



Australian Government

PSPSS00002 Customer Service Skill Set

Release: 2

PSPSS00002 Customer Service Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

These units from PSP04 Public Sector Training Package may provide credit towards PSP20104 Certificate II in Government or PSP30104 Certificate III in Government.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

PSPETHC301B	Uphold the values and principles of public service
PSPGOV202B	Use routine workplace communication techniques
PSPGOV203B	Deliver a service to clients
PSPGOV309A	Address client needs

Target Group

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

Suggested words for Statement of Attainment

These units meet industry requirements for workers handling routine customer queries in the public sector.