



Australian Government

PSPSS00002 Customer Service Skill Set

Release: 1

PSPSS00002 Customer Service Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway	These units from PSP04 Public Sector Training Package may provide credit towards PSP20104 Certificate II in Government or PSP30104 Certificate III in Government.
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Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Units	PSPETHC301B	Uphold the values and principles of public service
	PSPGOV202B	Use routine workplace communication techniques
	PSPGOV203B	Deliver a service to clients
	PSPGOV309A	Address client needs

Target Group

Target group	This skill set is for government workers who provide routine customer service to members of the public or answer internal or external queries.
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Suggested words for Statement of Attainment

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