



**Australian Government**

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

# **LGAPLEM403A Attend requests for building and planning information and advice**

**Revision Number: 2**

## **LGAPLEM403A Attend requests for building and planning information and advice**

### **Modification History**

LGAPLEM403A Release 2: Layout adjusted.

LGAPLEM403A Release 1: Primary release.

### **Unit Descriptor**

This unit covers responding to and prioritising requests for building and planning information and advice.

### **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 <b>Identify nature and type of service requests</b>      | <p>1.1 <b><i>Requests</i></b> are assessed to establish if they are within the <b><i>jurisdiction and ability</i></b> of the building or planning area of relevant authority and are then referred as appropriate.</p> <p>1.2 Requests are assessed to establish necessity for compliance with statutory requirements.</p> <p>1.3 Time required to service requests is established to identify if an immediate response will satisfy requirements.</p> <p>1.4 Requests requiring additional research are prioritised and recorded to ensure important matters are finalised promptly.</p> |
| 2 <b>Research information relevant to service requests</b> | <p>2.1 Accurate <b><i>research</i></b> and action are undertaken in priority order to obtain required information or result.</p> <p>2.2 Sources of relevant information are correctly identified.</p> <p>2.3 <b><i>Information</i></b> is collated to enable preparation of a satisfactory <b><i>response</i></b> to the request.</p> <p>2.4 <b><i>Professional advice</i></b> is identified and incorporated where appropriate.</p> <p>2.5 Affected relevant authorities are consulted.</p>  |
| 3 <b>Determine suitable response</b>                       | <p>3.1 Response is prepared within statutory constraints and levels of authority that protects council interests.</p> <p>3.2 Response facilitates discussion and consultation so that client expectations can be satisfied.</p> <p>3.3 Relevant form of response is selected within council policies and procedures.</p>  |
| 4 <b>Communicate information and advice</b>                | <p>4.1 Written information and advice provided are clear and concise to minimise the need for follow-up action.</p> <p>4.2 Verbal advice is presented clearly and in a courteous manner so that the need for follow up is minimised.</p> <p>4.3 Advice given is recorded according to council procedures.</p> <p>4.4 Discretionary advice on major issues is made available according to council policy and procedures.</p>   |

## **Required Skills and Knowledge**

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

### **Required Skills**

- telephone, face-to-face and front counter customer service
- interpersonal
- written and verbal communication strategies within a multicultural/diverse community context
- research and calculations

### **Required Knowledge**

- relevant building and planning legislation requirements
- council development control, planning and customer service policies and practices
- relevant environmental legislation and practices
- council building and planning application procedures
- materials and construction techniques

## 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>                 | Accurate, timely and courteous advice is provided.<br>All relevant building and planning requirements are met.  |
| <b>Context of assessment</b>   | On the job or in a simulated work environment.  |
| <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 will need to be gathered over time across a range of variables depending on council work flow and planning cycle as long as the critical aspects of evidence can be demonstrated.  |
| <b>Resource implications</b>   | Access to a workplace or case study that encompasses such resources as: <ul style="list-style-type: none"><li>• copies of relevant building and planning legislation</li><li>• examples of council policies and procedures</li><li>• reports and council records</li><li>• experts such as building surveyors, engineers and town planners</li></ul>  |

## 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.

- Requests*** may include:
- verbal (face-to-face or telephone)
  - written
  - complaints
  - technical advice
  - problems
  - information
  - copies of plans
  - property enquiries
  - access to council records
- Jurisdiction and ability*** may include:
- freedom of information
  - copyright
  - council policy
  - relevant building and planning legislation
  - state acts and policies
- Research*** may include:
- literature survey
  - obtaining telephone information
  - checking council records
  - statutory controls
- Information*** may include:
- written records
  - oral
  - anecdotes
  - reports
  - instructions
  - directions from supervisor or management
  - formal and informal interviews
  - team meetings
  - reports from other services
  - agencies
  - specialists
  - experts
  - media
- Response*** may include:
- verbal
  - written
- Professional advice*** may include:
- statutory authorities
  - building surveyors
  - engineers
  - town planners

## **Unit Sector(s)**

Planning Units