



Australian Government

PSPSS00020 Customer Service Skill Set

Release: 1

PSPSS00020 Customer Service Skill Set

Modification History

Release	TP Version	Comments
1	PSP12 V1	First release. Supersedes and equivalent to PSP04 Customer Service Skill Set.

Description

Not applicable.

Pathways Information

These units from PSP12 Public Sector Training Package may provide credit towards PSP20112 Certificate II in Government or PSP30112 Certificate III in Government.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

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

This skill set is for government workers who provide routine customer service to members of the public or answer internal or external queries.

Suggested words for Statement of Attainment

These units meet industry requirements for workers handling routine customer queries in the public sector.