



# ACCREDITED SKILL SETS WITH LANGUAGE SUPPORT

WE SPEAK ENGLISH, ARABIC, VIETNAMESE, FARSI, CHINESE  
(MANDARIN, CANTONESE), URDU, HINDI, DARI, PASHTU,  
HAZARAGI, THAI, KHMER, GERMAN, FRENCH  
& OTHER LANGUAGES

- ✓ **CALD Specialist, We Speak Your Language**
- ✓ **Online, Face to Face & Correspondence Available**
- ✓ **Every Student Assigned a Proactive Student Support Officer**
- ✓ **Students Accepted Nationwide**

## **BSBSS00095 - CROSS-SECTOR INFECTION CONTROL SKILL SET**

This skill set is for workers in all industries who require the skills and knowledge to reduce the risk and transmission of infection while carrying out routine work activities in their job role .

2 to 3 Week Completion Time.

## **BSBSS00126 - CONTACT CENTRE SKILL SET**

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

8 Week Completion Time.

## **BSBSS00119 - CUSTOMER SERVICE SKILL SET**

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

8 Week Completion Time.

## **BSBSS00120 - ADMINISTRATIVE ASSISTANT SKILL SET**

This skill set is for individuals who are required to perform and assist with administrative tasks within an organisation.

8 Week Completion Time.

# ENROL ONLINE AT [ALO.EDU.AU](https://ALO.EDU.AU)

AUSTRALIAN LEARNING ORGANISATION | 171 DAVIES RD, PADSTOW NSW 2211

[ENROLMENTS@ALO.EDU.AU](mailto:ENROLMENTS@ALO.EDU.AU) | [ALO.EDU.AU](https://ALO.EDU.AU)

## 1800 1800 88



# ACCREDITED SKILLSETS WITH LANGUAGE SUPPORT

WE SPEAK ENGLISH, ARABIC, VIETNAMESE, FARSI, CHINESE  
(MANDARIN, CANTONESE), URDU, HINDI, DARI, PASHTU,  
HAZARAGI, THAI, KHMER, GERMAN, FRENCH  
& OTHER LANGUAGES

## BSBSS00095 - CROSS-SECTOR INFECTION CONTROL SKILL SET

BSBWHS332X	Apply infection prevention and control procedures to own work activities
------------	--

## BSBSS00126 - CONTACT CENTRE SKILL SET

BSBTEC202	Use digital technologies to communicate in a work environment
BSBDAT201	Collect and record data
SIRXCEG002	Assist with customer difficulties
SIRXPDK001	Advise on products and services

## BSBSS00119 - CUSTOMER SERVICE SKILL SET

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

## BSBSS00120 - ADMINISTRATIVE ASSISTANT SKILL SET

BSBXCS305	Maintain business resources
BSBXCS304	Organise schedules
BSBXCS302	Purchase goods and services
BSBXCS306	Maintain financial records

# ENROL ONLINE AT [ALO.EDU.AU](http://ALO.EDU.AU)

AUSTRALIAN LEARNING ORGANISATION | 171 DAVIES RD, PADSTOW NSW 2211  
ENROLMENTS@ALO.EDU.AU | ALO.EDU.AU

1800 1800 88