



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **LGACORE105B Work with others in local government**

**Release 2**

## **LGACORE105B Work with others in local government**

### **Modification History**

LGACORE105B Release 2: Layout adjusted.

LGACORE105B Release 1: Primary release.

### **Unit Descriptor**

This unit addresses the promotion of effective work relationships within local government. The importance of building relationships, fulfilling own tasks and responding to constructive feedback when working within a team setting is recognised. The unit is appropriate for all local government staff.

### **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
<p><b>1. Develop effective workplace relationships</b></p>	<p>1.1 Responsibilities and duties are undertaken in a positive manner to promote cooperative and effective relationships within the work team.</p> <p>1.2 <b>Communication</b> with others is conducted in a positive manner and in accordance with council's workplace standards.</p> <p>1.3 Communication with others is appropriate given the purpose, situation and <b>relationship with receiver</b>.</p> <p>1.4 Conflicts are recognised and resolved, where possible, through personal communication and/or are referred to a more senior officer for resolution.</p>
<p><b>2. Contribute to effective work group activities</b></p>	<p>2.1 Commitments to undertake work or assist <b>colleagues</b> are fulfilled.</p> <p>2.2 Information relevant to work is shared with colleagues to ensure designated work goals are achieved.</p> <p>2.3 Knowledge and skills are shared with colleagues using mentoring and coaching techniques.</p> <p>2.4 Strategies and opportunities for improvement of the work group are identified and planned in liaison with the work group.</p> <p>2.5 Practical suggestions and contributions are made to the team to assist in resolving work-related problems or contingencies.</p>
<p><b>3. Contribute to a productive work environment</b></p>	<p>3.1 The principles of equal employment opportunity are observed and implemented.</p> <p>3.2 Work is consistent with workplace <b>standards</b> relating to anti-discrimination, workplace harassment and democratic decision making.</p> <p>3.3 Own work is monitored and adjusted according to <b>feedback</b> obtained through supervision and comparison with established team and organisational standards.</p> <p>3.4 Initiative and proactive thinking are demonstrated to solve problems and generate improved work practices and productivity.</p> <p>3.5 Training and advancement of skills and knowledge are undertaken as necessary in order to improve contribution to the work environment.</p>

## **Required Skills and Knowledge**

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

### **Required Skills**

- coaching others
- clear verbal communication
- resolving conflicts
- organising skills in order to prioritise work activities
- time management
- rebuilding

### **Required Knowledge**

- council structure and functions
- own role in relation to whole of council
- equal employment opportunity requirements
- anti-discrimination requirements
- relevant council workplace standards
- own role and function within council
- local community cultures

## 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:

- identify and use appropriate communication when working with colleagues
- apply equal employment opportunity and anti-discrimination guidelines to work
- fulfil work commitments appropriately and on time
- organise and complete own work activities
- share relevant work information

### Context of assessment

On the job or in a simulated workplace environment.

### 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 a period of time across a range of variables.

### Resource implications

Access to the workplace or work situation in which a group of individuals are required to work cooperatively to achieve an outcome. Required resources may include access to:

- technology
- workplace documents
- 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.

<b><i>Communication</i></b> may include:	<ul style="list-style-type: none"> <li>• verbal: face to face, telephone and two-way radio</li> <li>• written: electronic, memos, instructions and forms</li> <li>• non-verbal: gestures, signals, signs and diagrams</li> </ul>
<b><i>Relationship with receiver</i></b> refers to:	<ul style="list-style-type: none"> <li>• authority</li> <li>• status</li> <li>• expertise</li> <li>• familiarity</li> </ul>
<b><i>Standards</i></b> may include:	<ul style="list-style-type: none"> <li>• standards set by council or the work group</li> <li>• legislation or codes</li> <li>• organisational policies and procedures</li> </ul>
<b><i>Colleagues</i></b> may include:	<ul style="list-style-type: none"> <li>• coach or mentor</li> <li>• supervisor or manager</li> <li>• peers, work colleagues and team members</li> <li>• other council staff</li> </ul>
<b><i>Feedback</i></b> on performance may be obtained through:	<ul style="list-style-type: none"> <li>• formal or informal performance appraisals</li> <li>• feedback from customers or clients</li> <li>• self-reflection</li> <li>• feedback from colleagues or team members</li> </ul>

## Unit Sector(s)

Common