

# MANAGE DISRESPECTFUL, AGGRESSIVE OR ABUSIVE CUSTOMERS ONLINE STUDENT JOURNEY

**1. Enrol In Your Course**  
Book your course online or by calling our friendly customer service team.

**2. Access Your Learning Materials & Complete Your Third Party Report / Practical Observation**

You will be provided with a username and password. Download and complete your online learning materials and third party report / practical observation.

**3. Participate In A Verification Call**  
Simply book your verification call online once you have completed your learning materials and submitted your third party report/practical observation.

**4. Receive Your Credentials**  
After attending the course, and meeting all course requirements, you will receive your Statement of Attainment for the following unit **SIRXCEG008 - Manage disrespectful, aggressive or abusive customers.**

