



Australian Government

Department of Education, Employment and Workplace Relations

PSPMNGT606B Manage quality client service

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 the promotion, delivery and ongoing review of client service within complex or changing circumstances in the public sector. It includes analysing client needs, delivering service which satisfies changing client requirements, gaining employee commitment to quality service delivery, and promoting and monitoring client service.

In practice, managing quality client service may occur in the context of other generalist or specialist public sector workplace activities such as managing diversity, implementing policy, maintaining and enhancing ethical practice etc.

This unit is one of 5 dealing with client service in the *Working in Government* and *Management* Competency fields. Related units are:

- PSPGOV203B Deliver a service to clients
- PSPGOV309A Address client needs
- PSPGOV402B Deliver and monitor service to clients
- PSPGOV502B Develop client services

This unit replaces and is equivalent to PSPMNGT606A Manage the delivery of quality client service.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication

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 | <ul style="list-style-type: none">1.1 Key <i>stakeholders</i> and <i>clients</i> are consulted to determine options for addressing client needs.1.2 Understanding of options for service delivery is used to match <i>client services</i> to clients needs.1.3 Records of client needs are developed and maintained in accordance with organisational policy and procedures.1.4 Client requirements are identified and client feedback is reviewed routinely to ensure that needs will be met.1.5 Service delivery is reviewed routinely to ensure it satisfies requirements of clients. |
| 2. Deliver service which satisfies changing client requirements | <ul style="list-style-type: none">2.1 Current and relevant information and materials are provided to clients in accordance with their needs.2.2 Service delivery is based on up-to-date information, is successfully negotiated and finalised as required.2.3 Current good practice is reflected in client service delivery.2.4 Problems in client service delivery are identified and addressed.2.5 Improvements to client services practices and procedures are implemented within the area of responsibility. |
| 3. Secure employee commitment to the provision of client service | <ul style="list-style-type: none">3.1 A consultative approach within the <i>business unit</i> is adopted to formulate service delivery standards.3.2 Sections, workgroups and individuals are encouraged to suggest and action strategies to improve service delivery.3.3 Quality client service provided by individuals or workgroups is identified and recognised.3.4 Quality client service is modelled for employees within the business unit. |
| 4. Promote client service | <ul style="list-style-type: none">4.1 Service to potential clients is marketed effectively.4.2 Potential areas of difficulty in client services are identified and solutions recommended.4.3 Client concerns about the service are resolved and complaints of a serious nature are referred to senior staff.4.4 Responses to clients are actioned within an acceptable timeframe. |
| 5. Monitor client services | <ul style="list-style-type: none">5.1 Relevant information on markets and trends is used to review client service delivery.5.2 Performance indicators are developed to monitor and improve client service delivery.5.3 The provision of client services is monitored for compliance with <i>legislative requirements and organisation policy</i>. |

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:

- marketing and promotion of client services
- engaging in oral and written clarification of issues
- negotiating variations and changes with clients
- using appropriate language and style for written submissions
- using technical and other vocabulary
- using a variety of words and language structures to explain complex ideas to different audiences
- networking with clients, suppliers and stakeholders
- monitoring and reviewing client services
- responding to diversity, including gender and disability

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislative and regulatory frameworks influencing the provision of client services
- current developments in effective client services delivery
- the constraints on the provision of client service caused by the availability of resources and the likelihood that client needs have to be prioritised and rationed
- the relationships between effective management of diversity and satisfying client needs
- equal employment opportunity, equity and diversity principles
- organisational goals and policies relating to client service delivery
- monitoring review strategies and methodologies for client services
- occupational health and safety and environmental issues relating to the provision of client services

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:
 - PSPETHC601B Maintain and enhance confidence in public service
 - PSPGOV601B Apply government systems
 - PSPGOV602B Establish and maintain strategic networks
 - PSPLEGN601B Manage compliance with legislation in the public sector
 - PSPPOL603A Manage policy implementation

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 the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- management of quality client services in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, procedures, guidelines and protocols relating to client services
- workplace scenarios and case studies to capture the range of situations likely to be encountered when managing client services
- organisational materials on the range and type of services provided

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 managing quality client service, including coping with difficulties, irregularities and

breakdowns in routine

- management of quality 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
- projects
- questioning
- scenarios
- simulation or role plays
- 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.

Stakeholders may include:

- all those individuals and groups both inside and outside the organisation that have some direct interest in the organisation's behaviour, actions, products and services such as:
 - employees at all levels of the organisation
 - other public sector organisations
 - union and association representatives
 - boards of management
 - government
 - Ministers

Clients may include:

- individual members of the public
- end users and sponsors
- potential providers or suppliers
- current providers/suppliers
- technical or functional experts or advisers
- Commonwealth, State/Territory and/or Local Government
- the organisation
- other public sector organisations
- non-government organisations
- employees
- unions or staff associations
- industry bodies
- local communities and society as a whole
- lobby groups
- special user groups

Client services may include:

- any service relevant to the agency

Business unit may refer to:

- a program
- sub-program
- cost centre
- area
- division

Legislation requirements and organisational policy may include:

- branch
- production unit or section located within the organisation
- Commonwealth and State/Territory legislation including equal employment opportunity and anti-discrimination law
- national and international codes of practice and standards
- the organisation's policies and practices
- government policy
- codes of conduct

Unit Sector(s)

Not applicable.

Competency field

Management.