

PSPSS00039	Customer Service										
DESCRIPTION	This skill set provides the skills and knowledge for those undertaking work in the public sector providing routine customer service to members of the public or answering internal or external queries.										
PATHWAYS INFORMATION	Completion of this skill set contributes towards PSP20116 Certificate II in Government and PSP30116 Certificate III in Government qualifications.										
LICENSING / REGULATORY INFORMATION	No licensing, legislative or certification requirements apply to this skill set at the time of publication.										
SKILL SET REQUIREMENTS	<table> <tr> <th>Unit code</th><th>Unit title</th></tr> <tr> <td>PSPETH001</td><td>Uphold the values and principles of public service</td></tr> <tr> <td>PSPGEN002</td><td>Use routine workplace communication techniques</td></tr> <tr> <td>PSPGEN003</td><td>Deliver a service to clients</td></tr> <tr> <td>PSPGEN016</td><td>Address client needs</td></tr> </table>	Unit code	Unit title	PSPETH001	Uphold the values and principles of public service	PSPGEN002	Use routine workplace communication techniques	PSPGEN003	Deliver a service to clients	PSPGEN016	Address client needs
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PSPETH001	Uphold the values and principles of public service										
PSPGEN002	Use routine workplace communication techniques										
PSPGEN003	Deliver a service to clients										
PSPGEN016	Address client needs										
TARGET GROUP	Not applicable										
SUGGESTED WORDS FOR STATEMENT OF ATTAINMENT	These units of competency from the PSP Public Sector Training Package provide a set of skills for those undertaking work in the public sector to providing routine customer service to members of the public or answering internal or external queries.										