

VTP485 Dealing with Aggressive Customers and De-escalation Practices

DESCRIPTION

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

This course describes the performance outcomes the skills and knowledge required to appropriately and safely manage customers who are disrespectful, aggressive or abusive.

It applies to individuals working in customer service roles in a diverse range of industry sectors and business contexts. They may operate independently or under supervision and guidance from others, and within established organisational policies and procedures. It predominantly applies to retail industry work environments with high levels of customer contact.

ELIGIBILITY/ENTRY REQUIREMENTS

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 VTP485 Dealing with Aggressive Customers and De-escalating Practices, candidates require:

- To be employed in the Retail or Customer Service Sector.

DELIVERY DETAILS

Location(s)	Duration*	Study mode
Darwin Waterfront, Palmerston, Casuarina, Katherine, Alice Springs, Tennant Creek, Jabiru, Nhulunbuy, Other locations	One (1) day full-time	Face to face and, at an industry workplace or simulated industry environment

* 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*	\$111.00
Full Fee	\$300.00

*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 learning and assessment materials, student workbooks and work sheets.

STUDY AND CAREER PATHWAYS

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

PROGRAM CONTENT

This training program covers one (1) unit of competency taken from the SIR Retail Services Training Package, which is recognised nationwide.

CORE UNITS

SIRXCEG008	Manage disrespectful, aggressive or abusive customers
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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

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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>.