

PUBLIC SECTOR CUSTOMER SERVICE TRAINING · COURSE GUIDE · ACXPA CERTIFIED

Choose the right public sector customer service course

Customer service training for councils, government departments and agencies that makes an immediate difference to every enquiry. 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	\$335	Public or private	New starters, or anyone who needs a clear, repeatable framework
Foundations	2 × 3-hour sessions live online or onsite	\$495	Public or private	Teams who want skills to stick through practice
PRO	3 × 3-hour sessions live online or onsite	\$665	Private only	Teams handling complex, high-stakes enquiries

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
Public sector service and your role	Included	Session 1	Session 1
The conversation framework	Included	Session 1	Session 1
Clarity, tone and language	—	Session 1	Session 1
Questioning and information gathering	—	—	Session 2
Difficult, emotional or sensitive situations	Included	Session 2	Session 2
Explaining decisions and policy	—	Session 2	Session 2
High-complexity enquiries	—	—	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 officers, front counter staff, contact centre agents, administration teams, complaints and escalations, and regulatory and compliance.

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

- ✓ Monthly council sector benchmarking from ACXPA mystery shopping
- ✓ 25% off every CX Skills live public course
- ✓ 50+ hours of live expert access a year
- ✓ 65+ tools, templates and resources, and 18 calculators

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



Scan to talk to us

