



Australian Government

Department of Education, Employment and Workplace Relations

PUACOM002B Provide services to clients

Revision Number: 2

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Modification History

PUACOM002B Release 2: Layout adjusted. Application added.
PUACOM002B Release 1: Primary release.

Unit Descriptor

This unit covers the competency to interact with internal and external clients.

Application of the Unit

This unit applies to all workers who have a requirement to communicate with clients as part of their public safety role. This may include both those workers who have a specific client contact role, as well as operational workers who come in to contact with members of the public as part of their duties.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify client needs and expectations	1.1 Current and potential <i>clients</i> are identified. 1.2 Needs and expectations are discussed and clarified with clients.
2. Determine and implement response to client needs	2.1 Appropriate decision making processes are established with client and relevant stakeholders. 2.2 Options are identified. 2.3 Decision making criteria are identified taking account of client needs and organisational context. 2.4 Decision making criteria are applied to options in order to identify range of relevant outcomes. 2.5 <i>Appropriate response</i> are selected and implemented. 2.6 Client needs are recognised and taken into consideration in accordance with anti discrimination and other organisation policy and procedures.
3. Manage client expectations	3.1 Range of possible organisational responses are communicated to the client in a timely manner. 3.2 Client is informed of options for further action. 3.3 Courtesy, consideration and sensitivity are exercised at all times with the client. 3.4 All <i>necessary documentation</i> is obtained, completed and processed according to organisation's policy and procedures. 3.5 <i>Organisation's policy and procedures</i> relating to confidentiality are implemented. 3.6 Assistance is sought to manage clients' expectations when necessary. 3.7 Clients are referred to other personnel where necessary to ensure their needs are managed efficiently.

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- interpersonal skills
- locating information
- reading selectively and summarising information

Required Knowledge

- major regulatory functions of organisation
- organisation and structure
- organisation services, facilities and activities
- organisation's anti-discrimination procedures
- organisation's policies and procedures relevant to client service and information provision

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

It is essential for this unit that competence be demonstrated in:

- locating, interpreting and providing relevant information to requests
- seeking assistance when necessary
- completing appropriate workplace records
- working in accordance with organisation's policies and procedures

Consistency in performance

Evidence should be gathered over a period of time in a range of actual or simulated workplace environments.

Context of and specific resources for assessment

Context of assessment

A combination of oral or written presentation, observation on the job and/or in a simulated workplace environment.

Specific resources for assessment

No special requirements.

Range Statement

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the Performance Criteria is detailed below.

- Communication with clients*** may include:
- spoken
 - face-to-face
 - telephone
 - written
 - electronic
 - forms
 - letters
 - non verbal
 - gestures
 - body language
 - displays of information
 - photographs
 - interpreters

- Clients*** may include:
- colleagues
 - community
 - contractors
 - personnel from other organisations

- Other organisations*** may include:
- government departments
 - community services
 - community groups
 - public safety organisations
 - non government organisations

- Effective (spoken) communication*** may include:
- clear
 - sequenced explanations
 - instructions
 - paraphrasing
 - negotiating meaning
 - checking back on details
 - summarising
 - using another language

- Appropriate response*** may include:
- written response involving reading
 - selecting and extracting relevant information
 - spoken response involving questioning appropriate personnel and relaying information to the client

- Completion of necessary documentation*** may include:
- independent or assisted form filling
 - recording events in the sequence they happened

- Organisation's policy and***
- as documented in procedures manual

- procedures* may include:
- standardised operations
 - conveyed through spoken language
- Procedures for dealing with difficult clients* may include:
- seeking assistance
 - referring to other personnel
- Opportunities for feedback* may include:
- client satisfaction forms
 - telephone survey
 - follow up contact
 - suggestion box
 - verbal

Unit Sector(s)

Not applicable.