

CALL CENTRE AGENT TRAINING · COURSE GUIDE · ACXPA CERTIFIED

Courses for call centre agents

Give your agents the skills and confidence to handle every customer interaction professionally, solve issues first time and perform under pressure, from new hires to experienced staff.

Agent courses

Phone customer service

Essentials, Foundations or PRO (1–3 × 3 hours) · \$315–\$645 · Public or private

Premium call handling skills: structure, clarity and professional language that reduce AHT, improve CSAT and boost first-call resolution. For new hires and experienced agents. [View course](#)

Technical support customer service

Essentials, Foundations or PRO (1–3 × 3 hours) · \$315–\$645 · Public or private

For support teams handling complex enquiries: diagnostic questioning, expectation setting and plain-English explanations that keep handle time under control. [View course](#)

Email customer service

2 × 4 hours · \$747 · Public or private

Clear, professional responses that reduce back-and-forth and resolve issues on first touch, with structure, tone and templates to scale quality across your team. [View course](#)

Live chat customer service

2 × 4 hours · \$747 · Public or private

Concurrency without chaos: chat-specific structure, proactive prompts and rapid clarity to resolve enquiries faster while keeping your brand voice. [View course](#)

Managing difficult customers

2 × 4 hours · \$747 · Public or private

Practical de-escalation tools for tough conversations: objection handling, boundaries and language that protects staff and lowers escalations and complaints. [View course](#)

Inbound phone sales

Essentials, Foundations or PRO (1–3 × 3 hours) · \$315–\$645 · Public or private

Convert service enquiries into value with conversational discovery, benefit framing and compliant closes that lift conversion without pushiness. [View course](#)

Prices per person, AUD ex GST. See the website for the latest dates and prices.

Three levels for phone, technical support and inbound sales

Essentials

1 × 3-hour session

Foundations

2 × 3-hour sessions
or a half day onsite

PRO

3 × 3-hour sessions
or a full day onsite

Every level teaches the same proven framework. Longer courses spend more time on each module, with more practice and feedback.

Specialist programs popular with contact centre teams

Public sector customer service

For councils, regulators and government agencies, at Essentials, Foundations and PRO levels. [View course](#)

Collections

Empathy, professionalism and clear frameworks for reaching workable payment agreements. [View course](#)

Customer retention

Uncover the real reasons for leaving and retain customers without blanket discounts. [View course](#)

Leading the team? See our courses for team leaders and managers: cxskills.com.au/call-centre-training-courses



The contact centre resources that set the standard

CX Skills is the official training partner of ACXPA. Membership gives your leaders the standards, benchmarks, tools and peer network behind every course, all year.



Scan to see membership

ACXPA Global Contact Centre CX Standards

ACXPA defines the standards contact centres are assessed against, and our ACXPA certified courses are built on them.
[Explore](#)

Australian Call Centre Rankings

Independent rankings of call centres by sector, from ACXPA mystery shopping, so you can benchmark your service.
[Explore](#)

Call Centre Hub

Tools, templates, performance benchmarks and plain-English guidance on operations, quality, WFM and CX.
[Explore](#)

WFM Hub

Calculators, frameworks and guidance for forecasting, scheduling, real-time management and service levels.
[Explore](#)

Call Centre Roundtables

Monthly unscripted discussions with experienced contact centre leaders, with replays and searchable transcripts.
[Explore](#)

Open Mic

A fortnightly, off-the-record Zoom to talk shop and put your questions to ACXPA founder Justin Tippet.
[Explore](#)

65+ tools and templates · 18 calculators · 50+ hours of live expert access a year · 25% off every CX Skills live public course. Individual \$197 a year · Business from \$497 for a team of five (ex GST) · cxskills.com.au/membership

Pricing and options

- ✓ Save 15% when you book 3 or more tickets in one transaction
- ✓ ACXPA members save 25% on live public courses
- ✓ Pay by card or request an invoice at checkout
- ✓ Private training for your team (minimum 5 participants) is priced after a quick chat
- ✓ Certificate for everyone who completes
- ✓ Lower-cost option: self-paced online training from \$9.15 per person a month · cxskills.com.au/self-paced-online-training

Why CX Skills

- ✓ Trainers who've worked in and led contact centres
- ✓ Role plays, demonstrations and live coaching
- ✓ Official training partner of ACXPA
- ✓ Rated 4.9/5 by participants across our courses
- ✓ Trusted by 400+ organisations

Next steps

See upcoming public dates and book online by card or invoice (15% off 3 or more tickets), or talk to us about private training for your agents.

cxskills.com.au/courses-for-call-centre-agents · +61 3 9008 7287 · hello@cxskills.com.au



Scan to talk to us