

VTP472 Engage the Customer and Manage Risk

DESCRIPTION

This course describes the performance outcomes, skills and knowledge required to interact and communicate with a diverse range of customers and contribute to a service culture. It describes the performance outcomes, skills and knowledge required to appropriately and safely manage customers who are disrespectful, aggressive or abusive.

It describes the performance outcomes, skills and knowledge required to identify security risks related to customers, team members, merchandise, and money, and take appropriate action to minimise those risks.

It applies to individuals working in frontline customer service and retail roles in a diverse range of industry sectors and business contexts within established organisational policies and procedures.

ELIGIBILITY/ENTRY REQUIREMENTS

Students will need to demonstrate an appropriate level of language, literacy and numeracy skills to undertake this program. To ensure you have the right skills and support to succeed in your course, a Language, Literacy and Numeracy (LL&N) evaluation helps identify any areas where you may need additional support to help you achieve your goals.

To gain entry into the program candidates are required:

- To be employed in the Retail or Customer Service Sector

DELIVERY DETAILS

Location(s)	Duration*	Study mode
Alice Springs, Casuarina, Darwin, Jabiru, Katherine, Palmerston, Tennant Creek, Nhulunbuy, other	2.5 days full time	Face-to-face, at an industry workplace or simulated industry environment, and student workbooks.

* Duration will vary depending on how long a student takes to reach the required competency level.

FEES

Fee Type	2024 Course Fees
NT Government Supported*	\$333.00
Full Fee	\$900.00

*This course is supported by the NT Government for domestic eligible students who are NT residents. A limited number of NT Government supported places are available, so secure your place now.

Fees shown are indicative and subject to change annually. Actual course fees may vary depending on the units chosen. International non-student visa-holders; study eligibility needs to be verified before enrolment. Fees may vary depending on the visa type.

For further clarification and information on fees, fee exemptions, payment options, instalment plans, and refunds, contact CDU on 1800 061 963 or refer to [TAFE Fees and Payments](#)

ASSESSMENT

Assessments vary with each unit. You will be provided with an assessment guide.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is a process that determines whether the skills, knowledge and experience you've gained through your previous study, work or life experience can count towards a vocational training qualification at CDU. For more information, [VET RPL](#).

RESOURCES

Students are issued with all training materials, student workbooks and work sheets, and supplied with resources and formative activities for the course. Also provided are power point presentations and supplemented with video resources.

STUDY AND CAREER PATHWAYS

The purpose of this course is to give employees the tools to manage changes to their existing retail and customer service workplace environments and feel more able to deal with difficult customers and situations.

This course may assist the students to future their career in a retail or customer service industry by increasing their knowledge and skills.

Further training pathways from this program include but are not limited to the SIR20216 Certificate II in Retail Services.

This course may assist students to further their career in a retail or customer service industry by increasing their knowledge and skills.

PROGRAM CONTENT

This training program covers three (3) units of competency taken from the SIR Training Package, which is recognised nationwide.

CORE UNITS

SIRXCEG008	Manage disrespectful, aggressive or abusive customers
SIRXRSK001	Identify and respond to security risks
SIRXCEG001	Engage the customer

WITHDRAWING FROM A PROGRAM

You may withdraw from this program and receive, where relevant, a Statement of Attainment for all units of competency you have successfully completed.

SUPPORT SERVICES

The University supplies support for students in many areas, including Accommodation, Careers and Employability, Counselling, Disability Services, Student Advocacy, Indigenous Tutorial Support Services, International Student Support Services, Library Services, and VET Learner Support Services.

More information is available at [Student Support](#).

CONTACT DETAILS

Culinary Arts and Hospitality

E. vet.culinaryarts@cdu.edu.au
T. 08 8946 7800
W. <https://www.cdu.edu.au/study/essentials>

For further information regarding student life at CDU, please refer to <https://www.cdu.edu.au/study/student-life>.