



**Australian Government**

# **PSPGEN016 Address client needs**

**Release: 1**

## PSPGEN016 Address client needs

### 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 PSPGOV309A Address client needs.</p> <ul style="list-style-type: none"><li>• Unit code updated</li><li>• Content and formatting updated to comply with the new standards</li><li>• All PC transitioned from passive to active voice</li></ul> |

### Application

This unit describes the skills required to address client needs. It includes assisting clients to articulate their needs, and exercising judgement to resolve client service issues.

This unit applies to those working in customer service roles within the public service dealing with external clients addressing their needs and resolving issues.

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 routine tasks in a range of 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. Assist clients to articulate needs</b>                 | 1.1 Explore, specify and agree on client needs.<br>1.2 Match available services and/or products to client needs.<br>1.3 Advise clients of options and explain in a manner suited to client requirements.<br>1.4 Assist clients to evaluate options to satisfy their needs.<br>1.5 Communicate to clients their rights and responsibilities in relation to the service and/or product. |
| <b>2. Satisfy client needs</b>                               | 2.1 Determine preferred product and/or service and prioritise for action.<br>2.2 Develop and deliver customised solutions within limits of own authority.<br>2.3 Explain reasons why if the required service cannot be provided.<br>2.4 Recommend an acceptable alternative to clients and if none is available, explain further actions that can be taken.                           |
| <b>3. Exercise judgment to resolve client service issues</b> | 3.1 Identify potential difficulties in client service delivery and its impact for clients and the organisation.<br>3.2 Explain options for resolution, within limits of own authority.<br>3.3 Propose viable options and address issues.<br>3.4 Refer matters where a solution cannot be found.                                                                                       |

## 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 PSPGOV309A Address client needs.

## 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 PSPGEN016 Address client needs

### 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.

- 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
- using a variety of words and language structures to explain sometimes complex ideas to different audiences

### 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 legislation including work health and safety and environment, regulations, policies, procedures and guidelines relating to privacy, anti-discrimination and harassment, consumers and environment
- public sector management Acts
- risk management guidelines
- ethics and accountability standards
- public sector standards
- organisational standards for client service

## 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.

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