



**Australian Government**

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

# **LGAGOVA201B Issue permits**

**Release 2**

## **LGAGOVA201B Issue permits**

### **Modification History**

LGAGOVA201B Release 2: Layout adjusted.

LGAGOVA201B Release 1: Primary release.

### **Unit Descriptor**

This unit covers receiving applications, checking for sufficiency and accuracy of information, and issuing permits where appropriate in the local government context. The unit is suitable for those people working in the organisation who undertake work related to the processing of applications and issuing of permits in a range of contexts relevant to local government.

### **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 Receive and register applications for permits

- 1.1 *Applications for permits* are received from *applicants* and checked for compliance with statutory requirements and council policies.
- 1.2 ***Documentation*** is checked for accuracy and completeness and client is advised of any additional requirements.
- 1.3 Date and, where required, time of lodgement are accurately recorded on application.
- 1.4 Application fees are correctly assessed, collected and receipted in accordance with fee structure and council requirements.
- 1.5 Application number is accurately allocated in accordance with council requirements.
- 1.6 Application details are accurately recorded in the relevant ***register***.

#### 2 Issue permits

- 2.1 Applications are assessed against set criteria.
- 2.2 Determinations are made based on set criteria and council requirements.
- 2.3 Applicants and relevant council staff are informed of the determination in accordance with council procedures.
- 2.4 Permits are issued in accordance with council procedures.

## **Required Skills and Knowledge**

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

### **Required Skills**

- telephone
- written and verbal communication with the public (modifying language to accommodate language and cultural differences)
- customer service
- using technology
- record keeping

### **Required Knowledge**

- administrative procedures
- filing systems
- types of permits
- council structure and services
- assessment criteria
- council procedures for issuing permits
- relevant application requirements
- council customer service policies
- council schedule of fees

## 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:

- check applications for compliance, accuracy and completeness
- communicate with clients
- process applications and issue permits in accordance with policies and procedures
- maintain records of permits issued

### Context of assessment

Competency is demonstrated by performance of all stated criteria, with particular attention to the critical aspects of evidence 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 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.

### 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 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 that should include:

- records/filing system
- telephone
- council procedures

## 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.

- Applications for permits*** may include:
- temporary permits to:
    - construct cross-over or temporary cross-over
    - connect services
    - conduct kerbside cafe
    - display goods for sale on footpath subdivision of buildings or land
    - planning
    - temporary or permanent structures
    - dwellings
    - dwelling additions or alterations
    - garages
    - carports
    - verandas
    - sheds
    - fences
    - swimming pools
    - reblocking and underpinning demolitions
  - park furniture removal vans on nature strip and or footpath
  - sell from roadside
  - store building materials on nature strip
- Applicants*** may include:
- property owners or agents
  - building practitioners
  - architects
  - builders
  - tenants
  - removalists
  - traders
  - business owners
  - engineers
  - utilities
- Documentation*** may include:
- application forms
  - plans
  - specifications
  - technical reports
  - structural computations
  - referral authority reports

- endorsed authority plans
  - certificates of title
  - soil reports
  - home warranty insurance certificates
  - working drawings
  - property information certificates
  - flooding certificates
- Registers*** may include:
- statutory and non-statutory
  - manual and/or computerised

## **Unit Sector(s)**

General Elective