

CUSTOMER SERVICE TRAINING · ACXPA CERTIFIED

Public Sector Customer Service Essentials

A 3-hour live course that gives council, department and agency staff a clear, repeatable framework for every phone enquiry, plus practical tips for email and the counter.

\$335

per person, ex GST

**PUBLIC OR
PRIVATE****DURATION****1 × 3 hours****DELIVERY****Live online (public) · online or onsite (private)****PRICE****\$335 per person, ex GST****OPTIONS****Public course ticket or private team training****CERTIFICATE****For everyone who completes****RATING****4.9/5 across our courses**

What you'll be able to do

A repeatable framework

Open, question, explain and close, on every call.

Balance empathy and policy

Being helpful, not "just processing".

Handle emotion

De-escalation when the answer is "no" or the process is complex.

Public sector mindset

What great public sector service looks like, and why it builds trust.

Sound natural

A structure that never sounds scripted.

Fewer repeat contacts

Clear next steps so people don't need to call back.

What's covered

1**Mindset & Foundations of Public Sector Service ·**

What great public sector service looks like, and why expectations keep rising.

2

A Repeatable Conversation Framework · The heart of the course: one repeatable structure for every call, with tips for email and face to face.

3**Handling Difficult, Emotional or Complex Enquiries**

· Stay calm and in control when emotions run high.

ACXPA certified, and built specifically for councils, departments and government agencies: one repeatable framework for phone enquiries, with tips for email and face to face, including when the answer is "no".



ACXPA certified course

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

Version: September 2026

How it compares

COURSE	LENGTH	PRICE EX GST	AVAILABILITY	BEST FOR
Essentials (this course)	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	anyone who wants skills to stick through practice
PRO	3 × 3-hour sessions live online or onsite	\$665	Private only	teams handling complex, high-stakes enquiries

All three courses are ACXPA certified and teach the same proven approach. Prices are per person in AUD, excluding GST. See the course page for the latest dates and prices.

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

ACXPA gives council teams sector insights, maturity audits, frameworks, learning and peer support.



Scan to see membership

- ✓ 25% off every CX Skills live public course
- ✓ High-level council sector CX insights and sample results from a selection of councils
- ✓ A complete set of service recovery and complaints assets
- ✓ Live expert access every fortnight

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 dates and book online by card or invoice (15% off 3 or more tickets), or talk to us about private training for your team on dates that suit you.

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Scan for dates



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