



**Australian Government**

# **BSBSS00034 Basic Customer Engagement Skill Set**

**Release 2**

## BSBSS00034 Basic Customer Engagement Skill Set

### Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0.  Version created to update Pathways
Release 1	This Skill Set first released with BSB Business Services Training Package Version 1.0.

### Description

This skill set is designed for persons who are seeking to enter the industry and require basic operator skills or are working in a customer engagement centre and require recognition of their current skills.

### Pathways Information

These units of competency provide credit towards a range of qualifications, including:

- BSB20215 Certificate II in Customer Engagement
- BSB30215 Certificate III in Customer Engagement

### Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this skill set at the time of publication.

### Skill Set Requirements

BSBWHS201 Contribute to health and safety of self and others

BSBCUE205 Prepare for work in a customer engagement environment

BSBCUE203 Conduct customer engagement

BSBITU101 Operate a personal computer

## **Target Group**

Customer Engagement staff.

## **Suggested words for Statement of Attainment**

These units of competency from the BSB Business Services Training Package meet basic competency requirements for operators in a customer engagement centre.