



Australian Government

PUACOM002 Provide services to clients

Release: 1

PUACOM002 Provide services to clients

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Application

This unit of competency involves the skills and knowledge required to interact with internal and external clients. It includes identifying and determining client needs and expectations and managing their expectations.

The unit is applicable to personnel who have a requirement to communicate with clients as part of their public safety role. This may include personnel who have a specific client contact role, as well as those in operational roles who meet members of the public as part of their duties.

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

Pre-requisite Unit

Not applicable.

Competency Field

Communication

Unit Sector

Public Safety

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Identify client needs and expectations

PERFORMANCE CRITERIA

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

- | | |
|------------|---|
| 1.1 | Current and potential clients are identified |
| 1.2 | Public Safety needs and expectations are discussed and clarified with clients |

- | | | |
|---|------------|--|
| | 1.3 | Range of possible organisational responses are communicated to the client in a timely manner |
| | 1.4 | Client is informed of options for further action, in accordance with organisational procedures |
| 2 Determine and implement response to client needs | 2.1 | Appropriate decision making processes are established with client and pertinent stakeholders |
| | 2.2 | Options are identified, in accordance with organisational procedures |
| | 2.3 | Decision making criteria is identified taking into account client needs and organisational context |
| | 2.4 | Decision making criteria are applied to options to identify a range of relevant outcomes |
| | 2.5 | Appropriate response is selected and implemented, in accordance with organisational procedures |
| | 2.6 | Client needs are recognised, in accordance with anti-discrimination and other organisational policies and procedures |
| 3 Manage client expectations | 3.1 | Courtesy, consideration and sensitivity are applied to all clients |
| | 3.2 | Documentation is obtained, completed and processed, in accordance with organisational policies and procedures |
| | 3.3 | Organisational policy and procedures relating to confidentiality are implemented |
| | 3.4 | Assistance is sought to manage clients' expectations, in accordance with organisational procedures |
| | 3.5 | Clients are referred, where appropriate, to other personnel to ensure their needs are managed |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to PUACOM002B Provide services to clients.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

Assessment Requirements for PUACOM002 Provide services to clients

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes

- analysing and evaluating information
- completing records
- determining and implementing response to client needs
- following organisational policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- identifying client needs and expectations
- locating information
- locating, interpreting and providing information for client requests
- managing client expectations when providing services to clients
- reading selectively and summarising information
- seeking assistance
- using interpersonal skills
- working with organisational client information collection techniques and methods

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of

- appropriate responses to suit situations including dealing with difficult clients
- communication methods and techniques
- opportunities for feedback
- organisational documentation, policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements, client service, information provision, anti-discrimination procedures and privacy principles
- organisational structure, services, facilities and activities
- types of clients and their needs

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in industry approved simulated workplace operational situations that reflect workplace conditions.

Resources for assessment must include access to

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry
- applicable documentation including organisational procedures, industry standards, regulations, equipment specifications, codes of practice and operation manuals.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>