



Australian Government

Department of Education, Employment and Workplace Relations

LGAEHRR203B Support maintenance of public behaviour in areas under council control

Release: 2

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Modification History

LGAEHRR203B Release 2: Layout adjusted.

LGEEHRR203B Release 1: Primary release.

Unit Descriptor

This unit covers support roles in crowd control and monitoring behaviour in public or recreational areas.

Application of the Unit

This unit supports the attainment of skills and knowledge required for competent workplace performance in councils of varying size and locations. Knowledge of the legislation and regulations within which councils must operate is essential. The role of councils, as the third tier of government, in managing the application of a broad range of by-laws and regulations 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. Contribute to public information initiatives | <p>1.1 Members of the public are informed in an <i>appropriate manner</i> of their responsibilities in using recreational <i>facilities or other areas under council control</i>.</p> <p>1.2 Members of the <i>public are informed</i>, in a manner that promotes understanding, of the content of relevant regulations and of the consequences of failing to comply.</p> <p>1.3 Agreement to comply with relevant regulations is obtained from members of the public where possible.</p> <p>1.4 <i>Inability or indisposition</i> to comply is recognised and appropriate action is taken or recommended to other officers in accordance with council requirements.</p> |
| 2. Assist in the enforcement of council ordinances/orders and other regulations | <p>2.1 Enforcement is undertaken appropriate to level of delegated authority, legislative requirements, <i>group or crowd composition</i> and council policy, and after having encouraged voluntary compliance where applicable.</p> <p>2.2 Appropriate assistance or clarification is requested when necessary.</p> <p>2.3 Incidents are recorded according to council requirements.</p> |
| 3. Assist in crowd control to ensure public safety | <p>3.1 Members of the public are informed of relevant public-safety requirements in an appropriate manner.</p> <p>3.2 Agreement to comply is gained wherever possible.</p> <p>3.3 Assistance of, and coordination with, other services is accessed through relevant chain of command.</p> <p>3.4 <i>Distressed people</i> are dealt with appropriately.</p> <p>3.5 Established emergency management procedures are followed under relevant supervision.</p> |

Required Skills and Knowledge

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

Required Skills

- crowd behaviour
- implications of cultural and language diversity
- mediation
- conflict resolution
- assertion
- dealing with offensive behaviour
- verbal and written communication skills, including with non-English speakers
- using equipment and computers
- team work

Required Knowledge

- relevant council ordinances and orders
- local government legislation, policies and procedures
- consequences of non-compliance
- clarification of voluntary compliance
- council legal authority and limits
- personal responsibilities and liability
- local environmental conditions, terrain, facilities, demographics and current events
- relevant emergency management procedures and the role of emergency services

Evidence Guide

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| 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 | Contribution to public safety is maintained. Relevant regulations, ordinances and orders are enforced effectively. Actions and communications are referred to supervisory and or specialist personnel for approval in a discrete manner. |
| Context of assessment | On the job or in a simulated work environment. |
| Method of assessment | The following assessment methods are suggested: <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 will need to be collected over time across a range of variables. |
| Resource implications | Access to a workplace or simulated case study that encompasses: <ul style="list-style-type: none"> • local government legislation, policies and procedures • real or simulated incidents in a range of contexts, employing techniques that support voluntary compliance |

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.

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| <i>Appropriate manner</i> may include recognising: | <ul style="list-style-type: none"> • age, culture and linguistic background of member of the public • the seriousness of the offence |
| <i>Facilities or other areas under council control</i> may include: | <ul style="list-style-type: none"> • beach • wet and dry recreational facilities • parking • community care facilities • buildings • depots • workshops |
| <i>Informing public</i> may include: | <ul style="list-style-type: none"> • flags • signs • pamphlets • loudspeakers and public address systems • verbal instructions • posters |
| <i>Inability or indisposition</i> may include: | <ul style="list-style-type: none"> • illness, injury or disability • threat or danger posed by other people or events |
| <i>Group or crowd composition</i> may include: | <ul style="list-style-type: none"> • size, age, culture and linguistic background • perceived or claimed reason for using the area |
| <i>Distressed people</i> may include: | <ul style="list-style-type: none"> • lost children • older or confused people • distressed parents • injured, afraid or threatened people |

Unit Sector(s)

Regulatory services