



Australian Government

BSBSS00002 Basic Contact Centre Operations Skill Set

Release: 3

BSBSS00002 Basic Contact Centre Operations Skill Set

Modification History

Release	Comments
Release 3	New release of this Skill Set released with <i>version 7 of BSB07 Business Services Training Package</i> . Updated unit <i>BSBOHS201A</i> to <i>BSBWHS201A Contribute to health and safety of self and others</i> .
Release 2	New release of this Skill Set released with <i>version 6 of BSB07 Business Services Training Package</i> . Updated unit code.

Description

Not applicable.

Pathways Information

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

BSB20211 Certificate II in Customer Contact

BSB30211 Certificate III in Customer Contact.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

BSBWHS201A	Contribute to health and safety of self and others
BSBCCO205A	Prepare for work in a customer contact environment
BSBCCO203A	Conduct customer contact
BSBITU101A	Operate a personal computer

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

These units of competency from the BSB07 Business Services Training Package meet basic competency requirements for operators in a contact centre.