Station Operations

Course Name

Customer Service Assistant Induction Training for Managed Stations

Course Description

Provides awareness of the roles and responsibilities associated with operating within the station enviroment and the requirement for a customer focussed approach. Develops the knowledge and skills necessary to assist customers using the station infrastructure, conduct station security patrols, confidently operate telecommunications equipment, conduct a Personal Dynamic Risk Assessment, identify aggressive behaviour in individuals, defuse conflict situations, conduct a HOT procedure and be aware of Station safety issues and risks.

Audience

All New Managed Stations Staff.

Duration: 1 Day(s) **Class Size:** 8

Competence Name Awarded

CSA Induction Training.

Competence Awarded

CSA IND

Course Code

CSA IND

Prerequisite Name

N/A

Prerequisite Short Code

N/A

Skills Assessment Scheme Regime

N/A

Course Type

Face to Face