



Australian Government

LGACOR002 Administer rates

Release: 1

LGACOR002 Administer rates

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to administer valuations, issue rates notices, allocate property addresses, maintain rates records and respond to rate enquiries.

This unit applies to individuals who work in local government.

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.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes

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

- | | |
|-------------------------------|---|
| 1. Administer valuations. | 1.1. Consult with valuer to ensure valuations are accurate for rates purposes.
1.2. Input and update valuations on council information system.
1.3. Check valuations accuracy and compliance with regulatory requirements.
1.4. Apply differential to valuation according to land use. |
| 2. Issue rates notices. | 2.1. Apply budget to valuation to allocate rate in the dollar.
2.2. Input rate data and verify accuracy of data entry and rates amount.
2.3. Send approved rate notices to the printer.
2.4. Check and approve printing proof for release. |
| 3. Allocate property address. | 3.1. Interpret property information to determine property address allocation needs.
3.2. Identify and assess property address allocation risks. |

- 3.3. Allocate property address and notify authorities according to statutory requirements.
- 3.4. Update information system to reflect property address.
- 4. Maintain rates records.
 - 4.1. Access, interpret, process and update rates records.
 - 4.2. Analyse and summarise rates records to prepare reports.
 - 4.3. Retain rates records according to statutory requirements.
 - 4.4. Identify and query suspected rates record inconsistencies within delegated authority.
 - 4.5. Review rates processes to identify areas for improvement and report to supervisor.
- 5. Respond to rate enquiries.
 - 5.1. Receive and interpret internal and external rates enquiries.
 - 5.2. Provide prompt and correct rates advice within delegated authority.
 - 5.3. Refer rate enquiries outside delegated authority to supervisor.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS	DESCRIPTION
Reading skills to:	interpret legislative requirements, organisational policies and procedures, and rates records.
Writing skills to:	correspond with rate payers and internal staff about valuations and rates.
Oral communication skills to:	listen and respond to rate enquiries.
Numeracy skills to:	- interpret and discuss mathematical information related to administering rates - estimate and calculate rates - summarise mathematical data - interpret mathematical information to identify patterns, errors and inconsistencies - interpret geometric and measurement information embedded in valuations and plans.
Technology skills to:	use information systems for administering rates.

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 LGACOR002 Administer rates

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.

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