



Australian Government

Department of Education, Employment and Workplace Relations

LGACORE104B Work effectively in local government

Release 2

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Modification History

LGACORE104B Release 2: Layout adjusted.

LGACORE104B Release 1: Primary release.

Unit Descriptor

This unit covers working effectively in a local government context, including accepting responsibility for own work. It requires an understanding of and support for local government priorities. The unit is appropriate for all council staff particularly those entering local government for the first time.

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. Apply knowledge and understanding of council responsibilities and structure to work	1.1 Work reflects understanding of relationship between elected members and council staff. 1.2 Responsibilities and duties are performed in accordance with council <i>policies and procedures</i> . 1.3 Tasks that fall outside scope of responsibilities or limits of authority are proactively referred or delegated to appropriate departments/personnel. 1.4 Communication with council staff is conducted according to organisational protocols and procedures.
2. Accept responsibility for quality of own work	2.1 Workplace is well organised and safe and is in accordance with relevant standards and policies. 2.2 Own work is monitored and adjusted according to requirements for job quality, customer service, public responsibility and resource use. 2.3 Council's code of conduct is adhered to.
3. Manage own work	3.1 Instructions are interpreted correctly and checked against prescribed scope and <i>standard</i> of work. 3.2 Factors affecting work requirements are identified and appropriate action is taken. 3.3 Workload is assessed and prioritised within allocated time frames. 3.4 The need for additional support to improve performance is communicated clearly to the appropriate person.
4. Maintain public safety	4.1 Potential health and safety hazards are identified and responded to in line with council procedures. 4.2 Emergency situations are quickly and correctly recognised, assessed and responded to in line with council procedures. 4.3 The potential effect of incidents on different customers , including those with <i>special needs</i> , is taken into account in determining appropriate action. 4.4 Requests for assistance from other staff or the public are responded to promptly and appropriately. 4.5 Reports on accidents and incidents are provided in accordance with council and legal requirements. 4.6 Reports are accurate and comprehensive and clearly distinguish fact and opinion.
5. Implement environmental procedures	5.1 Environmental risks and impacts relevant to the specific work being undertaken are identified. 5.2 All work activities are carried out in accordance with relevant environmental procedures, including sustainable energy work practices. 5.3 Environmental risks and incidents are dealt with, recorded and/or reported according to council and workplace

ELEMENT	PERFORMANCE CRITERIA
6. Contribute to change process	<p><i>procedures.</i></p> <p>5.4 <i>Contribution to review of environmental procedures</i> is made within limits of responsibility.</p> <p>6.1 Implications of <i>external change</i> on the council are identified.</p> <p>6.2 Implications of change in the workplace on own job are identified.</p> <p>6.3 Agreed changes to improve work outcomes are acted upon.</p> <p>6.4 Appropriate avenues are accessed to provide suggestions for improvements.</p> <p>6.5 Suggestions for improving the work are contributed in a constructive way.</p>

Required Skills and Knowledge

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

Required Skills

- prioritising work
- communicating need for support
- responding to workplace change
- reporting accidents and incidents verbally
- filling in accident and incident report forms
- interpreting instructions
- implementing sustainable energy work practice
- problem solving
- conflict resolution
- appropriate software and technology skills
- team work and team building

Required Knowledge

- council's occupational health and safety policies and procedures
- council's environmental policies and procedures
- council's quality system policies and procedures
- council's emergency procedures
- council's organisational structure
- communication channels within council
- election process
- role of councillors and mayor
- structure of government in Australia
- functions of local government
- boundaries of local government
- duty of care requirements
- council's public liability
- sustainable energy work practice techniques

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

The demonstrated ability to:

- understand the implications of working in the context of local government
- understand duty of care requirements
- contribute positively to quality improvement and workplace change
- work within procedures and policies
- manage own work effectively
- implement sustainable energy work practices

Context of assessment

On the job or in a simulated workplace environment.

Relationship to other units (prerequisite or co-requisite units)

To enable holistic assessment this unit may be assessed with other units that form part of the job role in particular:

- LGACORE102B Follow defined OHS policies and procedures

Method of assessment

The following assessment methods are suggested:

- 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 incorporates the following resources:

- copies of legislation

- council business and strategic plans
- other policies, procedures and standards

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.

<i>Policies and procedures</i> may include:	<ul style="list-style-type: none"> • quality system policies and procedures • environmental • accident reports • responsibilities and duties
<i>Communication</i> may include:	<ul style="list-style-type: none"> • verbal: requiring listening, understanding and clear and direct speech • written: requiring attention to the needs of the audience and clear and unambiguous communication of message • face to face • by telephone
<i>Workplace</i> may include:	<ul style="list-style-type: none"> • work site • council section • service • business unit • department • work team
<i>Standards</i> may include:	<ul style="list-style-type: none"> • standards set by work group • organisational policies and procedures • specified work standards • legislation • Australian standards
<i>Factors affecting work requirements</i> may include:	<ul style="list-style-type: none"> • time and weather contingencies • other work demands
<i>Customers</i> may include:	<ul style="list-style-type: none"> • internal • external
<i>Special needs</i> may include:	<ul style="list-style-type: none"> • people with a disability • children • elderly people • people from a non-English speaking background
<i>Accidents and incidents</i> may include:	<ul style="list-style-type: none"> • fires • accidents to members of public or staff • spillages • breakages • bomb threats • robberies
<i>Workplace procedures</i>	<ul style="list-style-type: none"> • environmental procedures, including emergency

- may include:
- Contributions to review of environmental procedures*** may include:
- External change*** may include:
- Workplace change*** may include:
- procedures
 - sustainable energy work practices
 - suggestions requiring the development of practical and workable solutions
 - questions
 - comments
 - participation in committees
 - international, national and state changes
 - changes in society
 - implementation of new work practices and services
 - organisational restructures
 - introduction of new technology or communication systems
 - amalgamations

Unit Sector(s)

Common.