



Australian Government

SIRSS00022 Manage disrespectful, aggressive or abusive customers

Release 1

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Modification History

Not applicable.

Description

A set of skills for individuals working in customer service roles to manage disrespectful, aggressive or abusive customers.

Pathways Information

Achievement of this unit of competency may provide credit towards a range of qualifications across various training packages.

Licensing/Regulatory Information

No occupational licensing, certification or specific legislative requirements apply to this Skill Set at the time of publication.

Skill Set Requirements

Unit code	Unit title
SIRXCEG008	Manage disrespectful, aggressive or abusive customers

Target Group

This Skill Set is for individuals working in customer service roles across a range of industries who are seeking additional skills to manage disrespectful, aggressive or abusive customer behaviour. It particularly applies to retail industry work environments.

Suggested words for Statement of Attainment

This unit of competency provides a set of skills for managing disrespectful, aggressive or abusive customers.

Custom Content Section

Not applicable.