Australian Government

Assessment Requirements for PSPMGT005 Manage quality client service

Release: 1

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Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- marketing and promoting client services
- engaging in oral and written clarification of issues
- negotiating variations and changes with clients
- using appropriate language and style for written submissions
- explaining complex ideas to different audiences
- networking with clients, suppliers and stakeholders

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- legislative and regulatory frameworks influencing the provision of client services
- current developments in effective client services delivery
- the constraints on the provision of client service caused by the availability of resources and the likelihood that client needs have to be prioritised and rationed
- the relationships between effective management of diversity and satisfying client needs
- organisational goals and policies relating to client service delivery

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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