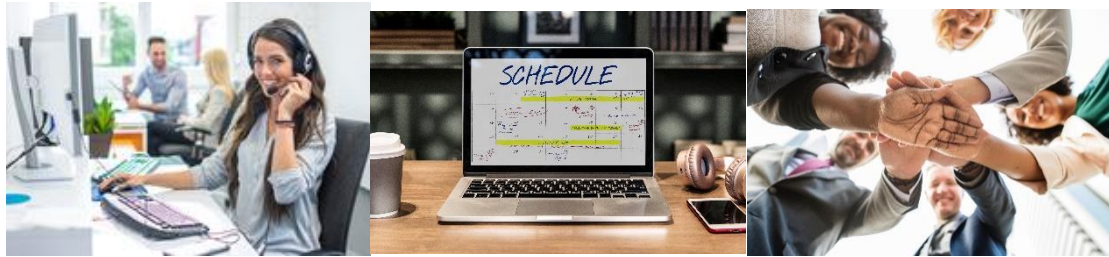


Service & Scheduling Basics

This **non- accredited** short theory course has been designed for staff who handle customer enquiries & complaints and are responsible for scheduling efficient Pest Control operations – suitable for both office team and technicians.



Whether you work in the pest control office or are already a qualified Technician, everyone can use this course develop or improve their skills in improving customer satisfaction through effective and efficient communication and scheduling.

In this theory only course you will learn or refresh your knowledge on:

- Customer Care & Interaction
- Responding to customer enquiries
- Investigating and documenting complaints
- Responding to customer complaints
- Scheduling and allocating pest control work
- Organising equipment and materials within budget and staffing constraints
- Facilitating training and assessment opportunities for staff to address skill gaps and training needs.

TRAINING, RESOURCES & SUPPORT

All required course materials are contained on our online training portal comprising of interactive and engaging content. Students have access to trainers for additional assistance or direction.

MODE OF ASSESSMENT

Assessment of this short course consists of short multiple-choice tests on the online training portal.

No assignments or practical assessments required.



WHERE:

Easily accessible 24/7 online, including mobile devices.



DURATION

Maximum Course Term: 4 weeks

Minimum Course Term: Not Restricted

6 nominal hours of training and assessment

The course is self-paced and flexible to suit your needs



COURSE FEES

See our [website](#) for current course fees.

Ensure you have read and understand our Refund Policy in the Student Handbook before enrolling.

Course fees will be invoiced and payable prior to course commencement.

COURSE ENTRY

No entry requirements.

COURSE OUTCOMES

On completion, you will receive a **Statement of**

Participation. *Please note this course is not nationally accredited.*

For more course information please [email us](#).

HOW TO ENROL:



When: Enrol anytime

Where: Enrol through our [website](#)