

UNIT CODE	PSPGEN016
UNIT TITLE	Address client needs
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to address client needs.</p> <p>This unit applies to those working independently, performing routine tasks in a range of familiar contexts, in customer service roles within the public sector dealing with internal and external clients addressing their needs and resolving issues.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	General
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Assist clients to articulate needs	1.1 Discuss and agree on client needs. 1.2 Match available resources to client needs. 1.3 Advise clients in a suitable manner of options available. 1.4 Assist clients to evaluate options to satisfy their needs. 1.5 Communicate to clients their rights and responsibilities in relation to the service or product.

2. Satisfy client needs	2.1 Determine preferred service or product and prioritise for action. 2.2 Develop and deliver customised solutions within limits of own authority. 2.3 Assess limitations in addressing customer needs and explain why a service or product cannot be provided. 2.4 Recommend an alternative to clients and explain further actions that can be taken.
3. Exercise judgment to resolve client service issues	3.1 Identify potential difficulties in client service delivery and their impacts on the client and the organisation. 3.2 Explain options for resolution within own authority. 3.3 Propose viable options and address issues. 3.4 Refer matters according to organisational policies and procedures where a solution cannot be found.

FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
Reading skills to:	<ul style="list-style-type: none"> interpret product and service information to meet client needs.
ORAL COMMUNICATION SKILLS TO:	<ul style="list-style-type: none"> communicate in ways that suit the situation and a diverse range of client's specific needs. adjust information to customise responses to client requirements use a variety of words and language structures to explain sometimes complex ideas to different audiences.
TEAMWORK SKILLS TO:	<ul style="list-style-type: none"> uses accepted communication practices to establish connection and build rapport.
UNIT MAPPING INFORMATION	This unit supersedes and is not equivalent to PSPGEN016 Address client needs.
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for PSPGEN016 Address client needs
PERFORMANCE EVIDENCE	Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and: <ul style="list-style-type: none"> apply organisational policies and procedures relating to client services on at least 3 occasions including one occasion where a complex issue needs to be resolved.

KNOWLEDGE EVIDENCE	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ public sector legislation including work health and safety and environment, regulations, policies, procedures and guidelines relating to privacy, anti-discrimination and harassment, consumers and environment ■ public sector management Acts ■ risk management guidelines ■ ethics and accountability standards ■ public sector standards ■ organisational standards for client service.
ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.</p> <p>Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> ■ legislation and organisational policy, procedures and protocols relating to client service. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide