



Australian Government

Department of Education, Employment and Workplace Relations

PSPGOV502B Develop client services

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers identification of service requirements to meet client needs. It includes analysis of client needs, review of client service, and promotion, development and enhancement of client service.

In practice, developing client services may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, working with diversity, building community relationships, providing interpreting services, etc.

This is one of 5 units of competency in the *Working in Government and Management* Competency Fields that deal with client services. Related units are:

- PSPGOV203B Deliver a service to clients
- PSPGOV309A Address client needs
- PSPGOV402B Deliver and monitor service to clients
- PSPMNGT606B Manage quality client service
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- No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication
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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Analyse client needs

- 1.1 Information on the client group is gathered from a range of sources.
- 1.2 Information on the client group is used to target service provision for clients.
- 1.3 **Clients** and their **specific needs** are identified to enable the service to be provided and expanded in order to respond to changing needs.
- 1.4 Client feedback is sought and considered in order to respond to changing needs.

2. Review client service

- 2.1 Client information is recorded, maintained, shared and used to ensure future client dealings and service developments are well informed.
- 2.2 Client feedback on service delivery is used to refine the service in accordance with **legislation, policy and procedures**.
- 2.3 Client service delivery is undertaken in a manner that upholds and enhances the reputation of the organisation.
- 2.4 Individual differences of clients are identified and addressed.
- 2.5 Significant problems in addressing client needs are identified and referred to the appropriate staff.

3. Promote client services

- 3.1 Services to existing and/or potential clients are promoted to ensure that the benefits and costs of the service are clearly understood.
- 3.2 A range of service options for clients is effectively promoted.
- 3.3 Using a range of communication techniques clients are assisted to identify their needs and select the best available service.
- 3.4 **Negotiation** and conflict resolution techniques are used to resolve difficult situations, or referrals are made in accordance with organisational policy and procedures.

4. Develop and enhance client service

- 4.1 Improvements to client service are within policy and budgetary frameworks.
- 4.2 Appropriate strategies for meeting changing client needs are established and implemented.
- 4.3 Information on the product/service is used to match client needs with service delivery.
- 4.4 Specified aspects of the service or service delivery are modified to meet changing client and service requirements.
- 4.5 Client service is adapted within procedural and legislative requirements to maintain high standards of delivery.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations and policies relating to client service
- recordkeeping and interpreting records
- monitoring and evaluation
- using a range of communication techniques with a diverse range of clients including negotiation and problem solving
- using a variety of words and language structures to explain sometimes complex ideas to different audiences
- analysing feedback on client service delivery
- responding to diversity, including gender and disability
- applying procedures relating to occupational health and safety and environment in the context of client service

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, policies, procedures, standards and guidelines relating to client service
- principles of client service delivery in the public sector
- organisation specific client services available
- organisation client service standards
- client services provided by the organisation
- organisational goals and processes
- government processes
- limitations of resources for service delivery
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of client service delivery

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPETHC501B Promote the values and ethos of public service
 - PSPGOV503B Coordinate resource allocation and usage
 - PSPGOV504B Undertake research and analysis
 - PSPGOV505A Promote diversity
 - PSPGOV507A Undertake negotiations
 - PSPGOV508A Manage conflict
 - PSPGOV511A Provide leadership
 - PSPGOV512A Use complex workplace communication strategies
 - PSPGOV514A Facilitate change
 - PSPGOV516A Develop and use emotional intelligence
 - PSPLEGN501B Promote compliance with legislation in the public sector
 - PSPOHS501A Monitor and maintain workplace safety

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability skills as they relate to this unit
- development of client services in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to client services
- case studies and workplace scenarios to capture the range of situations likely to be encountered when developing client services

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal

work practice and replicates the range of conditions likely to be encountered when developing client services, including coping with difficulties, irregularities and breakdowns in routine

- development of client services in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

<i>Clients</i> may include:	• individual members of the public • other agencies, community groups and individuals • other work areas of the organisation • work colleagues • senior management
<i>Specific client needs</i> may include:	• disabilities • language • ethnicity • gender • culture • age • remote location
<i>Legislation, policy and procedures</i> may include:	• State/Territory and Commonwealth legislation and regulations such as: • public sector management acts • financial management acts • privacy legislation • equal employment opportunity, anti-discrimination and harassment legislation • occupational health and safety legislation • consumer legislation • environment legislation • risk management guidelines • ethics and accountability standards • public sector standards • client service charters • fraud control standards • government security standards • organisational policy, procedures and protocols
<i>Negotiation</i> may include:	• effective listening • questioning • constructive feedback • issues identification • options exploration

	• areas of agreement identification • agreement recording • non-verbal as well as verbal communication • culturally appropriate strategies, language and non-verbal cues
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Unit Sector(s)

Not applicable.

Competency field

Working in Government.