

PHONE CUSTOMER SERVICE TRAINING · COURSE GUIDE · ACXPA CERTIFIED

Choose the right phone customer service course

Practical phone customer service training that makes an immediate difference to every call. Three levels, one proven approach: choose the one that suits your team.

Compare the three levels

LEVEL	LENGTH	PRICE	AVAILABILITY	BEST FOR
Essentials	1 × 3-hour session live online or onsite	\$315	Public or private	New starters, or a fast refresh for experienced staff
Foundations	2 × 3-hour sessions or a half day onsite	\$485	Public or private	Teams who want skills to stick through practice
PRO	3 × 3-hour sessions or a full day onsite	\$645	Private only	Teams who want to master phone service

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

What's covered at each level

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

Module	Essentials 1 × 3-hour session	Foundations 2 × 3-hour sessions	PRO 3 × 3-hour sessions
The psychology of customer service	Included	Session 1	Session 1
The Global Contact Centre CX Standards	Included	Included	Session 1
How to engage	Included	Session 1	Session 1
Needs discovery	Included	Session 1	Session 2
How to educate	Included	Session 1	Session 2
How to close	Included	Session 1	Session 2
Energy and empathy	Included	Session 2	Session 3
Complaints and difficult customers	Included	Session 2	Session 3
Role plays and practice	Short role plays on each skill.	More time to practise, with live feedback.	The most practice, finishing with end-to-end simulations.
	Course page · Fact sheet	Course page · Fact sheet	Course page · Fact sheet



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

Your trainer



Simon Blair

30+ years in training and consulting, 50,000+ customer interactions assessed, and rated 4.9/5 from 140+ verified reviews.

Who it's for

Customer service teams, reception and office staff, call centre agents, small business teams, healthcare and professional services, and retail and ecommerce support.

Want a lower-cost option, or resources to improve service all year?



ACXPA membership

Tools, templates, training and live expert access for customer-facing teams, all year.



Scan to see membership

- ✓ 25% off every CX Skills live public course
- ✓ 50+ hours of live expert access a year
- ✓ 65+ tools, templates and resources, and 18 calculators
- ✓ Selected self-paced courses included

Individual \$197 a year · Business from \$497 for a team of five (ex GST) · acxpa.com.au/membership

Self-paced online training

Our lowest-cost option. Use it instead of live training, or alongside it to cover more topics, in short lessons that fit around shifts.



Scan to explore

- ✓ From \$9.15 per person a month
- ✓ 400+ lessons: customer service, leadership, conflict, AI and more
- ✓ Manager dashboards and custom pathways
- ✓ Certificates for every course

cxskills.com.au/self-paced-online-training

Next steps

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

cxskills.com.au/phone-customer-service-training · +61 3 9008 7287 · hello@cxskills.com.au



Scan to talk to us

