuition fees** are determined by multiplying the course fee rate by the nominal hours, which is the number of hours in which an average student could be expected to complete each unit. They are not the hours of training or instruction.

**Resource fees** are charges for material that are essential to a course or unit, and are purchased by NMT to be used by students during the course.

Fees may vary depending on the units you are enrolled in so an approximate amount has been shown. You will be given the exact amount of your fees at enrolment. Part time student fees will vary depending on the number of units you are enrolled in.

Please note, you may also need to buy textbooks or equipment for your course.

### International Students

Check [TAFE International WA](#) to confirm this course is available to international students. You will pay your tuition fees to TIWA.

**Please note, fees are subject to change.**