



Australian Government

**SIRSS00032 Manage workplace responses
to disrespectful, aggressive or abusive
customer behaviour Skill Set.**

Release 1

SIRSS00032 Manage workplace responses to disrespectful, aggressive or abusive customer behaviour Skill Set.

Modification History

Release 1. SIRSS00032 Manage Workplace Responses to Disrespectful, Aggressive or Abusive Customer Behaviour Skill Set. New skill set.

Description

A set of skills for individuals to reduce risk of disrespectful, aggressive or abusive customer behaviour, manage incidences of disrespectful, aggressive or abusive customer behaviour when escalated and support the wellbeing of staff following an incident of disrespectful, aggressive or abusive customer behaviour.

Pathways Information

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

Unit marked with an asterisk* has a prerequisite SIRXCEG008 Manage disrespectful, aggressive or abusive customers.

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 marked with an asterisk* has a prerequisite SIRXCEG008 Manage disrespectful, aggressive or abusive customers.

Unit code	Unit title
SIRXCEG008	Manage disrespectful, aggressive or abusive customers
SIRXCEG009*	Manage workplace responses to disrespectful, aggressive or abusive customer behaviour

Target Group

This Skill Set is for individuals working in supervisory roles in front-line customer service across a range of industry sectors and business contexts who are seeking additional skills to manage workplace responses to 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 workplace responses to disrespectful, aggressive or abusive customer behaviour.