trainwest
safety institute



SIRSS00022
Manage disrespectful, aggressive or abusive customers

State ID: AE320

Turn Conflict into Confidence!

Are you equipped to stay calm, professional, and effective when faced with challenging customer behaviour?

This skill set equips customer service professionals with practical strategies to manage disrespectful, aggressive, or abusive customer behaviour.

Explore a range of tools and build confidence to handle these moments with professionalism and resilience.

FREE

GOVERNMENT OF WESTERN AUSTRALIA

Jobs and Skills WA

NATIONALLY RECOGNISED TRAINING

Course Overview

The **SIRSS00022 Manage disrespectful, aggressive or abusive customers** skill set empowers you with practical strategies to protect your wellbeing, defuse conflict, and deliver great service under pressure.

We've all been there, faced with an angry, disrespectful, or abusive customer. It can shake your confidence, leave you drained, and make you dread the next interaction. But it doesn't have to. With the right skills, you can stay calm, in control, and even turn the toughest conversations into opportunities for respect and resolution.

Learn to transform challenging situations into opportunities to protect yourself and your workplace culture.

Learn proven strategies to stay calm, de-escalate conflict and safeguard your own wellbeing while maintaining exceptional service standards.

Whether you work face-to-face, online, or over the phone, it's especially valuable for those in customer facing and service-based roles.

Recommended For

This course is recommended for anyone in a customer-facing role such as retail, hospitality, community services, or frontline operations who may encounter challenging customer behaviours and needs practical strategies to respond safely and professionally.

Career Pathways

Roles vary depending on the industry and sector, including positions such as:

- Retail Supervisor or Manager
- Customer Service Officer
- Frontline Hospitality Staff
- Security Personnel
- Community Support Worker
- Call Centre or Contact Centre Representative.

Education Pathways

Students may undertake *SIR30216 Certificate III in Retail* or *SIR40316 Certificate IV in Retail Management*, or broader workplace pathways, such as *BSB30120 Certificate III in Business (Customer Engagement)* or *BSB40320 Certificate IV in Entrepreneurship and New Business*.

Course Structure

This course consists of one unit of competency

SIRXCEG008 Manage disrespectful, aggressive or abusive customers

Prepare individuals with the skills and strategies to safely and professionally handle challenging customer behaviours while maintaining service standards and workplace safety.

The course covers the following topics:

- Understanding customer behaviour and triggers
- Effective communication and de-escalation techniques
- Maintaining personal safety and professional boundaries
- Conflict resolution strategies in customer interactions
- Responding to and reporting incidents appropriately
- Practical role-play scenarios and workplace application.

Delivery Methods

Choose from a range of flexible delivery options:

Face-to-Face Classroom

Attend scheduled face-to-face training delivered over one (1) day, 8:30am to 4:00pm, at our Training Centre, located at the Perth Airport.

Inhouse Training

This course can be customised for group training. Delivery can be tailored to suit organisational requirements, with flexible delivery options in the workplace. Please speak with our Student Services Team for more information.

Assessment Requirements

To achieve competency, students are required to complete a range of assessment tasks that reflect real-world skills and knowledge relevant to the course. These include:

- Knowledge questions
- Projects applying learnings in a real-world context.

Students must meet all assessment criteria to be deemed competent.

Canvas LMS

Canvas is our online learning platform that provides students with 24/7 access to course materials, assessments, communication tools, and progress tracking. Students can view and download training resources, submit assessments, receive feedback from Trainers and Assessors, track key dates and progress, and participate in online discussions. Canvas helps students stay organised, connected and engaged throughout their learning journey.

Skills Recognition

Students may be eligible for recognition of prior learning.

Recognition of Prior Learning

Recognition of prior learning (RPL) is an assessment process that acknowledges skills and knowledge acquired through formal, non-formal, or informal learning. This pathway allows students to gain recognition for competencies they have already developed, potentially leading to the awarding of a unit of competency or qualification without additional training.

To apply for RPL, please contact our Student Services Team. They will assess the student's suitability and discuss the process before sending an application kit.

Course Duration

This course is delivered over one (1) day.

Students have up to 12 months to complete this course. The time frame for completion varies between students depending on their current job role and pre-existing skills and abilities.

Students can complete the course earlier or extend the duration for up to 18 months if required.

Course Requirements

To be eligible for this course, students must meet the following course requirements:

Funding Eligibility

Students may be eligible to complete this course fee-free through Jobs and Skills WA, a government initiative provided by the Department of Training and Workforce Development (DTWD). Fee-free funded places are subject to funding requirements and availability.

Eligibility will be checked during pre-enrolment. For more information visit the Jobs and Skills WA website.

Language, Literacy, Numeracy and Digital Skills

Students need the following level of language, literacy, numeracy and digital (LLND) skills for this course:

- **Reading**: Read and interpret workplace policies, procedures, and customer interaction guidelines.
- **Writing**: Record or report customer incidents accurately and objectively using workplace templates or systems.
- **Communication**: Communicate clearly and calmly with customers, colleagues and supervisors, even in challenging situations.
- **Numeracy**: Apply basic numeracy relevant to time management and procedural tasks.
- **Digital Literacy**: Use workplace technology to access and complete learning and reporting tasks.

Student Resources

Students need to have the following resources:

- Laptop with Wi-Fi capability, a USB port, and Microsoft Office
- Remote students attending the virtual classroom also require Microsoft Teams.

Eligibility and Selection Criteria

Students will provide evidence of funding eligibility and complete an LLND assessment prior to enrolment to ensure the course is suitable.

Course Outcome

Upon successful completion, students will receive a **Statement of Attainment** for the unit of competency.

Nationally Recognised Training

Student Support

At Trainwest, we support students throughout their learning journey, ensuring they can access the resources and guidance they need to succeed.

Support includes:

- **Trainer & Assessor Assistance**: Our experienced Trainers and Assessors provide guidance, feedback and support throughout the course.
- **Flexible Learning**: Learning materials, feedback, and assistance are accessible whether studying in person or remotely.
- **Personal Coaching**: Access one-on-one support with a Trainer and Assessor.
- **Wellbeing Support**: Wellbeing services and referral options are available to assist students in managing personal or study-related challenges during the course. The Australian Counselling Service (ACS) provides our students with free, confidential counselling support designed to assist with study-related stress, anxiety, motivation, life changes, and general wellbeing.

Course Fees

Non-concession	Free
Concession	Free
Fee-for-Service	Contact us

FREE

The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as resource fees and other fees.

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Jobs and Skills WA

Next Step

Ready to enrol?

Visit our website to view upcoming course dates and submit an enrolment application. Scan the QR code or click here to get started.

To ensure the course is suitable and that the necessary support can be provided, all applicants must complete a pre-enrolment process.

Once you complete the online enrolment form, our team will review your application and eligible students will be invited to complete a Language, Literacy, Numeracy and Digital (LLND) skills assessment.

After reviewing the LLND results, our team will provide individualised advice on course suitability before finalising the enrolment.

This process helps us confirm that the course aligns with the student's current skills and learning needs.

Need more information?

Read our Trainwest Student Handbook for details on our course policies, student services, and other essential information.

Contact us and speak with our team. We're here to answer any questions and help you choose the right course for you.

Head Office & Training Centre
Level 1, 23 Abbott Road, Perth Airport, WA 6105

Open Hours
8:00am to 4:30pm

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Apply Now!

Contact Us

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RTO Provider: 51807