



Australian Government

PSPGEN089 Address client needs

Release: 1

PSPGEN089 Address client needs

Modification History

Supersedes and is not equivalent to PSPGEN016 Address client needs.

Application

This unit describes the performance outcomes, skills and knowledge required to deal with internal and external clients, addressing their needs and resolving issues.

This unit applies to those working independently in customer service roles within the public sector, performing routine tasks in a range of 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

Elements describe the essential outcomes

1. Assist clients to articulate needs

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Explore, specify and agree on client needs.
- 1.2. Match available services or products to client needs.
- 1.3. Advise clients of options and explain in a manner suited to client requirements.
- 1.4. Assist clients to evaluate options to satisfy their needs.
- 1.5. Communicate to clients their rights and responsibilities in relation to the service or product.

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| 2. Satisfy client needs | 2.1. Determine preferred service or product and prioritise for action. |
| | 2.2. Develop and deliver customised solutions within limits of own authority. |
| | 2.3. Assess limitations in addressing customer needs and explain why a service or product cannot be provided. |
| | 2.4. Recommend an alternative to clients and if none is available, explain further actions that can be taken. |
| 3. Exercise judgment to resolve client service issues | 3.1. Identify potential difficulties in client service delivery and their impacts on the client and the organisation. |
| | 3.2. Explain options for resolution within limits of own authority. |
| | 3.3. Propose viable options and address issues. |
| | 3.4. Refer matters in accordance with organisational policies and procedures where a solution cannot be found. |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is not equivalent to PSPGEN016 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>

Assessment Requirements for PSPGEN089 Address client needs

Modification History

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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.

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