

<b>UNIT CODE</b>	<b>PSPGEN023</b>
<b>UNIT TITLE</b>	<b>Deliver and monitor service to clients</b>
<b>APPLICATION</b>	<p>This unit describes the performance outcomes, skills and knowledge required to identify client needs, deliver a service, monitor through feedback and then review the service.</p> <p>This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context. Those undertaking this unit would be working under supervision, performing routine 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>
<b>PREREQUISITE UNIT</b>	Nil
<b>COMPETENCY FIELD</b>	General
<b>UNIT SECTOR</b>	

<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify and define client needs	1.1 Identify services required by client. 1.2 Recognise and address client needs. 1.3 Identify and address potential difficulties or refer according to organisation policies and procedures.
2. Deliver client service	2.1 Respond to client enquiries. 2.2 Tailor communication to the client's needs. 2.3 Resolve or refer difficult situations. 2.4 Undertake remedial actions for clients with specific needs or in potential areas of difficulty. 2.5 Apply accountability measures.

3. Monitor and improve client service delivery	3.1 Monitor service delivery and use feedback to improve personal service. 3.2 Convey changes in policies and procedures that impact upon client relations. 3.3 Seek advice and assistance to deal with client service issues.
4. Review client service	4.1 Monitor procedural aspects of service delivery and maintain records. 4.2 Seek client feedback and propose changes in response to feedback on service development and delivery. 4.3 Carry out modifications to client service within limits and area of responsibility.

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>	
SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> <li>understand the organisation protocols and charters.</li> </ul>
Oral communication skills to:	<ul style="list-style-type: none"> <li>communicate in ways that suit the situation and the client's specific needs.</li> </ul>
Problem-solving skills to:	<ul style="list-style-type: none"> <li>negotiate or use conflict resolution techniques to resolve difficult situations.</li> </ul>
<b>UNIT MAPPING INFORMATION</b>	Release 1: Supersedes and is not equivalent to PSPGEN023 Deliver and monitor service to clients.
<b>LINKS</b>	Companion Volume Implementation Guide

<b>TITLE</b>	<b>Assessment Requirements for PSPGEN023 Deliver and monitor service to clients</b>
<b>PERFORMANCE EVIDENCE</b>	<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 in relation to at least 2 different clients:</p> <ul style="list-style-type: none"> <li>apply legislation, regulations and policies relating to client service</li> <li>analyse and report on the service delivered in relation to: <ul style="list-style-type: none"> <li>addressing client requirements</li> <li>implementing any required remedial action</li> <li>overall effectiveness from both the perspective of the client and the organisation</li> <li>recommendations for improvements.</li> </ul> </li> </ul>

<b>KNOWLEDGE EVIDENCE</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> <li>■ legislation, policies, procedures, standards and guidelines relating to client service</li> <li>■ accountability measures: <ul style="list-style-type: none"> <li>○ organisational client service charter</li> <li>○ client services records</li> <li>○ grievance procedures</li> <li>○ external reviews</li> </ul> </li> <li>■ internal and external client categories and key issues in service delivery: <ul style="list-style-type: none"> <li>○ individual members of the public</li> <li>○ other agencies</li> <li>○ community groups</li> <li>○ other work areas in the organisation</li> <li>○ individual members of the organisation</li> <li>○ senior management</li> <li>○ government</li> <li>○ Minister.</li> </ul> </li> <li>■ principles of effective client service delivery</li> <li>■ client services provided by the organisation</li> <li>■ limitations of resources for service delivery.</li> </ul>
<b>ASSESSMENT CONDITIONS</b>	<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"> <li>■ legislation, policy, procedures and protocols relating to client service delivery.</li> </ul> <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
<b>LINKS</b>	Companion Volume Implementation Guide