



Australian Government

BSBSS00034 Basic Customer Engagement Skill Set

Release 3

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Modification History

Release	Comments
Release 3	This version first released with BSB Business Services Training Package Version 3.0. Version created to update codes and titles in unit list.
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to update Pathways.
Release 1	This version 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

BSBITU111 Operate a personal digital device

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.