



Accredited Skill Set 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
- ✓ Blended, eLearning, Face to Face, and Distance available
- ✓ Every Student Assigned a Proactive Learner Support Officer
- ✓ Students Accepted Nationwide

**ENROL
ONLINE**

www.alo.edu.au

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.

 **3 MONTHS COMPLETION TIME**

BSBSS00119

CUSTOMER SERVICE SKILL SET

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

 **3 MONTHS COMPLETION TIME**

BSBSS00126

CONTACT CENTRE SKILL SET

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

 **3 MONTHS 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.

 **3 MONTHS COMPLETION TIME**

Languages We Speak

At ALO, we understand that learning in a language you're comfortable with can make all the difference. Our diverse team speaks multiple languages, ensuring you receive the guidance and support you need throughout your educational journey.



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BSBSS00095

CROSS-SECTOR
INFECTION CONTROL SKILL SET

BSBWHS332X

Apply infection prevention and control procedures to own work activities

BSBSS00120

ADMINISTRATIVE ASSISTANT
SKILL SET

BSBFIN302

Maintain financial records.

BSBOPS301

Maintain business resources.

BSBOPS303

Organise schedules.

BSBPUR301

Purchase goods and services.

BSBSS00119

CUSTOMER SERVICE
SKILL SET

BSBOPS304

Deliver and monitor a service to customers.

BSBOPS305

Process customer complaints.

SIRXCEG002

Assist with customer difficulties.

SIRXPDK001

Advise on products and services

BSBSS00126

CONTACT CENTRE
SKILL SET

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

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