



Australian Government

PSPSS00024 Operate in Customer Contact Environment Skill Set

Release: 1

PSPSS00024 Operate in Customer Contact Environment Skill Set

Modification History

Release	TP Version	Comments
1	PSP12 V1	First release. Supersedes and equivalent to PSP04 Operate in Customer Contact Environment Skill Set.

Description

Not applicable.

Pathways Information

These units provide credit towards PSP42212 Certificate IV in Government (Workplace Relations) and other public sector qualifications at Certificate IV level.

Licensing/Regulatory Information

Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements

BSBCCO407A	Administer customer contact technology
BSBCUS201B	Deliver a service to customers
BSBCCO205A	Prepare for work in a customer contact environment

Target Group

This skill set is for those with a relevant professional or vocational qualification or commensurate industry skills as evaluated through recognition of prior learning processes. It provides the skills and knowledge required to operate in customer contact environments.

Suggested words for Statement of Attainment

These units meet industry requirements for those working in customer contact centre environments.