

SKILLS TRAINING FOR FRONTLINE WORKERS

Abuse and Aggression in the Retail Workplace

Frontline workers can benefit from skills training on handling abuse and aggression in the retail workplace. It is important to address this issue to ensure a safe and respectful work environment.

Developing conflict resolution skills will positively impact professional performance and improve psychosocial outcomes for all retailers – regardless of their level.

The National Retail Association has developed a range of training options for effectively managing instances of abuse and aggression in a retail workplace setting.

During training, the main emphasis is placed on the principles of recognising, responding, and reporting. This involves identifying potential threats, acquiring skills to de-escalate disrespectful or aggressive behaviour, and taking action by reporting threatening behaviour.

RTO Code: 0712



Option One:

SIRXCEG008 Manage disrespectful, aggressive, and abusive customers

A Accredited Training – Short Course

2 Days | Onsite or Online | Qualified Trainer-Assessor Led

- This is a nationally approved vocational course that is recognised throughout Australia.
- This is a standalone unit of competency endorsed by the service industries.
- Learners who complete the training are issued a Statement of Attainment.

	Fees	Funded
Member	\$100	\$50 (Concessional) \$65 (Non-concessional)
Non-Member	\$150	\$60 (Concessional) \$75 (Non-concessional)

Only Queensland residents who meet the required criteria are eligible for subsidised funding.

B Non-Accredited Workshop – Short Course

1 Day | Onsite or Online | Qualified Trainer-Assessor Led

- Gain skills without intensive learning through theory and practical application.
- No Statement of Attainment (Certificate) will be issued.

Cost: Online classroom delivery prices only. Travel & accommodation charges may apply for onsite delivery.

Member:
\$2300 Excl. GST

Non-Member:
\$2500 Excl. GST



Option Two:

Dealing with Abusive & Aggressive Customers

Non-Accredited Workshop – Short Course

3 Hours | Onsite or Online | Instructor-led

- Gain skills without intensive learning through theory and practical application and disruption to daily operations
- No Statement of Attainment (Certificate) issued.

Cost: Online classroom delivery prices only. Travel & accommodation charges may apply for onsite delivery.

Member:
\$1500 Excl. GST

Non-Member:
\$1800 Excl. GST

Option Three:

Handling, Abusive & Aggressive Customers

Non-accredited Self-paced Learning – Short Course

1 to 1.5 hours | Self-paced | no instructor support

- An excellent tool for onboarding new staff or yearly revisiting essential skills required for retail job functions, particularly those related to safety and welfare.
- Training is self-paced via our eLearning web-based program Moodle.

Cost:

Member:
\$35 Incl. GST

Non-Member:
\$40 Incl. GST

Delivery strategy for options one and two:

- We provide businesses and organisations with flexible training options, including public and in-house group training sessions. Our expert trainers will deliver training that will empower your team with the necessary knowledge and skills.
- Training is delivered via traditional classroom settings, on-site or online virtual classrooms.
- Training can be customised to consider your organisational policies and procedures.
- A minimum of 15 attendees are required.



**To discuss your training options
with our team please contact:**

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