PSPGEN044 Develop client services

Release: 1

PSPGEN044 Develop client services

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 PSPGOV502B Develop client services. • Unit code updated • Content and formatting updated to comply with the new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to develop client services. It includes analysing client needs and reviewing, promoting and enhancing client service.

This unit applies to those working in generalist and specialist roles within the public sector.

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 independently performing complex tasks in a range of familiar and unfamiliar contexts.

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

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Analyse client	1.1 Gather information on the client group from a range of sources.

needs	1.2 Use information on the client group to target service provision for clients.
	1.3 Identify clients and their specific needs to enable the service to be provided and expanded in order to respond to changing needs.
	1.4 Seek and consider client feedback in order to respond to changing needs.
2. Review client service	2.1 Record, maintain, share and use client information to ensure future client dealings and service developments are well informed.
	2.2 Use client feedback on service delivery to refine the service.
	2.3 Undertake client service delivery in a manner that upholds and enhances the reputation of the organisation.
	2.4 Identify and address individual differences of clients.
	2.5 Identify significant problems in addressing client needs and refer to appropriate staff.
3. Promote client services	3.1 Promote services to existing and/or potential clients to ensure that the benefits and costs of the service are clearly understood.
	3.2 Promote a range of service options for clients.
	3.3 Assist clients, using a range of communication techniques, to identify their needs and select the best available service.
	3.4 Negotiate and use conflict resolution techniques to resolve difficult situations, or refer.
4. Develop and enhance client service	4.1 Ensure improvements to client service are within policy and budgetary frameworks.
	4.2 Establish and implement appropriate strategies for meeting changing client needs.
	4.3 Use information on the product and/or service to match client needs with service delivery.
	4.4 Modify specified aspects of the service or service delivery to meet changing client and service requirements.
	4.5 Adapt client service within procedural and legislative requirements to maintain high standards of 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 PSPGOV502B Develop client services.

Links

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

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

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

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