



Australian Government

Department of Education, Employment and Workplace Relations

LGAREGS301A Implement parking controls

Release 2

LGAREGS301A Implement parking controls

Modification History

LGAREGS301A Release 2: Layout adjusted.

LGAREGS301A Release 1: Primary release.

Unit Descriptor

This unit covers the effective implementation of council's parking system.

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 Undertake regular parking patrols	<p>1.1 An appropriate work plan is adopted for street <i>patrols</i> in accordance with council's parking management strategy.</p> <p>1.2 Parked vehicles are checked against parking requirements and restrictions.</p> <p>1.3 Meter monitoring and cash collection duties are undertaken in accordance with operating procedures.</p> <p>1.4 Unauthorised or suspicious activity is reported to appropriate authorities.</p>
2 Monitor and maintain council's signage of parking restrictions	<p>2.1 <i>Signage</i> is checked for visibility and legibility.</p> <p>2.2 Damaged signage is reported to relevant council officers.</p> <p>2.3 Cautionary notes are issued if required.</p> <p>2.4 Temporary signage is erected if required.</p>
3 Issue infringement notices	<p>3.1 Correct details are recorded on infringement notices.</p> <p>3.2 <i>Infringement notices</i> are issued in accordance with council requirements and recorded.</p> <p>3.3 Vehicles are towed if required and in accordance with council requirements.</p>
4 Communicate effectively with the public	<p>4.1 Customer contact is managed effectively.</p> <p>4.2 Enquiries are analysed and answered correctly to assist achievement of voluntary compliance.</p> <p>4.3 Aggrieved members of the public are treated with respect to encourage voluntary compliance.</p> <p>4.4 Conflict management strategies are utilised as required.</p>
5 Document activities	<p>5.1 Regular activity reports are documented.</p> <p>5.2 Incident reports are developed.</p> <p>5.3 Advice is provided to council as required.</p> <p>5.4 Evidentiary reports for contested infringement notices are prepared as required.</p>

Required Skills and Knowledge

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

Required Skills

- communication with diverse groups
- conflict resolution
- personal safety in an enforcement environment

Required Knowledge

- national road rules
- traffic management acts
- council regulated parking procedures
- zones and signage
- local area
- personal data computers, meters/readers and voucher vending machines
- commercial and disabled stickers

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	Regularity and completeness of patrols. Identification and rectification of signage defects. Attentiveness to local parking pressures and appropriate enforcement. Appropriate factual analysis and penalty applied to infringement notices. Effective communication with parking public using courteous but assertive manner. Prompt and complete reporting.
Context of assessment	On the job or in a simulated work environment. Written or oral test. Role-play.
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 environment that incorporates the signage, documentation and equipment used in regulated parking and traffic management enforcement.

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.

- Parking patrols*** may include:
- on foot
 - vehicle usage for remote areas
 - cash collection from parking or voucher meters
 - secure handling of keys, meter readers, personal data computers, cash and vouchers
- Parking signage*** may include:
- street parking:
 - meter or voucher signage
 - explanatory stickers
 - other controlled parking areas:
 - car parks
 - no standing, loading, bus and taxi zones
 - disabled parking
- Infringement notices*** may include:
- non-payment
 - overstaying allocated time or payment
 - unauthorised access
 - parking or standing
 - permit infringements
 - abandoned vehicles

Unit Sector(s)

Regulatory Services