

CUSTOMER SERVICE TRAINING · ACXPA CERTIFIED

Technical Support Customer Service Foundations

Six hours of live training that builds the customer service skills help desk and support teams need on the phone, by email and in chat, with more practice so the skills stick.

\$485

per person, ex GST

**PUBLIC OR
PRIVATE****DURATION****2 × 3 hours (or a half day onsite)****DELIVERY****Live online (public) · online or onsite (private)****PRICE****\$485 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

Know what users want

What makes a poor, average or superior support experience.

Find the root cause

Three discovery techniques to identify the real issue.

Close with impact

Final checks, thanks and a warm farewell.

Engage with confidence

Empathy, ownership and intent that build trust.

Explain clearly

Technical instructions with clarity, pacing and checks.

Handle difficult customers

The science of emotions and a two-step method.

What's covered

SESSION 1

1 The Psychology of Customer Service & Support · What makes a poor, average or superior support experience.

2 How to Engage · A strong first impression with empathy, ownership and intent.

3 Needs Discovery · Three discovery techniques to confirm the root cause.

SESSION 2

4 How to Educate · Technical instructions that maximise first contact resolution.

5 How to Close · Strong final checks and a warm farewell.

6 Handling Difficult Customers · The science of emotions, and a two-step method to calm them.

Everything in Essentials, with more practice, coaching and feedback. Two sessions give people time to use the skills on real tickets in between, so the habits stick.



How it compares

COURSE	LENGTH	PRICE EX GST	AVAILABILITY	BEST FOR
Essentials	1 × 3-hour session live online or onsite	\$315	Public or private	new starters, or a fast refresh for experienced staff
Foundations (this course)	2 × 3-hour sessions or a half day onsite	\$485	Public or private	anyone who wants 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 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

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

Built for anyone who supports customers or colleagues on a help desk.



Scan to see membership

- ✓ 25% off every CX Skills live public course
- ✓ Self-paced courses on communication skills, difficult customers and clear emails
- ✓ The Agent Performance Matrix plots each person on quality versus productivity
- ✓ 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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