



Australian Government

Assessment Requirements for LGACOR002 Administer rates

Release: 1

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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:

- administer rates, including:
 - administering one residential property valuation
 - administering one non-residential property valuation
 - issuing three rates notices
 - responding to one rate payer enquiry verbally and in writing
 - responding to one staff rate enquiry verbally and in writing
 - allocating a property address and notifying authorities
 - maintaining rates records for each of the above.

Knowledge Evidence

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

- organisational policies and procedures applicable to administering rates
- legislative requirements applicable to administering rates
- privacy principles applicable to administering rates
- basic accounting principles related to processing and reconciling journal adjustments and reconciling general ledgers
- basic geospatial principles applicable to administering rates
- basic principles of building and property council processes
- types and requirements for rating revenue:
 - rate in the dollar
 - discounts
 - remissions
 - concessions
 - entitlements
 - differential rates
- valuations and rates calculations
- common rate enquiries:
 - name of owner
 - account payment

- address
- arrears
- rate amount
- debt recovery
- types of rate records and methods of maintaining:
 - valuation
 - property
 - financial
- types of record changes:
 - change of ownership
 - change of address
 - entitlements of owner
 - property description
 - land area
 - categorisation
 - ward
 - dimensions
 - land use
 - valuation
 - side of street
 - zoning
 - condition
 - services
 - notices
 - flood details
 - alternate address
- types of property address allocation risks and needs
- types and content of reports:
 - quarterly claims
 - debt collection progress
 - debt management.

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:

- organisational policies and procedures applicable to administering rates
- legislation applicable to administering rates
- templates for responding to customer and internal rate enquiries.

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

Links

Companion Volume Implementation Guide are available in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>