

CUSTOMER SERVICE TRAINING · ACXPA CERTIFIED

Technical Support Customer Service Essentials

A 3-hour live course that gives help desk and technical support teams a proven structure for every support call, so they build trust, find the root cause faster and resolve more at the first contact.

\$315

per person, ex GST

**PUBLIC OR
PRIVATE****DURATION****1 × 3 hours****DELIVERY****Live online (public) · online or
onsite (private)****PRICE****\$315 per person, ex GST****OPTIONS****Public seat or private team
training****CERTIFICATE****For everyone who completes****RATING****4.9/5 across our courses**

What your team will be able to do

Know what users want

What people need when their tech lets them down.

Engage with confidence

Empathy, ownership and intent that build trust.

Find the root cause

Discovery techniques to identify and confirm the real issue.

Explain clearly

Clarity, pacing and checks for understanding.

Close any call

Final checks, thanks and a warm farewell.

Handle difficult customers

A two-step method to validate and defuse emotion.

What's covered

- 1 The Psychology of Customer Service** · What customers want and need when they contact support.
- 2 How to Engage** · A strong first impression with empathy, ownership and intent.
- 3 Needs Discovery** · Discovery techniques that identify and confirm the root cause.
- 4 How to Educate and Inform** · Technical instructions that maximise first contact resolution.
- 5 How to Close Any Call** · Avoid clunky finishes with a simple, warm close.
- 6 Handling Difficult Customers** · A two-step method for difficult customers and situations.

ACXPA certified, and aligned to the standards used to assess customer service. Ideal for new starters, experienced staff who need a refresh, and technical teams who have never had formal customer service training.



ACXPA certified course

cxskills.com.au/tech-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	\$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 support calls

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 seats 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

IT support and service desks, help desk teams, contact centre agents, saaS and software support, telco and ISP support, and in-house tech admins.

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 dates and book online by card or invoice (15% off 3 or more seats), 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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