



Australian Government

Department of Education, Employment and Workplace Relations

LGADMIN417A Conduct community consultations

Release 2

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Modification History

LGADMIN147A Release 2: Layout adjusted.

LGADMIN417A Release 1: Primary release.

Unit Descriptor

This unit covers conducting community consultation on behalf of the organisation in line with its strategic vision and program development. The unit is appropriate to employees in all areas of the organisation and covers the process of consultation, from identification of stakeholders and methodologies through to documentation of issues and formulation of recommendations.

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>1. Plan community consultation</p>	<p>1.1 Specific consultation needs are identified based on the issue and organisational requirements.</p> <p>1.2 The objectives for the consultation are discussed with appropriate personnel.</p> <p>1.3 <i>Consultation methods</i> are identified and discussed with appropriate personnel.</p> <p>1.4 A consultation plan is developed and discussed and/or endorsed with appropriate personnel.</p>
<p>2. Facilitate consultation</p>	<p>2.1 <i>Information</i> is prepared that is clear, accurate and appropriate to the needs of the parties.</p> <p>2.2 Measures to expedite community consultation are taken to ensure consultation occurs within an identified time frame.</p> <p>2.3 Information is provided to <i>participants</i> at an appropriate time and place.</p> <p>2.4 Access and equity requirements are implemented in the consultation.</p> <p>2.5 Consultation is undertaken using effective <i>facilitation techniques</i> suited to the target audience.</p> <p>2.6 Difficult situations are handled effectively using collaborative problem-solving techniques.</p>
<p>3. Report consultation outcomes</p>	<p>3.1 Responses are collated and formatted to facilitate analysis.</p> <p>3.2 A report is prepared that includes recommendations to enable informed decision making.</p> <p>3.3 Feedback is provided to interested parties.</p> <p>3.4 Other issues raised during consultation are directed to relevant department or person for action.</p> <p>3.5 The effectiveness of the consultation process is evaluated and action is taken where necessary.</p>

Required Skills and Knowledge

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

Required Skills

- consultation
- presentation
- negotiation
- report writing
- quantitative and qualitative analysis
- facilitation
- technology
- decision making

Required Knowledge

- relevant council policies and procedures
- relevant legislation
- strategies, policies and procedures on minimising resource use
- access and equity issues
- strategies for consultation
- code of conduct and ethics
- facilitation 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:

- plan a community consultation to enable and encourage relevant groups or individuals to be involved
- facilitate a community consultation that produces valid and useful information and ensures that the council's image and reputation are maintained or enhanced
- prepare an accurate report on the outcomes of the community consultation that enables informed decision making to occur.

Context of assessment

Competency is demonstrated by performance of all stated criteria, with particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope of the Range Statement.

Assessment must take account of the endorsed Assessment Guidelines in the Local Government Training Package.

Assessment of the performance requirements in this unit should be undertaken in an actual workplace or simulated environment.

Assessment should reinforce the integration of the key competencies for the particular AQF level. Refer to the key competency levels at the end of this unit.

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: LGACOMP024A Develop community relations.

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

Evidence required for demonstration of consistent performance

personal reflection and feedback from trainer, coach or supervisor.

Evidence should be collected over a set period of time that is sufficient to include dealings with an appropriate range and variety of situations.

Resource implications

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace.

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>Consultation methods</i> may include:	<ul style="list-style-type: none"> • public meetings • phone-ins • questionnaires • informal gatherings • door knocks • council meetings
<i>Information</i> may include:	<ul style="list-style-type: none"> • graphics • models • computer animations • video displays • overheads • handouts • development plans • interpreter service
<i>Participants</i> may include:	<ul style="list-style-type: none"> • community groups • other authorities • individuals • emergency authorities • private sector business interests • special interest groups • experts
<i>Facilitation techniques</i> may include:	<ul style="list-style-type: none"> • active listening • targeted questioning • points of clarification • group discussions • presentation • group activities

Unit Sector(s)

Administration