



Australian Government

Department of Education, Employment and Workplace Relations

LGAREGS302A Operate and maintain council parking facilities

Release 2

LGAREGS302A Operate and maintain council parking facilities

Modification History

LGAREGS302A Release 2: Layout adjusted.

LGAREGS302A Release 1: Primary release.

Unit Descriptor

This unit covers the operation and maintenance of facilities that support parking and traffic management.

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 Collect and maintain records and information	1.1 <i>Records</i> and statistics are kept and monitored to identify service improvement standards. 1.2 Complaints, requests and comments are analysed to identify problems and areas of demand.
2 Support day to day functions of local government officers (LGOs)	2.1 Activities of LGOs are coordinated to enable effective service delivery. 2.2 Prompt and appropriate responses are provided to problems, complaints and requests.
3 Operate and maintain council equipment	3.1 <i>Equipment</i> is used effectively to support operational needs. 3.2 Organisational policies and procedures regarding maintenance of equipment are implemented. 3.3 Equipment is regularly checked and serviced or replaced when required.
4 Provide quality service to customers	4.1 Customers and their needs are clearly identified. 4.2 Organisational policies and procedures are implemented and regularly reviewed for customer service improvements.

Required Skills and Knowledge

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

Required Skills

- knowledge of other impacting service providers, including police, engineers and emergency services

Required Knowledge

- relevant legislation
- procedural guidelines
- council structure and services
- local knowledge

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	Ability to operate equipment. Knowledge of policies and procedures. Analysis of complaints and problems. Response to customers and LGOs' needs, complaints or problems. Record keeping. Knowledge of equipment management and procedures.
Context of assessment	On the job or in a simulated work environment. Written or oral test.
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 collected over time across a range of variables.
Resource implications	Access to a workplace or simulated environment that incorporates the equipment used in the parking and traffic management enforcement branch.

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.

- Records*** may include:
- data sheets
 - incident reports
 - file notes
 - maintenance sheets
 - requisition forms
- Equipment*** may include:
- personal data entry computers
 - computers
 - telephone systems and radio communication
 - fleet vehicles and bicycles
 - uniforms
 - meters and voucher dispensing equipment

Unit Sector(s)

Regulatory Services