



Australian Government

Assessment Requirements for PSPGEN088

Deliver a service to clients

Release: 1

Assessment Requirements for PSPGEN088 Deliver a service to clients

Modification History

Supersedes and is equivalent to PSPGEN003 Deliver a service to clients.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:

- ask open and closed questions and actively listen to determine and meet client needs
- solve service-related problems
- tailor service delivery to meet specific client needs.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- public sector policies, procedures and guidelines for client service delivery including privacy, confidentiality and data security
- 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 in the context of client service delivery.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- public sector policies, procedures and guidelines for client service delivery including privacy, confidentiality and data security
- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

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