PSPMGT005 Manage quality client service

Release: 1

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Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPMNGT606B Manage quality client service. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to manage the promotion, delivery and review of client service within complex or changing circumstances in the public sector. It includes analysing client needs, delivering service which satisfies changing client requirements, gaining employee commitment to quality service delivery, and promoting and monitoring client service.

This unit applies to those working in management roles responsible for quality control.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work autonomously with management responsibilities, performing complex tasks in a range of familiar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Management

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe	Performance criteria describe the performance needed to demonstrate

the essential outcomes	achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Analyse client needs	1.1 Consult key stakeholders and clients to determine options for addressing client needs. 1.2 Understand options for service delivery to match client services to client needs. 1.3 Develop and maintain records of client needs. 1.4 Identify client requirements and review client feedback. 1.5 Review service delivery to ensure it satisfies requirements of clients.
2. Deliver service that satisfies changing client requirements	2.1 Provide current and relevant information and materials to clients in accordance with their needs. 2.2 Ensure service delivery is based on current client requirement information. 2.3 Reflect current good practice in client service delivery. 2.4 Identify and address problems in client service delivery. 2.5 Implement improvements to client services practices and procedures within the area of responsibility.
3. Secure employee commitment to the provision of client service	3.1 Adopt a consultative approach within the business unit to formulate service delivery standards. 3.2 Encourage sections, workgroups and individuals to suggest and action strategies to improve service delivery. 3.3 Identify and recognise quality client service provided by individuals or workgroups. 3.4 Model quality client service for employees within the business unit.
4. Promote client service	4.1 Market service to potential clients. 4.2 Identify potential areas of difficulty in client services and recommend solutions. 4.3 Resolve client concerns about the service and refer complaints of a serious nature to senior staff. 4.4 Action responses to clients within an acceptable timeframe.
5. Monitor client services	5.1 Use relevant information on markets and trends to review client service delivery. 5.2 Develop performance indicators to monitor and improve client service delivery.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPMNGT606B Manage quality client service.

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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