

UNIT CODE	PSPMGT005
UNIT TITLE	Manage quality client service
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to manage the promotion, delivery and review of client service within complex or changing circumstances in the public sector.</p> <p>This unit applies to those working in management roles responsible for quality control. Those undertaking this unit would work autonomously with management responsibilities, performing complex tasks in a range of familiar contexts.</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	Management
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. Analyse client needs	1.1 Consult key stakeholders and clients to determine options for addressing client needs. 1.2 Understand options for service delivery to match client services to client needs. 1.3 Develop and maintain records of client needs. 1.4 Identify client requirements and review client feedback. 1.5 Review service delivery to ensure it satisfies requirements of clients.

2. Deliver service that satisfies changing client requirements	<p>2.1 Provide current and relevant information and materials to clients.</p> <p>2.2 Ensure service delivery is based on current client requirement information.</p> <p>2.3 Reflect current good practice in client service delivery.</p> <p>2.4 Identify and address problems in client service delivery.</p> <p>2.5 Implement improvements to client service practices and procedures within the area of responsibility.</p>
3. Secure employee commitment to the provision of client service	<p>3.1 Adopt a consultative approach within the business unit to formulate service delivery standards.</p> <p>3.2 Encourage sections, workgroups and individuals to suggest and action strategies to improve service delivery.</p> <p>3.3 Identify and recognise quality client service provided by individuals or workgroups.</p> <p>3.4 Model quality client service for employees within the business unit.</p>
4. Promote client service	<p>4.1 Market service to potential clients.</p> <p>4.2 Identify potential areas of difficulty in client services and recommend solutions.</p> <p>4.3 Resolve client concerns about the service and refer complaints of a serious nature to senior staff.</p> <p>4.4 Action responses to clients within an acceptable timeframe.</p>
5. Monitor client services	<p>5.1 Use relevant information on markets and trends to review client service delivery.</p> <p>5.2 Develop performance indicators to monitor and improve client service delivery.</p>

FOUNDATION SKILLS

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

Writing skills to:	<ul style="list-style-type: none"> ■ communicate complex ideas relating to quality client services, matching style of writing to purpose and audience.
Oral communication skills to:	<ul style="list-style-type: none"> ■ negotiate variations and changes with clients ■ use a variety of words and language structures to explain sometimes complex ideas to different audiences.
Problem-solving skills to:	<ul style="list-style-type: none"> ■ analyse information and apply to meeting client service requirements within organisation parameters.
Teamwork skills to:	<ul style="list-style-type: none"> ■ collaborate with others, considering their strengths and experience, to achieve outcomes.
Technology skills to:	<ul style="list-style-type: none"> ■ use digital technology to access, organise and present information in a format that meets requirements.

UNIT MAPPING INFORMATION	Release 1 - This unit supersedes and is not equivalent to PSPMGT005 Manage quality client service.
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for PSPMGT005 Manage quality client service
PERFORMANCE EVIDENCE	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and provide at least one example of each of the following:</p> <ul style="list-style-type: none"> ■ market and promote client services ■ engage in oral and written clarification of client service issues ■ negotiate variations and changes with clients ■ networking with clients, suppliers and stakeholders.

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"> ■ 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 ■ organisational goals and policies relating to client service delivery.
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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, procedures, guidelines and protocols relating to client services. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
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LINKS	Companion Volume Implementation Guide
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