



Australian Government

LGAREG001 Implement parking controls

Release: 1

LGAREG001 Implement parking controls

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to effectively implement council's parking system.

It requires the ability to conduct regular parking patrols, monitor and maintain signage of parking restrictions, issue infringement notices, liaise with the public to encourage voluntary compliance, record incidents and write incident reports.

This unit applies to individuals who work in local government.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Undertake parking patrols.

- 1.1. Implement work plan for street patrols according to council's parking management strategy.
- 1.2. Check parked vehicles against parking requirements and restrictions.
- 1.3. Monitor meters according to organisational policies and procedures.
- 1.4. Report unauthorised and suspicious activity to authorities.

2. Monitor and maintain signage of parking

- 2.1. Check signage for visibility and legibility.
- 2.2. Report damaged signage to council officers.

restrictions.	2.3. Provide education material to road users in accordance with legislation.
3. Issue infringement notices.	3.1. Collect and record evidence to support infringement notice. 3.2. Input and check accuracy of data required for infringement notices. 3.3. Issue and record infringement notices according to organisational policies and procedures. 3.4. Report and organise to tow illegally parked vehicles according to organisational policies and procedures and legislative requirements.
4. Communicate with the public.	4.1. Maintain personal safety in an enforcement environment. 4.2. Manage professional customer contact according to organisational policies and procedures. 4.3. Analyse and answer enquiries to assist achievement of voluntary compliance. 4.4. Communicate with customers on the phone and on duty according to the organisational customer experience policy. 4.5. Resolve conflict using conflict management strategies. 4.6. Deal with members of the public according to the organisation code of conduct.
5. Document activities.	5.1. Document regular activity reports according to organisational policies and procedures. 5.2. Develop incident reports according to organisational policies and procedures. 5.3. Provide advice to council according to organisational policies and procedures. 5.4. Use collected evidence to prepare evidentiary reports for contested infringement notices according to organisational policies and procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS

DESCRIPTION

Reading skills to:

- interpret national road rules.

Oral communication skills to:

- adjust communication to accommodate language and cultural differences.

- Technology skills to:
- use technology to collect audio, video and photographic evidence
 - use technology to implement parking controls including personal data computers, meters, readers and parking ticket machines.

Unit Mapping Information

LGAREGS301A Implement parking controls.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>