



Australian Government

PSPSS00039 Customer Service

Release 1

PSPSS00039 Customer Service

Modification History

Release	Comments
1	This skill set was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. Supersedes and is equivalent to PSP12 Customer Service Skill Set. • PSP unit codes updated

Description

This skill set is for government workers who provide routine customer service to members of the public or answer internal or external queries.

Pathways Information

Completion of this skill set contributes towards PSP20116 Certificate II in Government and PSP30116 Certificate III in Government qualifications.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this skill set at the time of publication.

Skill Set Requirements

Units	
PSPETH001	Uphold the values and principles of public service
PSPGEN002	Use routine workplace communication techniques
PSPGEN003	Deliver a service to clients
PSPGEN016	Address client needs

Target Group

Not applicable.

Suggested words for Statement of Attainment

These competencies meet the industry standard for handling routine customer queries in the public sector.