



Australian Government

Assessment Requirements for PSPGEN092 Manage quality client service

Release: 1

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Modification History

Supersedes and is equivalent to PSPMGT005 Manage quality client service.

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:

- market and promote client services
- engage in oral and written clarification of client service issues
- negotiate variations and changes with clients
- network with clients, suppliers and stakeholders.

Knowledge Evidence

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

- legislative and regulatory frameworks influencing the provision of client services
- current developments in effective client services delivery
- constraints on the provision of client service caused by the availability of resources and the likelihood that client needs have to be prioritised and subject to allocated efficiency
- relationships between effective management of difference and satisfying client needs
- organisational goals and policies for 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:

- legislative and regulatory frameworks influencing the provision of client services
- 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>