



Australian Government

PSPGEN092 Manage quality client service

Release: 1

PSPGEN092 Manage quality client service

Modification History

Supersedes and is equivalent to PSPMGT005 Manage quality client service.

Application

This unit describes the performance outcomes, skills and knowledge required to manage the promotion, delivery and review of client service within complex or changing circumstances in the public sector.

This unit applies to those who are responsible for quality control. Those undertaking this unit work autonomously with management responsibilities, performing complex 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. Analyse client needs.

PERFORMANCE CRITERIA

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

- 1.1. Consult key stakeholders and clients to determine options for addressing client needs.
- 1.2. Understand options for service delivery to match client services to client needs.
- 1.3. Develop and maintain records of client needs.
- 1.4. Identify client requirements and review client feedback.
- 1.5. Review service delivery to ensure it satisfies requirements of clients.

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| 2. Deliver service that satisfies changing client requirements. | 2.1. Provide current and relevant information and materials to clients.
2.2. Ensure service delivery is based on current client requirement information.
2.3. Reflect current good practice in client service delivery.
2.4. Identify and address problems in client service delivery.
2.5. Implement improvements to client service practices and procedures within area of responsibility. |
| 3. Secure employee commitment to the provision of client service. | 3.1. Adopt a consultative approach within the business unit to formulate service delivery standards.
3.2. Encourage sections, workgroups and individuals to suggest and action strategies to improve service delivery.
3.3. Identify and recognise quality client service provided by individuals or workgroups.
3.4. Model quality client service for employees within the business unit. |
| 4. Promote client service. | 4.1. Market service to potential clients in accordance with organisational programs.
4.2. Identify potential areas of difficulty in client services and recommend solutions.
4.3. Resolve client concerns about the service and refer complaints of a serious nature to senior staff.
4.4. Action responses to clients within an acceptable timeframe. |
| 5. Monitor client services. | 5.1. Use relevant information on markets and trends to review client service delivery.
5.2. Develop performance indicators to monitor and improve client service 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

- Writing skills to:
- communicate complex ideas about quality client service, matching style of writing to purpose and audience.
- Oral communication skills to:
- use a variety of words and language structures to explain sometimes complex ideas to different audiences.
- Problem-solving skills to:
- analyse information and apply to meeting client service requirements within organisational parameters.

Unit Mapping Information

Supersedes and is equivalent to PSPMGT005 Manage quality client service.

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 PSPGEN092 Manage quality client service

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.

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