



**Australian Government**

# **Assessment Requirements for PSPGEN091 Develop client services**

**Release: 1**

# Assessment Requirements for PSPGEN091 Develop client services

## Modification History

Supersedes and is not equivalent to PSPGEN044 Develop client services.

## 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 three occasions:

- interpret, adapt and communicate information and guidance materials that suit the needs of clients
- use communication techniques to identify client needs or promote client services
- use negotiation and conflict resolution skills to address a difficult situation
- implement improvements to enhance client service delivery.

## Knowledge Evidence

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

- public sector legislation, policies, procedures, standards and guidelines relating to client service
- principles of client service delivery in the public sector
- organisation-specific client services available
- organisational client service standards
- client services provided by the organisation
- organisational goals and processes
- monitoring and evaluation techniques for client service delivery
- government processes
- limitations of resources for 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 legislation, policies, procedures, standards 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>