



Australian Government

LGACOR001 Work in local government

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to work effectively in a local government context.

This unit applies to individuals working in local government across all job levels.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Work in a local government environment.

2. Manage own work.

3. Work with others.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1. Read, interpret and apply legal and ethical requirements relevant to job role and apply to own work.

1.2. Read, interpret and apply code of conduct to own work.

1.3. Analyse own work performance to confirm legal, ethical and code of conduct job role responsibilities are met.

1.4. Identify and report legal, ethical and code of conduct non-compliances.

2.1 Plan, prioritise and perform work tasks according to organisational policies and procedures.

2.2 Resolve workplace problems within limit of delegated authority.

2.3 Escalate workplace problems outside limit of delegated authority.

3.1. Develop and maintain working relationships with others relevant to job role.

3.2. Seek assistance and assist others to promote cooperation and fulfil work requirements.

3.3 Share information and communicate with others according to communication protocols.

- 3.4. Contribute and act on suggestions to improve work outcomes.
4. Manage own performance.
- 4.1. Seek and act on feedback from others and review own work performance to identify areas for improvement.
 - 4.2. Review and discuss own work performance and career goals to identify professional development needs.
 - 4.3. Participate in professional development activities to improve own work performance and progress career goals.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

Skills	Description
Reading skills to:	interpret information related to job responsibilities and organisational policies and procedures.
Oral communications skills to:	- discuss work responsibilities, work tasks, workplace problems and improvement suggestions - use communication styles to suit the audience and the purpose - communicate with people from diverse backgrounds.
Planning and organising skills to:	complete assigned duties in a timely manner according to job role responsibilities.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGACOR001 Work in local government

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- work in a local government role that involves each of the following on at least one occasion:
 - meeting code of conduct requirements
 - meeting legal and ethical responsibilities
 - meeting job role responsibilities
 - following organisational policies and procedures
 - working with others
 - discussing work performance and career goals.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to working in local government and job role
- legislated functions and powers of local government applicable to job role
- local government context:
 - structure of government within Australia
 - local government function, boundaries, services, facilities and activities
 - separation of powers
 - roles and responsibilities of elected members and the election process
 - roles and responsibilities of local government employees
 - local government regulatory and compliance environment
 - community impact of local government
 - local government communication protocols
- legal and ethical responsibilities relevant to job role and consequences of non-compliance
- requirements for communicating and working with elected members
- organisational structure
- job expectations:
 - job role and function

- scope of responsibilities
- communication channels
- community expectations
- limits of delegated authority
- work quality
- customer service
- public responsibility
- resource use
- public safety
- types of professional development opportunities for the role
- types and methods of communication:
 - verbal, non-verbal and written
 - giving and receiving feedback
 - conflict resolution.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- plain English information about legal and ethical responsibilities applicable to job role
- organisational policies and procedures applicable to job role
- code of conduct applicable to job role.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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