

<b>UNIT CODE</b>	<b>PSPGEN003</b>
<b>UNIT TITLE</b>	<b>Deliver a service to clients</b>
<b>APPLICATION</b>	<p>This unit describes the performance outcomes, skills and knowledge required to provide service to clients within a prescribed framework.</p> <p>This unit applies to those working under supervision in a team environment, while performing routine tasks in mostly familiar contexts, as generalist or specialist public sector workers and may be applied to other similar roles.</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. Match service to client needs	1.1 Access and obtain information on the client base. 1.2 Use information on the client base to match services to clients. 1.3 Identify needs of clients to enable targeted service delivery. 1.4 Match requests from clients to the appropriate service from defined options. 1.5 Report problems in matching service delivery to clients to supervisor.

2. Deliver client service	2.1 Provide client service to address client needs within resource limitations. 2.2 Respond to client enquiries according to organisational policies and procedures. 2.3 Tailor service and communication techniques to the needs of clients. 2.4 Deal with difficult situations and complaints from clients according to organisation procedures. 2.5 Maintain client confidentiality as part of service delivery. 2.6 Collect data to assist in evaluating whether client needs have been met.
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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>	
Oral communication skills to:	<ul style="list-style-type: none"> <li>■ communicate and clarify information about service delivery with a diverse range of clients</li> <li>■ ask open and closed questions and actively listen to determine and meet client needs.</li> <li>■ interact with clients in a polite and positive manner</li> <li>■ identify and defuse conflict.</li> </ul>
Writing skills to:	<ul style="list-style-type: none"> <li>■ complete records according to prescribed formats and procedures.</li> </ul>
Initiative and enterprise skills to:	<ul style="list-style-type: none"> <li>■ adjust service delivery within organisational frameworks to meet specific client needs.</li> </ul>
<b>UNIT MAPPING INFORMATION</b>	Release 1: This unit supersedes and is equivalent to PSPGEN003 Deliver a service to clients.
<b>LINKS</b>	Companion Volume Implementation Guide

<b>TITLE</b>	<b>Assessment Requirements for PSPGEN003 Deliver a service to clients</b>
<b>PERFORMANCE EVIDENCE</b>	Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion for each of the following within organisation frameworks: <ul style="list-style-type: none"> <li>■ communicate with a diverse range of clients including negotiating, explaining and clarifying service delivery requirements</li> <li>■ solve problems</li> <li>■ tailor service delivery to meet specific client needs.</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>■ public sector policies, procedures and guidelines related to client service delivery including privacy, confidentiality and data security</li> <li>■ current practice in client service delivery in the public sector</li> <li>■ organisational client service charter, standards, and procedures</li> <li>■ limitations of resources for service delivery</li> <li>■ public sector legislation, including work health and safety and environment in the context of client service delivery.</li> </ul>
<b>ASSESSMENT CONDITIONS</b>	<p>Skills must be demonstrated in either:</p> <ul style="list-style-type: none"> <li>■ a workplace environment or</li> <li>■ a simulated environment.</li> </ul> <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> <p>legislation, policy, procedures, and protocols relating to client service in the public sector.</p> <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
<b>LINKS</b>	Companion Volume Implementation Guide