



Australian Government

PSPSS00053 Customer Service

Release 1

PSPSS00053 Customer Service

Modification History

Not applicable.

Description

This skill set provides the skills and knowledge for those undertaking work in the public sector providing routine customer service to members of the public or answering internal or external queries.

Pathways Information

Completion of this skill set contributes to PSP20122 Certificate II in Government and PSP30122 Certificate III in Government qualifications.

Licensing/Regulatory Information

No occupational licensing, certification or specific legislative requirements apply to this skill set at the time of publication.

Skill Set Requirements

Unit code	Unit title
BSBCMM211	Apply communication skills
PSPETH006	Uphold the values and principles of public service
PSPGEN088	Deliver a service to clients
PSPGEN089	Address client needs

Target Group

Not applicable.

Suggested words for Statement of Attainment

These units of competency from the PSP Public Sector Training Package provide a set of skills for those undertaking work in the public sector providing routine customer service to members of the public or answering internal or external queries.