



**Australian Government**

# **PSPGEN091 Develop client services**

**Release: 1**

## PSPGEN091 Develop client services

### Modification History

Supersedes and is not equivalent to PSPGEN044 Develop client services.

### Application

This unit describes the performance outcomes, skills and knowledge required to develop client services.

This unit applies to those working in generalist and specialist roles within the public sector. Those undertaking this unit work independently, performing complex tasks in a range of familiar and unfamiliar 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. Analyse client needs.

#### PERFORMANCE CRITERIA

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

- 1.1. Gather information on client group from a range of sources.
- 1.2. Use information on client group to target service provision for clients.
- 1.3. Identify clients and their specific needs to enable service to be provided and expanded in response to changing needs.
- 1.4. Seek and consider client feedback to respond to changing needs.

- |                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2. Review client service.              | 2.1. Record, maintain, share and use client information to inform future client dealings and service developments.<br>2.2. Use client feedback on service delivery to refine service.<br>2.3. Deliver client service in a manner that upholds and enhances the reputation of the organisation.<br>2.4. Identify and address individual client differences.<br>2.5. Identify and refer significant problems in addressing client needs.                                                         |
| 3. Promote client services.            | 3.1. Promote benefits and costs of services to existing and potential clients.<br>3.2. Promote a range of service options for clients.<br>3.3. Assist clients, using a range of communication techniques, to identify their needs and select best available service.<br>3.4. Negotiate and use conflict resolution techniques to resolve difficult situations or refer.                                                                                                                        |
| 4. Develop and enhance client service. | 4.1. Recommend improvements to client service within policy and budgetary frameworks and procedures.<br>4.2. Recommend strategies for meeting changing client needs.<br>4.3. Use information on service to match client needs with service delivery.<br>4.4. Modify specified aspects of the service or service delivery to meet changing client and service requirements.<br>4.5. Adapt client service within procedural and legislative requirements to maintain high standards of delivery. |

## 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: | <ul style="list-style-type: none"> <li>communicate with a diverse range of clients in service delivery contexts</li> <li>use a variety of words and language structures to explain sometimes complex ideas to different audiences</li> <li>convey changes in policies and procedures that impact upon client relations.</li> </ul> |
| Problem solving skills to:    | <ul style="list-style-type: none"> <li>analyse information and apply to meeting client service requirements within organisational parameters</li> </ul>                                                                                                                                                                            |

- address requirements of a diverse range of clients with specific requirements
- negotiate outcomes to resolve difficult situations.

## **Unit Mapping Information**

Supersedes and is not equivalent to PSPGEN044 Develop client services.

## **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 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 -

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