



Australian Government

Department of Education, Employment and Workplace Relations

LGAGOVA618A Resolve valuation and property services disputes

Release 2

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Modification History

LGAGOVA618A Release 2: Layout adjusted.

LGAGOVA618A Release 1: Primary release.

Unit Descriptor

This unit covers the review of property rating services, through objection or enquiry, and necessary legal processes.

Application of the Unit

This unit supports the attainment of skills and knowledge required for competent workplace performance in councils of all sizes. Knowledge of the legislation and regulations within which councils must operate is essential. The unique nature of councils, as a tier of government directed by elected members and reflecting the needs of local communities, must be appropriately reflected.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Receive and acknowledge enquiry or objection	1.1 Enquiries or objections are assessed to establish if the matter is within the jurisdiction of the valuation area, or are referred as appropriate. 1.2 Information is assessed to establish need for compliance with legislative requirements. 1.3 Time required to service the enquiry or objection is established to identify if an immediate response will satisfy requirements. 1.4 Written acknowledgement is prepared where required to meet council and legislative requirements.
2 Review submission and advise of enquiry decision	2.1 Submissions are thoroughly assessed for error and omission. 2.2 <i>Formal discussions</i> are held with objector as required by relevant legislation. 2.3 A full property inspection is undertaken, where appropriate in the presence of an objector, and in accordance with council procedures. 2.4 The valuation or classification is reviewed after consideration of any new or additional information. 2.5 Decisions are advised to relevant parties in accordance with legislative and council requirements.
3 Attend formal conference as required	3.1 Conference presentation is prepared that outlines the methods and data utilised to determine valuation. 3.2 The objector's submission is received and acknowledged so that the basis of objection is clearly understood. 3.3 A decision is made to amend the valuation or reject the objection. 3.4 A notice of decision is prepared and forwarded to relevant parties in accordance with council and legislative requirements.
4 Undertake legal action to resolve dispute	4.1 An accurate solicitor's brief is prepared, supported by detailed evidence. 4.2 A clear report to council is prepared that recommends appropriate action. 4.3 Procedures are initiated as required through council's solicitors. 4.4 Council is represented at legal briefings and hearings through presentation of a detailed submission that protects council's interests.

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit

Required Skills

- negotiation with internal and external customers
- consultation in a culturally diverse community
- problem solving
- interpretation of legislation

Required Knowledge

- council procedures relating to dispute resolution and confidentiality
- relevant legislative requirements
- property valuation and classification

Evidence Guide

Overview of assessment requirements	A person who demonstrates competency in this unit will be able to perform the outcomes described in the Elements to the required performance level detailed in the Performance Criteria. The knowledge and skill requirements described in the Range Statement must also be demonstrated. For example, knowledge of the legislative framework and safe work practices that underpin the performance of the unit are also required to be demonstrated.
Critical aspects of evidence to be considered	Confirmation of property details. External reinspection of property. Re-examination of sale or rental figures. Reassessment of the application of property value.
Context of assessment	On the job or in a simulated work environment.
Method of assessment	The following assessment methods are suggested: <ul style="list-style-type: none">• observation of the learner performing a range of workplace tasks over sufficient time to demonstrate handling of a range of contingencies• written and/or oral questioning to assess knowledge and understanding• completion of workplace documentation• third-party reports from experienced practitioners• completion of self-paced learning materials including personal reflection and feedback from trainer, coach or supervisor
Evidence required for demonstration of consistent performance	Evidence will need to be gathered over time across a range of variables.
Resource implications	Access to a workplace or simulated case study that provides the following resources: <ul style="list-style-type: none">• copies of relevant legislation• council procedures relating to dispute resolution• real or mock processes, including submissions• property inspections• formal conference proceedings• court hearings

Range Statement

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the Performance Criteria is detailed below.

- Formal conference*** may include:
- valuation review panel
 - independent valuation
- Legal action*** may include:
- land and valuation court
 - supreme court

Unit Sector(s)

Administration Units