



**Australian Government**

# **BSBSS00002 Basic Contact Centre Operations Skill Set**

**Release: 1**

## BSBSS00002 Basic Contact Centre Operations Skill Set

### Modification History

Not applicable.

### Description

Not applicable.

### Pathways Information

Pathway	<p>These units of competency provide credit towards a range of qualifications, including:</p> <p>BSB20207 Certificate II in Customer Contact</p> <p>BSB30207 Certificate III in Customer Contact</p>
---------	--

### Licensing/Regulatory Information

Not applicable.

### Skill Set Requirements

Units	BSBOHS201A	Participate in OHS processes
	BSBIND101A	Work effectively in a contact centre environment
	BSBCCO201A	Action customer contact
	BSBITU101A	Operate a personal computer

## Target Group

Target Group	This Skill Set is designed for persons who are seeking to enter the industry and require basic operator skills or are working in a contact centre and require recognition of their current skills.
--------------	--

## Suggested words for Statement of Attainment

Suggested form of words for Statement of Attainment	These units of competency from the BSB07 Business Services Training Package meet basic competency requirements for operators in a contact centre.
---	---