



BSBSS00119 – SKILL SET

Customer Service

Description

This skill set addresses the skills and knowledge to provide customer service for an organisation. These units of competency meet industry requirements for individuals who are required to assist and provide service to customers for an organisation.

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Pathways Information

Units from this skill set can contribute to credit towards BSB30120 Certificate III in Business (Customer and Client Engagement).

Target Group

This skill set is for individuals who are required to provide customer service for an organisation.

For more information on this skill set, visit: training.gov.au/Training/Details/BSBSS00119

Units of Competency

- BSBOPS304** Deliver and monitor a service to customers
- SIRXPDK001** Advise on products and services
- SIRXCEG002** Assist with customer difficulties
- BSBOPS305** Process customer complaints



Access this course through the Alffie app

