



**Australian Government**

# **PSPGEN003 Deliver a service to clients**

**Release: 1**

## PSPGEN003 Deliver a service to clients

### Modification History

| Release | Comments                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | <p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPGOV203B Deliver a service to clients.</p> <ul style="list-style-type: none"><li>• Unit code updated</li><li>• Content and formatting updated to comply with new standards</li><li>• All PC transitioned from passive to active voice</li></ul> |

### Application

This unit describes the skills required to provide service to clients within a prescribed framework. It includes matching client service to needs and delivering client service.

This unit applies to those working as generalist or specialist public sector workers but may be applied to other similar roles.

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 under supervision and in a team environment while performing routine tasks in mostly familiar 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. |

|                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1. Match service to client needs</b> | 1.1 Access and obtain information on the client base.<br>1.2 Use information on the client base and its needs to match services to clients.<br>1.3 Identify particular needs of clients to enable targeted service delivery.<br>1.4 Match requests from clients to the appropriate service from a defined range of options.<br>1.5 Report problems in matching service delivery to clients to supervisor.                                                                                                                                  |
| <b>2. Deliver client service</b>        | 2.1 Provide client service that meets client needs within the limitations of resources.<br>2.2 Respond to client enquiries promptly and in accordance with accepted practice and standards of the organisation.<br>2.3 Tailor service and communication techniques to the specific needs of clients.<br>2.4 Deal with complaints from clients and difficult situations.<br>2.5 Maintain client confidentiality as part of service delivery where required.<br>2.6 Collect data to assist in evaluating whether client needs have been met. |

## 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 PSPGOV203B Deliver a service to clients.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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# Assessment Requirements for PSPGEN003 Deliver a service to clients

## Modification History

| Release | Comments                                                                                                                                                                                                                                                                                              |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | <p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none"><li>Assessment Requirements created drawing upon specified assessment information from superseded unit</li></ul> |

## Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- communicating with a diverse range of internal and external clients including negotiating, explaining and clarifying
- solving problems
- tailoring delivery to meet specific client needs

## Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector policies, procedures and guidelines related to client service delivery
- current practice in client service delivery in the public sector
- organisational client service charter, standards and procedures
- limitations of resources for service delivery
- public sector legislation, including work health and safety and environment in the context of client service delivery

## Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

## Links

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