



Australian Government

Department of Education, Employment and Workplace Relations

LGAGOVA505B Prepare rate notice forms

Release 2

LGAGOVA505B Prepare rate notice forms

Modification History

LGAGOVA505B Release 2: Layout adjusted.

LGAGOVA505B Release 1: Primary release.

Unit Descriptor

This unit covers overseeing the design and printing of rate notice forms and instalment billing issues. It covers preparing notices for printing and liaising with printers. It is appropriate for customer service personnel and others in local government involved in preparing rate notice forms.

Application of the Unit

This unit supports the attainment of skills and knowledge required for competent workplace performance in councils of all sizes. Knowledge of the legislation and regulations within which councils must operate is essential. The unique nature of councils, as a tier of government directed by elected members and reflecting the needs of local 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 Liaise with printers | 1.1 <i>Job requirements</i> are determined to ensure sufficient supply of base stock is available for full year's requirements.
1.2 Relevant documentation is prepared and sent to <i>printers</i> for quotations.
1.3 Printer is selected and prices are negotiated in accordance with council procedures and requirements.
1.4 Time frames are agreed to ensure notices will be available when required. |
| 2 Prepare rate notice forms | 2.1 <i>Design</i> of rate notices and information included is in accordance with current <i>legislation and regulations</i> .
2.2 Rate notice form is proofread prior to printing to ensure it is error free and includes all necessary information.
2.3 Improvements to design and wording of rate notices are made as appropriate to maximise readability and minimise chance of misinterpretation.
2.4 Rate notices are authorised for printing. |
| 3 Prepare instalment billing issues | 3.1 Details of each instalment with amounts of charges for each assessment are provided to the printer.
3.2 Charge details are proofread for accuracy.
3.3 Instalment billing issues are authorised for printing. |

Required Skills and Knowledge

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

Required Skills

- attention to detail
- time management
- proofreading
- liaising and negotiating with printers
- literacy and writing in plain English

Required Knowledge

- legislation and regulations relating to design of rate notices
- council policy in regard to design of rate notices
- design principles
- basic knowledge of printing processes

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

The demonstrated ability to:

- liaise with printers
- determine job requirements incorporating relevant developments in technology
- design rate notices and information in accordance with statutory requirements
- proofread to ensure rate notices are accurate
- ensure that rate notices are clear, in plain English and minimise the chances of misinterpretation
- prepare instalment billing issues that are error free

Context of assessment

Competency is demonstrated by performance of all stated criteria, with particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope of the Range Statement. Assessment must take account of the endorsed Assessment Guidelines in the Local Government Training Package. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment. Assessment should reinforce the integration of the key competencies for the particular AQF level. Refer to the key competency levels at the end of this unit.

Relationship to other units(prerequisite or co-requisite units)

To enable holistic assessment this unit may be assessed with other units that form part of the job role.

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 demonstration of consistent performance

Evidence should be collected over a set period of time that is sufficient to include dealings with an appropriate range and variety of situations.

Resource implications

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace including access to a workplace or simulated case study that encompasses resources such as:

- copies of relevant legislation
- council policies and procedures

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.

Job requirements may include:

- payment details
- covering letter
- quantities
- wording
- microlines
- lasering
- electronic billing notices.

Printers may be:

- internal
- external.

Design may be:

- clear with changes explained in inserts.

Legislation and regulations refer to:

- local government legislation and regulations.

Unit Sector(s)

Administration Units