



VTP470 Dealing With Customers

DESCRIPTION

This course is designed to develop essential customer service skills, ensuring employees can deliver high-quality service and handle customer complaints effectively. It focuses on enhancing customer interactions, problem-solving, and maintaining customer satisfaction.

ELIGIBILITY/ENTRY REQUIREMENTS

A Language, Literacy, Numeracy and Digital Literacy (LLND) evaluation helps identify any areas where you may need additional support to help you achieve your goals.

DELIVERY DETAILS

Location(s)	Yulara
Duration*	1 week block full-time (4 days) or 5 weeks (1 day per week) part-time
Study mode ^^	Face-to-face, blended

* Duration may vary depending on how long a student takes to reach the required competency level.

^^ Course timetable will be provided on application for the course.

^^ Information relating to study modes can be found in the 2026 TAFE Student Guide

This course is scheduled based on demand. Please contact the delivery team for more information.

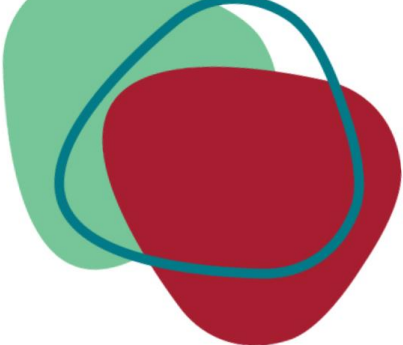
FEES

Fee Type	2026 Course Fees
NT Government Supported*	\$250.25
Full Fee	\$754.00

*This course is supported by the NT Government for domestic eligible students who are NT residents. A limited number of NT Government supported places are available, so secure your place now.

Fees shown are indicative and subject to change annually. Actual course fees may vary depending on the units chosen. For International non-student visa-holders; study eligibility needs to be verified before enrolment. Fees may vary depending on the visa type. The course fee rates will vary for commercial contract arrangements.

For further clarification and information on fees, fee exemptions, payment options, instalment plans, and refunds, contact CDU on 1800 061 963 or refer to [TAFE Fees and Payments](#)



ASSESSMENT

Skills and knowledge assessments are an essential step in progressing through your course. You may be assessed in a number of ways including written assessment, questioning, portfolios, work samples, direct observation, practical assessments and third-party feedback.

Throughout your course you will receive information about assessments including how, when and where assessments will be conducted.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is a process that determines whether the skills, knowledge and experience you've gained through your previous study, work or life experience can count towards a vocational training qualification at CDU. For more information, [VET RPL](#).

CREDIT TRANSFER (CT)

Charles Darwin University as a Registered Training Organisation recognises the Australian Qualifications Framework qualifications and Statement of Attainments issued by any other Australian Registered Training Organisation (RTO).

Students are encouraged to submit any requests for credit from previous studies at the time of enrolment, to ensure they are not enrolling in units they may not need to undertake.

RESOURCES

Students will have 24/7 access to assessments and learning resources on Learnline, CDU's online learning platform. Before you can start using Learnline, you'll need to make sure that your computer has the correct setup. For more details: <https://www.cdu.edu.au/current-students/services/learnline>

Students will be provided with training and assessment materials through CDU's online learning platform Learnline.

Computer and internet access is required to source information and complete assessments.

STUDY AND CAREER PATHWAYS

Further training pathways from this qualification include but are not limited to:

- BSB30120 Certificate III in Business
- BSB30220 Certificate III in Entrepreneurship and New Business.

PROGRAM CONTENT

This training program covers two (2) units of competency taken from the BSB Business Services Training Package, which is recognised nationwide.

UNITS

BSBOPS304	Deliver and monitor a service to customers
BSBOPS305	Process customer complaints

Page 2 of 3



WITHDRAWING FROM A PROGRAM

You may withdraw from this program and receive, where relevant, a Statement of Attainment for all units of competency you have successfully completed.

SUPPORT SERVICES

The University provides support for students in many areas, including Accommodation, Careers and Employability, Counselling, Disability Services, Financial Support Services, Student Advocacy, Indigenous Tutorial Support Services, International Student Support Services, Library Services, and VET Learner Support Services.

More information is available at [Student Support - Life, Health and Wellbeing](#)

CONTACT DETAILS

Business and Workforce Management

E. vet.business@cdu.edu.au
T. 08 8946 7517 (ECP) 08 8959 5461 (ASP)
W. <https://www.cdu.edu.au/study/essentials>

For further information regarding student life at CDU, please refer to <https://www.cdu.edu.au/study/student-life>.