

CUSTOMER SERVICE TRAINING · ACXPA CERTIFIED

Public Sector Customer Service Foundations

Six hours of practice-rich live training that builds skill, confidence and consistency for council, department and agency teams.

\$495

per person, ex GST

**PUBLIC OR
PRIVATE****DURATION****2 × 3 hours****DELIVERY****Live online (public) · online or onsite (private)****PRICE****\$495 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

Understand your role

Clarity, fairness, empathy and consistency.

Plain English

Professional, respectful and easy to understand.

Explain decisions

Processes, eligibility and outcomes, without jargon.

A repeatable framework

Structure any interaction, routine or complex.

Handle sensitive situations

Stay calm when community pressure escalates.

Guided practice

Real public sector scenarios with coaching.

What's covered

SESSION 1

- 1 Understanding Public Sector Service & Your Role** · What high-quality public sector service looks like.
- 2 The Public Sector Conversation Framework** · The heart of the course: a clear, repeatable structure for any interaction.
- 3 Communicating with Clarity, Confidence & Care** · Language that is professional, respectful and easy to follow.

SESSION 2

- 4 Handling Difficult, Emotional or Sensitive Situations** · Stay calm and in control when pressure escalates.
- 5 Explaining Decisions, Next Steps & Policy Clearly** · Explain outcomes, even when the answer is "no".
- 6 End-to-End Simulations** · Guided practice with real public sector scenarios.

Everything in Essentials, with more practice, coaching and a deeper focus on difficult situations and explaining decisions. Two sessions give people time to use the framework in between.



How it compares

COURSE	LENGTH	PRICE EX GST	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 (this course)	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



ACXPA certified course

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