



Australian Government

LGACOM502B Devise and conduct community consultations

Revision Number: 2

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Modification History

LGACOM502B Release 2: Layout adjusted. Range statement edited.

LGACOM502B Release 1: Primary release.

Unit Descriptor

This unit covers devising and conducting community consultations and reporting on results. The vital and unique responsibility councils have to engage and consult with communities in order to respond to the needs of the community in a timely and effective manner is recognised.

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. Devise consultation strategies	1.1. A range of consultation strategies is identified and assessed for suitability. 1.2. <i>Interested and affected parties</i> are identified. 1.3. <i>Resources</i> required to conduct consultation are assessed. 1.4. <i>Consultation strategies</i> are chosen that <i>enable and encourage relevant groups</i> or individuals to be involved. 1.5. <i>Legislative</i> and council requirements are reviewed to ensure strategies meet all criteria.
2. Conduct consultations	2.1. <i>Information</i> is prepared that is clear, accurate and appropriate to the needs of all parties. 2.2. All people involved in conducting the consultations are briefed on the process of consultation and the parties involved. 2.3. <i>Information is presented</i> to affected parties at an appropriate time and place. 2.4. <i>Access and equity</i> requirements are implemented in the consultations. 2.5. Measures to expedite community consultation are taken to ensure consultation occurs within an identified time frame. 2.6. Consultation is undertaken in an orderly manner to ensure all viewpoints are canvassed.
3. Record, analyse and report on results	3.1. Public consultation responses and processes are formatted to enable informed decision making to proceed. 3.2. Appropriate suggestions for improvement are incorporated into design parameters. 3.3. Summaries of responses and adopted amendments are provided to interested parties to ensure public consultation is recognised. 3.4. Other issues raised during consultation are directed to relevant department or person to respond to community concern. 3.5. An accurate report on community consultation that includes recommendations is prepared to enable informed decision making to occur. 3.6. The overall effectiveness of the consultation process is reviewed and evaluated and action is taken where necessary.

Required Skills and Knowledge

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

Required Skills

- consultation, presentation, negotiation and report writing
- research
- planning and organising
- information gathering and analysis

Required Knowledge

- relevant council policies and procedures
- relevant legislation, including planning and anti-discrimination
- relevant sections of local government act
- access and equity issues
- strategies for consultation
- codes of conduct and ethics

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	<p>The demonstrated ability to devise and conduct community consultations where:</p> <ul style="list-style-type: none">• consultation ensures council's image or reputation is maintained or enhanced• community consultation produces valid and useful information
Context of assessment	Assessment of performance requirements in this unit should be undertaken within the context of the local government framework. Competency is demonstrated by performance of all stated criteria, including the Range of Variables applicable to the workplace environment.
Method of assessment	<p>The following assessment methods are suggested:</p> <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 should be gathered over a period of time in a range of actual or simulated management environments.
Resource implications	<p>Access to a range of real or simulated consultation processes including:</p> <ul style="list-style-type: none">• public and community meetings and forums• surveys and door knocks• appropriate communications equipment and aids such as overhead projectors and computer-based presentations

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.

- Interested and affected parties*** may include:
- community groups
 - other authorities
 - individuals
 - emergency authorities (police, fire and ambulance)
 - private sector business interests
 - special interest groups
 - experts
- Resources*** may include:
- human
 - financial
 - locations
- Consultation strategies*** may include:
- public meetings
 - phone-ins
 - questionnaires
 - informal gatherings
 - door knocks
 - council meetings
- Enabling and encouraging relevant groups*** to be involved may include:
- physical accessibility
 - diverse language needs
 - culture, including Indigenous, youth and non-English speaking background
 - physical environment
 - number of people
- Legislation*** may include:
- local government
 - anti-discrimination
 - planning
- Information*** may include:
- written and oral records
 - anecdotes
 - reports
 - instructions
 - directions from supervisor or management
 - interviews
 - formal and informal team meetings
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- Access and equity*** may include:
- subject matter
 - manner in which consultations are conducted
 - physical accessibility

- community profile
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Presentation of information may include:

- graphics
- models
- computer animations
- video displays
- overhead transparencies
- handouts
- display plans
- interpreter service

Unit Sector(s)

Common

Competency field

Competency Field

co-requisite unit/s

Co-requisite Unit/s