



Australian Government

LGAREG001 Implement parking controls

Release: 1

LGAREG001 Implement parking controls

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to effectively implement council's parking system.

It requires the ability to conduct regular parking patrols, monitor and maintain signage of parking restrictions, issue infringement notices, liaise with the public to encourage voluntary compliance, record incidents and write incident reports.

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.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Undertake parking patrols.	1.1. Implement work plan for street patrols according to council's parking management strategy. 1.2. Check parked vehicles against parking requirements and restrictions. 1.3. Monitor meters according to organisational policies and procedures. 1.4. Report unauthorised and suspicious activity to authorities.
2. Monitor and maintain signage of parking	2.1. Check signage for visibility and legibility. 2.2. Report damaged signage to council officers.

restrictions.	2.3. Provide education material to road users in accordance with legislation.
3. Issue infringement notices.	3.1. Collect and record evidence to support infringement notice. 3.2. Input and check accuracy of data required for infringement notices. 3.3. Issue and record infringement notices according to organisational policies and procedures. 3.4. Report and organise to tow illegally parked vehicles according to organisational policies and procedures and legislative requirements.
4. Communicate with the public.	4.1. Maintain personal safety in an enforcement environment. 4.2. Manage professional customer contact according to organisational policies and procedures. 4.3. Analyse and answer enquiries to assist achievement of voluntary compliance. 4.4. Communicate with customers on the phone and on duty according to the organisational customer experience policy. 4.5. Resolve conflict using conflict management strategies. 4.6. Deal with members of the public according to the organisation code of conduct.
5. Document activities.	5.1. Document regular activity reports according to organisational policies and procedures. 5.2. Develop incident reports according to organisational policies and procedures. 5.3. Provide advice to council according to organisational policies and procedures. 5.4. Use collected evidence to prepare evidentiary reports for contested infringement notices according to organisational policies and procedures.

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 national road rules.

Oral communication skills to:

- adjust communication to accommodate language and cultural differences.

- Technology skills to:
- use technology to collect audio, video and photographic evidence
 - use technology to implement parking controls including personal data computers, meters, readers and parking ticket machines.

Unit Mapping Information

LGAREGS301A Implement parking controls.

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 LGAREG001 Implement parking controls

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:

- implement one parking control
- identify and rectify one signage defect
- issue one infringement notice
- record one customer interaction
- record evidence for one breach.

Knowledge Evidence

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

- organisational policies and procedures applicable to implementing parking controls
- legal requirements applicable to implementing parking controls
- types of unauthorised and suspicious activity, methods of reporting and expectations in relation to maintaining work health and safety and public safety
- delegation to enforce parking laws
- national road rules and regulations
- zones and parking signage:
 - meter and voucher signage
 - explanatory stickers
 - on street parking requirements
 - off street parking requirements
 - other controlled parking areas:
 - car parks
 - no standing, loading, bus and taxi zones
 - disabled parking
- methods for using personal data computers, meters, readers and parking ticket machines
- commercial and disabled stickers
- appeal process
- evidence collection methods and types of evidence:
 - photographic
 - audio recording

- body camera
- notebook
- types of prescribed infringement notices and penalties
- conflict management strategies
- types of compliance checks:
 - on foot
 - vehicle usage for remote areas
 - licence plate recognition technology
 - secure handling of keys, meter readers, personal data computers, cash and vouchers.

Assessment Conditions

Skills must be demonstrated in:

- a workplace environment. This can be a workplace or simulated environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to implementing parking controls
- legal requirements applicable to implementing parking controls
- national road rules.

Assessment must ensure use of:

- parking machines
- members of the public.

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

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