



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **PSPGOV309A Address client needs**

**Revision Number: 1**

## PSPGOV309A Address client needs

### Modification History

Not applicable.

### Unit Descriptor

#### Unit descriptor

This unit covers client service where a relationship is established with the client to address their needs. Staff may need to explore with clients what outcomes are possible and would best promote satisfaction. It may also require staff to be familiar with a product/service that is capable of customisation. The nature of the service/product delivery may need to be explored with the client. The unit includes assisting clients to articulate needs, satisfying client needs and exercising judgment to resolve client service issues.

In practice, addressing client needs may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, working effectively, working with diversity, undertaking basic procurement, calculating duty and other taxes, processing claims, etc.

This unit is based upon unit GCSO06A from GCS01 Client Service (Generic Guideline Competencies), but the outcome has been altered. Element 1 of this competency is from element P17 from GCS01, element 2 of this competency is from element P18 from GCS01 and element 3 of this competency is from element S21 from GCS01.

This is one of 5 units of competency in the *Working in Government* and *Management* Competency Fields that deal with client services. Related units are:

PSPGOV203B Deliver a service to clients

PSPGOV402B Deliver and monitor service to clients

PSPGOV502B Develop client services

PSPMNGT606B Manage quality client service

This is a new unit of competency, added to the *Working in Government* Competency Field of the Training Package in 2004

## **Application of the Unit**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Pre-Requisites**

Not applicable.

## **Employability Skills Information**

**Employability skills**      This unit contains employability skills.

## **Elements and Performance Criteria Pre-Content**

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *italics* is explained in the Range Statement following.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

#### 1. Assist clients to articulate needs

- 1.1 *Client* needs are fully explored, *specified* and agreed
- 1.2 Available services/products are matched to client needs
- 1.3 Options for meeting needs are identified to clients and *explained* in a manner suited to client requirements
- 1.4 Clients are assisted to evaluate service/product options to satisfy their needs in line with *organisational policy and guidelines*
- 1.5 *The rights and responsibilities* of clients in relation to the product/service are identified and *communicated* to clients in accordance with *legislation, policy and procedures*

#### 2. Satisfy client needs

- 2.1 Preferred product/service is determined and prioritised for action
- 2.2 Customised solutions to client needs are developed within limits of own authority, and delivered in accordance with legislation, policy and procedures
- 2.3 Where the required service cannot be provided, an explanation is provided to clients as to why need/s cannot be met
- 2.4 An acceptable alternative is recommended to clients and if none is available, any further actions that can be taken are explained

#### 3. Exercise judgment to resolve client service issues

- 3.1 Potential difficulties in client service delivery and its impact for clients and the organisation are identified
- 3.2 Options for resolution available within limits of own authority are *explained* to clients
- 3.3 Viable options are proposed in accordance with legislation, policy and procedures
- 3.4 Positive actions are taken to address issues within legislative and policy constraints
- 3.5 Matters where a solution cannot be found are referred in accordance with organisational procedures

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations and policies relating to client service
- communicating with a diverse range of clients
- negotiating variations and changes with clients within limits of own authority and referring to senior staff as required by policy and procedures
- using a variety of words and language structures to explain sometimes complex ideas to different audiences
- developing the required knowledge of services delivered to clients
- responding to diversity, including gender and disability
- applying procedures relating to occupational health and safety and the environment in the context of client service

#### Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to client services, such as:
  - public sector management acts
  - privacy legislation
  - anti-discrimination and harassment legislation
  - occupational health and safety legislation
  - consumer legislation
  - environment legislation
  - risk management guidelines
  - ethics and accountability standards
  - public sector standards
  - fraud control standards
  - government security standards
  - organisational policy, procedures and protocols
- organisational products/services to a sufficient breadth and depth to be able to develop a customised solution for a client
- organisational standards for client service
- the importance of communication in delivering client service
- the individual's role in delivering client service on behalf of the organisation
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of client services



## Evidence Guide

### EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

#### Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:

PSPETHC301B Uphold the values and principles of public service

PSPBORD305A Calculate taxes, fees and charges

PSPGOV301B Work effectively in the organisation

PSPGOV302B Contribute to workgroup activities

PSPGOV303B Build and maintain internal networks

PSPGOV308B Work effectively with diversity

PSPGOV312A Use workplace communication strategies

PSPGOV314A Contribute to conflict management

PSPIM301A Process claims

PSPLEGN301B Comply with legislation in the public sector

PSPOHS301A Contribute to workplace safety

PSPPROC302A Undertake basic procurement

#### Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- assessment of client needs in a range of (3 or more) contexts (or occasions, over time)

#### Resources required to carry out assessment

These resources include:

- legislation and organisational policy, procedures and protocols

## EVIDENCE GUIDE

relating to client service

- case studies and workplace scenarios to capture the range of client services situations likely to be encountered

### Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when addressing client needs, including coping with difficulties, irregularities and breakdowns in routine
- assessment of client needs in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Some assessment of this unit may be carried out in languages other than English where an officer is working with specific language groups.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- observation
- portfolios
- projects
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

### For consistency of

Evidence must be gathered over time in a range of contexts to



## **EVIDENCE GUIDE**

### **assessment**

ensure the person can achieve the unit outcome and apply the competency in different situations or environments

## Range Statement

### RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

#### *Clients may include*

- internal or external clients
- clients with routine or special requests
- regular and new clients
- people from a range of social, cultural or ethnic backgrounds
- people with varying physical and mental abilities
- people who may be unwell, drug affected or emotionally distressed

#### *Specification of client needs may require*

- detailed product knowledge for recommending customised solutions
- not only application of organisation procedures, but also broader issues such as ethics, industry practice and relevant government policies and regulations
- client relationships that will typically involve interacting with clients a number of times over an extended period
- an ongoing and deep engagement with the client and the discussion/negotiation of alternatives

#### *Explanations may be made through*

- face-to-face interactions
- answering the telephone
- interactions with team members
- written communication
- brochures, information sheets

#### *Organisational policies and guidelines may include*

- procedural manuals
- product/service manuals, labels, instructions
- staff appearance and presentation
- quality systems, standards and guidelines
- intranet - online organisational reference material

## RANGE STATEMENT

***Rights and responsibilities may include***

- legislative rights
- informed consent
- fulfilment of external obligations
- those identified in the organisation's client service charter

***Communication techniques may include***

- using active listening
- using open and/or closed questions
- speaking clearly and concisely
- varying language and tone of voice to suit the audience and purpose
- giving clients full attention
- maintaining eye-contact when culturally appropriate (for face-to-face interactions)
- using non-verbal communication (for face-to-face interactions) such as:
  - body language
  - personal presentation.
  - using clear, legible writing
  - handling sensitive and confidential issues

***Legislation, policy and procedures may include***

- State/Territory and Commonwealth legislation and regulations such as:
  - public sector management acts
  - financial management acts
  - privacy legislation
  - equal employment opportunity, anti-discrimination and harassment legislation
  - occupational health and safety legislation
  - consumer legislation
  - environment legislation
- Commissioner's instructions
- risk management guidelines
- ethics and accountability standards
- public sector standards
- fraud control standards
- government security standards
- organisational policy, procedures and protocols

## **RANGE STATEMENT**

- Explanation may include***
- effective listening
  - questioning
  - constructive feedback
  - issues identification
  - exploring options
  - identifying areas of agreement
  - recording agreements
  - non-verbal as well as verbal communication
  - culturally appropriate strategies, language and non-verbal cues

## **Unit Sector(s)**

Not applicable.

## **Competency field**

**Competency field**            Working in Government