



Australian Government

PSPGEN088 Deliver a service to clients

Release: 1

PSPGEN088 Deliver a service to clients

Modification History

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

Application

This unit describes the performance outcomes, skills and knowledge required to provide service to internal and external clients within a prescribed framework.

This unit applies to those working under supervision in a team environment in generalist or specialist public sector roles or in similar organisational contexts. They perform routine tasks in mostly familiar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

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.

1. Match service to client needs

- 1.1. Access and obtain information on client base.
- 1.2. Use information on client base to match services to clients.
- 1.3. Identify needs of clients to enable targeted service delivery.
- 1.4. Match requests from clients to the appropriate service from defined options.
- 1.5. Report problems in matching service delivery to clients to supervisor.

2. Deliver client service

- 2.1. Provide client service to address client needs within resource limitations.

- 2.2. Respond to client enquiries in accordance with organisational policies and procedures.
- 2.3. Tailor service and communication techniques to client needs.
- 2.4. Deal with difficult situations and complaints from clients in accordance with organisational procedures.
- 2.5. Maintain client confidentiality as part of service delivery.
- 2.6. Collect data to assist in evaluating whether client needs have been met.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Oral communication skills to:	communicate with a diverse range of clients including negotiating, explaining and clarifying service delivery requirement
Writing skills to:	complete records in accordance with prescribed formats and procedures.

Unit Mapping Information

Supersedes and is equivalent to PSPGEN003 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>

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.

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