

Basic Contact Centre Operations Skill Set

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.
Units	BSBOHS201A Participate in OHS processes BSBIND101A Work effectively in a contact centre environment BSBCCO201A Action customer contact BSBITU101A Operate a personal computer
Pathway	These units of competency provide credit towards a range of qualifications, including: BSB20207 Certificate II in Customer Contact BSB30207 Certificate III in Customer Contact
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.