



Australian Government

Department of Education, Employment and Workplace Relations

LGAGENE302A Contribute to effective decision making

Release 2

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Modification History

LGAGENE302A Release 2: Layout adjusted.

LGAGENE302A Release 1: Primary release.

Unit Descriptor

This unit examines the decision-making processes and capabilities required by those in positions of authority within council. It recognises the impact of personal and community influences upon councillors when making clear and strong decisions.

Application of the Unit

This unit supports the attainment of skills and knowledge required for competent workplace performance in remote and Indigenous communities and councils. Knowledge of the legislation and regulations within which councils must operate is essential. The role of elected members and senior management in leading and supporting their communities, and the identification of processes and solutions to meet the specific needs of 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. Identify problems or issues needing response	1.1 Problems requiring decisions to be made by council are categorised and prioritised. 1.2 Problems are identified by nature, possible causes and influencing circumstances. 1.3 Relevant community and stakeholder needs and expectations are discussed in relation to issues of concern.
2. Develop solutions to problems	2.1 Possible solutions are researched, community input is encouraged and specialist advice is sought where appropriate. 2.2 Community consultation and ownership of solutions are encouraged where possible. 2.3 Alternative viewpoints are considered and factored into proposed solutions. 2.4 Previous or similar situations are examined to combine or improve on ideas generated from feedback and discussion. 2.5 A range of solutions to identified issues is proposed to relevant stakeholders and decision makers.
3. Evaluate solutions	3.1 Evaluation of costs and feasibility of solutions are considered. 3.2 Capacity to deliver and sustain proposed solutions is evaluated. 3.3 Community acceptance and support of proposed solutions are evaluated and considered. 3.4 Risk of failure and consequences are assessed against alternative solutions. 3.5 Ethical decisions are proposed whilst respecting council responsibilities and community values and avoiding conflicts of interest. 3.6 Optimum solutions to identified problems are proposed and authority to proceed is gained.
4. Implement decisions	4.1 Boundaries and limitations of decisions are clarified and followed by elected councillors. 4.2 Implementation of decisions is planned to suit the operation of council and the community. 4.3 Follow-up processes are observed to monitor progress of the implementation plan and review is instigated where necessary.

Required Skills and Knowledge

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

Required Skills

- questioning
- listening
- research
- management
- lateral thinking

Required Knowledge

- decision making processes
- legislation affecting councils
- responsibilities conferred upon councillors to act responsibly and ethically

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

Assessment of this unit must include:

- capacity to determine what decisions can or cannot be made on information available
- ability to make or contribute to difficult decisions
- demonstrated capacity to involve the community and specialist sources of advice to inform decision making
- demonstrated capacity to respect and represent diversity in ethnic background, culture, customs, language and communication styles

Context of assessment

In the workplace or a simulated work environment, possibly supported by classroom delivery, including remote or online. Assessment may encompass multiple elements in the workplace and utilise:

- role-plays
- oral questioning
- case studies
- short exercises, including multiple choice, practical demonstrations and group activities in simulated environments.
- It is anticipated that a complete assessment would involve observation of performance in the role of councillor

Method of assessment

The following assessment methods are suggested:

- 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

Evidence will need to be gathered over time across a range of

demonstration of consistent performance

variables.

Resource implications

Access to a workplace, simulated environment or case studies.
Assessment and training may need to be conducted out of standard business hours.

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.

Problems may be:

- serious or urgent
- new or recurring
- result of a previous decision
- impact of changing circumstances
- not perceived as such by council, community or others outside the community

Solutions may be sourced from:

- inside the council
- within the community
- outside influences
- individual interviews
- surveys:
 - group forums
 - focus groups
 - quantitative research.
 - customer satisfaction
 - specific issue

Unit Sector(s)

General