

CALL CENTRE TRAINING · COURSE GUIDE · ACXPA CERTIFIED

Call centre training for every role

Practical, instructor-led training for agents, team leaders, managers and workforce planners, delivered live online or onsite at your workplace.

Agents Customer service and sales skills for the front line

COURSE	LENGTH	PRICE	AVAILABILITY
Phone customer service View	Essentials, Foundations or PRO (1–3 × 3 hours)	\$315–\$645	Public or private
Technical support customer service View	Essentials, Foundations or PRO (1–3 × 3 hours)	\$315–\$645	Public or private
Email customer service View	2 × 4 hours	\$747	Public or private
Live chat customer service View	2 × 4 hours	\$747	Public or private
Managing difficult customers View	2 × 4 hours	\$747	Public or private
Inbound phone sales View	Essentials, Foundations or PRO (1–3 × 3 hours)	\$315–\$645	Public or private

Team leaders Coaching, quality, operations and people leadership

COURSE	LENGTH	PRICE	AVAILABILITY
Introduction to Contact Centre Management View	2 × 3.5 hours	\$797	Public or private
Contact Centre Management Fundamentals View	4 × 4.5 hours	\$1,997	Public or private
Contact Centre Coaching PRO View	3 × 3 hours	\$847	Public or private
How to be a Great Team Leader View	2 × 3.5 hours	\$897	Public or private
WFM for Team Leaders View	1 full day	\$697	Private only
Team Leader Development Pathway (Daniel Ord, 4 courses) View	2 × 4.5 hours each	\$897 per course	Public or private

Managers Running the centre: operations, quality and leadership systems

COURSE	LENGTH	PRICE	AVAILABILITY
Introduction to Contact Centre Management View	2 × 3.5 hours	\$797	Public or private
Contact Centre Management Fundamentals View	4 × 4.5 hours	\$1,997	Public or private
How to Design a Quality Assurance Framework View	2 × 4.5 hours	\$1,397	Public or private
Live Chat for Managers View	2 × 4.5 hours	\$1,197	Wait list or private
How to Develop Effective Team Leaders View	2 × 4 hours	\$1,297	Private only

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

Workforce optimisation (WFM) Forecasting, scheduling and real-time control

COURSE	LENGTH	PRICE	AVAILABILITY
WFM for Team Leaders View	1 full day	\$697	Private only
Real-Time WFM View	1 full day	\$697	Public or private
WFM Essentials View	3 full days	\$2,797	Public or private

Running inbound sales, outbound, collections or retention teams? Our sales training covers all four: cxskills.com.au/sales-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) · acxpa.com.au/membership

Pricing and options

- ✓ Save 15% on 3 or more tickets in one transaction (2 or more for Contact Centre Management Fundamentals)
- ✓ 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

Next steps

See upcoming public dates and book online by card or invoice, or talk to us about private training for your team.

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



Scan to talk to us