

CUSTOMER SERVICE TRAINING · ACXPA CERTIFIED

Public Sector Customer Service PRO

Our most comprehensive public sector training, for teams who want the framework fully embedded, with maximum practice across a broad range of community enquiries.

\$665per person, ex GST
(guide)

PRIVATE ONLY

DURATION**3 × 3 hours****DELIVERY****Live online (Zoom or Teams) or onsite****PRICE****Priced for your team, based on \$665 per person, ex GST****OPTIONS****Private team training only****CERTIFICATE****For everyone who completes****RATING****4.9/5 across our courses**

What your team will be able to do

What good looks like

Expectations, fairness and clarity that build trust.

Better questions

Uncover the right details quickly and respectfully.

Complex enquiries

Multi-step enquiries across processes and teams.

The framework

One structure for every call.

Sensitive situations

De-escalation and boundary setting.

Advanced practice

Scenarios that vary emotion, complexity and policy.

What's covered

SESSION 1

1 What Good Public Sector Service Looks Like · Expectations, fairness and how staff shape trust.

2 The Public Sector Conversation Framework · The heart of the course: a structured, repeatable model for every call.

3 Clarity, Tone & Professional Language · Explain processes clearly and respectfully.

SESSION 2

4 Effective Questioning & Information Gathering · Uncover the right details quickly and respectfully.

5 Managing Difficult, Emotional or Sensitive Situations · Stay calm when emotions escalate or policy limits options.

6 Explaining Decisions, Policy & Next Steps · Explain outcomes without fuelling frustration.

SESSION 3

7 Handling High-Complexity or Multi-Step Enquiries · Layered enquiries across processes and teams.

8 Advanced Scenarios & Guided Practice · Scenarios that vary emotion, complexity and policy.

9 End-to-End Simulations · Complete interactions from start to finish, with trainer feedback.

Tailored to your enquiry types, policies and scripts. For leaders, PRO creates one consistent approach across teams that makes coaching and onboarding easier long after the training.



ACXPA certified course

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

Version: September 2026

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	2 × 3-hour sessions live online or onsite	\$495	Public or private	anyone who wants skills to stick through practice
PRO (this course)	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

- ✓ Priced for your team, based on \$665 per person ex GST
- ✓ Discounts for larger teams and ACXPA members
- ✓ Onsite delivery may include trainer travel
- ✓ Only one or two people? Book public Essentials or Foundations

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

Book a call from the course page, or call +61 3 9008 7287, and we'll work out the best format and dates for your team.

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Scan to talk to us



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