



Australian Government

Assessment Requirements for PSPGEN089

Address client needs

Release: 1

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Modification History

Supersedes and is not equivalent to PSPGEN016 Address client needs.

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:

- apply organisational policies and procedures for client services on at least three occasions, including one occasion where a complex issue needs to be resolved.

Knowledge Evidence

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

- public sector legislation, 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

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

Assessment must ensure access to:

- legislation and organisational policies, procedures and guidelines relating to client service
- 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>