



**Australian Government**

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

# **LGAGOVA301B Assist customers with rate enquiries**

**Release 2**

## **LGAGOVA301B Assist customers with rate enquiries**

### **Modification History**

LGAGOVA301B Release 2: Layout adjusted.

LGAGOVA301B Release 1: Primary release.

### **Unit Descriptor**

This unit covers assisting individual and community stakeholders with rate enquiries. The unit outlines the steps involved in assisting customers with rate enquiries, including responding to requests, providing information and making adjustments where appropriate. The unit is suitable for customer service operators who deal directly with customers regarding rate enquiries.

### **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 Respond to rates and special charges enquiries from external clients</b></p>        | <p>1.1 The <b><i>client</i></b> is identified and right to information about rates and <b><i>special charges</i></b> is established in accordance with privacy legislation.</p> <p>1.2 <b><i>Enquiries</i></b> are responded to promptly and correct advice and information are given using appropriate communication method.</p> <p>1.3 Complex or difficult enquiries are referred to supervisor or appropriate department for direction.</p>  |
| <p><b>2 Provide information on rates and special charges to other council personnel</b></p> | <p>2.1 The right to information under privacy legislation is established.</p> <p>2.2 <b><i>Requests</i></b> for information from <b><i>other council personnel</i></b> are responded to promptly and courteously.</p> <p>2.3 Information regarding specific client requirements is taken into account when providing assistance to council personnel or in follow up with client.</p> <p>2.4 Legal and financial situation, and <b><i>council policy</i></b> in relation to unpaid rates and charges, are clearly and accurately reflected in written correspondence.</p> <p>2.5 Records are kept in accordance with council procedures.</p> |
| <p><b>3 Adjust supplementary notices</b></p>  | <p>3.1 The changed nature of property is identified and a supplementary notice is issued.</p> <p>3.2 Journal adjustments are processed and reconciled as required.</p>   |

## **Required Skills and Knowledge**

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

### **Required Skills**

- council policies relating to rates
- statutory requirements

### **Required Knowledge**

- providing clear explanations
- negotiating
- writing correspondence
- selecting language appropriate to customer
- responding to multiple demands in peak periods of rate payments
- resolving conflict

## Evidence Guide

<b>Overview of assessment requirements</b>	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.
<b>Critical aspects of evidence to be considered</b>	The demonstrated ability to: <ul style="list-style-type: none"><li>• provide prompt and effective service to external and internal clients</li><li>• correct identified errors or enter changes promptly</li><li>• explain statutory or council requirements clearly</li><li>• adjust supplementary notices</li><li>• process and reconcile journal adjustments</li></ul>
<b>Context of assessment</b>	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.
<b>Method of assessment</b>	The following assessment methods are suggested: <ul style="list-style-type: none"><li>• observation of the learner performing a range of workplace tasks over sufficient time to demonstrate handling of a range of contingencies</li><li>• written and/or oral questioning to assess knowledge and understanding</li><li>• completion of workplace documentation</li><li>• third-party reports from experienced practitioners</li><li>• completion of self-paced learning materials including personal reflection and feedback from trainer, coach or supervisor</li></ul>
<b>Evidence required for demonstration of consistent performance</b>	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 including access to a workplace or simulated case study that encompasses resources such as:

- examples of council policies governing rate procedures and guidelines
- relevant databases
- records management systems

**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.

***Clients*** may include:

- rate payers
- solicitors
- police
- statutory agents

***Special charges*** may include:

- special benefits provided to special groups, such as library, sporting centre or preschool groups

***Enquiries*** may include:

- name of owner
- account payment
- address
- arrears
- rate amount
- debt recovery

***Requests*** may include:

- anything that conforms to council purpose, including planning, health notices, community services and resident services

***Other council personnel*** may include:

- customer service counter or rates counter personnel
- special rates enquiry personnel
- agency personnel

***Council policy*** may include:

- customer service
- rates procedures and guidelines
- complaint handling
- record information system

## **Unit Sector(s)**

General Elective