



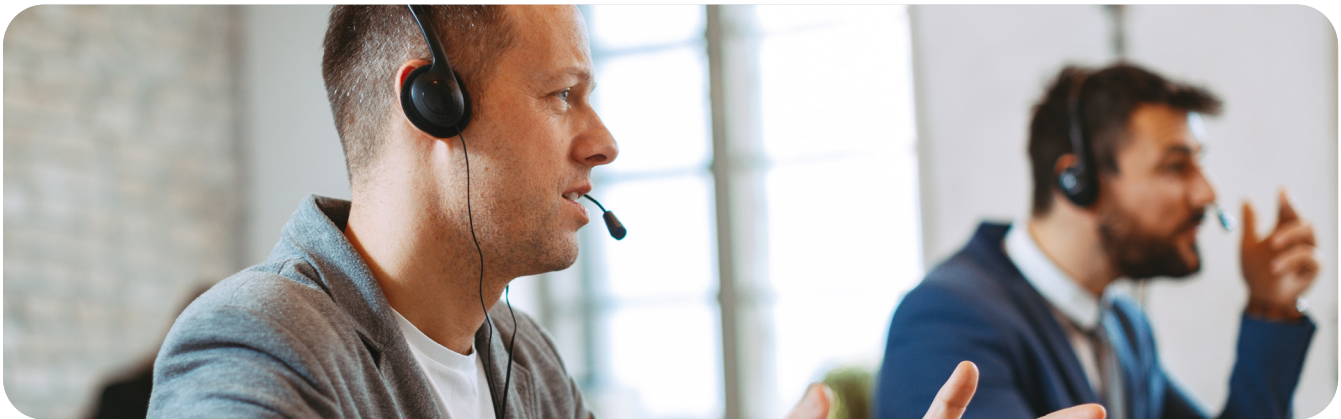
NATIONALLY RECOGNISED
TRAINING

SIRXCEG008

MANAGE DISRESPECTFUL, AGGRESSIVE OR ABUSIVE CUSTOMERS (ONLINE)

BROCHURE 2024

About this Course



Whether you work in retail, business or other customer facing roles, this course will provide you the skills and knowledge to appropriately and safely manage customers who are disrespectful, aggressive or abusive, report incidents and manage your personal impacts from the behaviour displayed..

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.

ELEMENTS & PERFORMANCE OUTCOMES

Specifically, you will cover the following skills and knowledge:

1. Identify Potentially Disruptive Customers.

- 1.1 Monitor customer behaviour to identify signs of potential customer disruption.
- 1.2 Use questioning and active listening to identify possible causes of disruptive customer behaviour.
- 1.3 Indicate willingness to assist in resolution.
- 1.4 Refer to organisational policies and procedures and signage where applicable to explain processes to customer.

2. Implement Actions To Defuse And De-Escalate Potential Conflict.

- 2.1. Recognise emotional contagions and their impact.
- 2.2. Maintain a calm, respectful and polite manner when interacting with customers.
- 2.3. Provide explanation, assistance or alternatives to address cause of customer issue.
- 2.4 Display and maintain empathy for customer to demonstrate understanding of situation and impact on the customer in order to defuse and de-escalate potential conflict.

3. Manage Disrespectful, Aggressive Or Abusive Customers.

- 3.1. Use appropriate strategies to respond to customers displaying disrespectful, aggressive or abusive behaviours.
- 3.2. Identify customers who should be refused service or ejected and action in a professional manner.
- 3.3. Promptly identify and act on situations that pose a threat to the safety of self, others or property.
- 3.4. Terminate conversation or encounter if resolution is not possible.
- 3.5 Refer situations beyond the scope of own job role and responsibility to supervisor or other relevant parties as required.

4. Document And Report Incident

- 4.1. Comprehensively document incident according to organisational policies and procedures.
- 4.2 Obtain statements and contact details from witnesses to the incident where appropriate.
- 4.3 Provide report to supervisor according to organisational policies and procedures.
- 4.4 Identify alternative approaches for affected staff and the organisation to avoid or mitigate similar incidents in future.

5. Manage the personal impacts of disrespectful, aggressive or abusive customer behaviour.

- 5.1 Use a process of self-reflection to identify physical, mental and emotional impacts of the incident on self.
- 5.2 Undertake de-briefing procedures with supervisor following the incident.
- 5.3 Use appropriate techniques to respond to physical, mental or emotional impacts of the incident.
- 5.4 Recognise signs of mental and emotional impacts on self that require professional counselling and seek appropriate support.
- 5.5 Use a process of self-reflection to identify personal response strategies that could be used in future to protect own wellbeing.



Delivery Options



ONLINE

To complete this course online you will require the following:

- A secure and stable internet connection, computer, laptop or tablet to complete the course work. A mobile phone is not suitable.
- A printer with scanning capability or a separate scanner
- A real workplace environment. Just Careers Training will provide you with a “Letter of Introduction” detailing the requirements of your work placement objectives and also relevant insurances that are required to undertake work placement.

Once you have enrolled into this course then you will receive a user name and login details. These details will be used to access your course which includes:

- Learning presentations
- Multiple choice questions
- Short answer questions

You will be required to complete and submit your responses online and will also be required to:

- Download and complete a document that includes Tasks & Report / Practical Observation
- Once these have been satisfactorily completed then you may submit their assessments to online for marking. The final process is that you will be contacted for verification purposes (authenticity of works submitted).

Please note: The Tasks & Report / Practical Observation document may be downloaded and commenced at any time. This document requires that tasks be completed in a practical environment and may take some time. The report involves a workplace supervisor.



Outcome

When you have successfully completed this course, you will have gained and or confirmed the following skills and knowledge to:

1. demonstrate appropriate techniques to deal with customers:
 - disrespect
 - verbal aggression
 - physical aggression or violence,
2. appropriate actions to respond to the following situations:
 - customer refusing to comply with policies on premises
 - customer refusing to leave
 - where staff or other customers are in danger or intimidated by customer behaviour.

After successful completion you can be issued the statement of attainment:

SIRXCEG008 - Manage disrespectful, aggressive or abusive customers

Other Important Information

DURATION & REQUIREMENTS

This course may be completed in 2-4 weeks.
Enrolments are valid for 6 months after which re-enrolment (including payment of course fee) is required.

PRE-REQUISITES

There are no educational prerequisites for entry into this training program; however a workplace is required to complete the tasks.

CAREER PATHWAYS

Once successfully completed, you may choose to further your skills and knowledge by undertaking full qualifications such as Certificate II or Certificate III level for any customer facing role e.g., Retail, Pharmacy, Hospitality and Tourism.

LANGUAGE LITERACY & NUMERACY REQUIREMENTS

The course is delivered in English, to be able to successfully complete our training programs you must be able to read and write English to a sufficient standard to work with the supplied texts. You may also be requested to undertake a Language Literacy and Numeracy assessment

FLEXIBILITY AND REASONABLE ADJUSTMENT

JUST CAREERS TRAINING is flexible in the format and timing of learning and assessment activities to ensure that we provide every opportunity for participants to demonstrate their skills and abilities.

RECOGNITION OF PRIOR LEARNING (RPL)

If you feel that you already have the skills and knowledge covered in this course through prior learning, work experiences or general life skills then you may apply for RPL (Recognition of Prior Learning).

The most practical benefit of RPL is that you may achieve your certificate in a shorter time and with no formal training. During the RPL assessment you will be required to present evidence of their competency to our assessor who will then assess the evidence against the requirements of the course. Should the evidence meet the requirements of the course then participants may be awarded the unit and not require any training. Refer to the terms and conditions located on our website and/or contact us for further information about RPL assessments.

PARTICIPANT SUPPORT

Your trainer will provide you with telephone and email support. Email support is unlimited and telephone support is by appointment.

There is a limit to telephone support of up to 15 minutes, with no more than 3 sessions. Additional phone support may be purchased. Visits to our training office or additional one on one training in the workplace or another suitable site may also be arranged (subject to trainer availability and for a fee).

JUST CAREERS TRAINING officers support to all Participants with their learning needs; we can tailor or adjust the training and assessment program to assist people with learning issues and to more limited degree personal issues.

FEES AND CHARGES

Payments may be made by contacting our office or through our secure website payment portal at www.justtraining.com.au

All of our courses have fair Terms and Conditions – Please refer to our website for further information.

ENROLMENT

You may enrol into this course by completing the enrolment form found at our website online; by contacting our office to have an enrolment form sent out or by visiting our offices (visit our website for location details).

PRIVACY AND CONFIDENTIALITY

Just Careers abides strictly by all state and federal requirements relating to your privacy and confidentiality including the VET Quality Framework and the Privacy Act 1988. Your information will only be passed to relevant persons as required by law or Department of education guidelines.

After enrolment and for the duration of training and assessment your records will need to be kept at the office of Just Careers Training. These records are kept in a secure and locked location. Types of documents we may be required to keep include; enrolment forms, records of assessments (at times this may be photographic), attendance and progress details.

COMPLAINTS AND APPEALS

Just Careers Training has a fair and transparent complaints and appeals policy. All complaints will be dealt with in a timely manner and avenues for appeals extend to third party arbitration.

If you feel that you have been treated unfairly while undertaking this course or that you are unhappy with our services, then please contact us for a complaint and/or an appeal form.

Further information about complaints and appeals can be found in our Client/Participant Handbook available on our website.

MORE INFORMATION

Refer to your Client/Participant Handbook or contact our Customer Service staff.

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