



Australian Government

BSBSS00126 Contact Centre Skill Set

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Description

This skill set addresses the skills and knowledge to work in a customer service contact centre under supervision of a manager or team leader.

Pathways Information

Units from this skill set can contribute to credit towards BSB20120 Certificate II in Workplace Skills and BSB30120 Certificate III in Business (Technology, Customer and Client Engagement).

Licensing/Regulatory Information

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

Skill Set Requirements

BSBDAT201 Collect and record data

BSBTEC202 Use digital technologies to communicate in a work environment

SIRXCEG002 Assist with customer difficulties

SIRXPDK001 Advise on products and services

Target Group

This skill set is for individuals who are working in a customer service contact centre position.

Suggested words for Statement of Attainment

These units of competency from the BSB Business Services Training Package meet industry requirements for individuals who are working in a customer service contact centre.