



Australian Government

Department of Education, Employment and Workplace Relations

LGAPLEM410A Provide service and information in preparing a development application

Release: 2

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Modification History

LGAPLEM410A Release 2: Layout adjusted.

LGAPLEM410A Release 1: Primary release.

Unit Descriptor

This unit covers providing advice to home owners, developers and other prospective applicants who are in the process of preparing to submit a development application. The provision of high levels of customer service is central to the performance of this function. This unit also addresses the provision of efficient administrative support, including record keeping.

The ability to listen, communicate effectively and provide clear and accurate advice about council and planning processes are essential. Understanding of the breadth and level of advice that can be provided within the council's operating procedures and the level of delegation of the officer is also required, together with a sound understanding of the procedures and service standards of the planning department.

This unit, together with LGAPLEM408A and LGAPLEM409A, expand upon and replace LGAPLEM401B and LGAPLEM402B.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

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 Interpret and distribute council information to applicants	1.1 <i>Range of council pre-prepared materials</i> to assist with the preparation of an application is identified and the content understood in order to communicate effectively with applicants. 1.2 Level of delegation and nature of information that can be communicated to prospective applicants are understood and used as a basis to frame all conversations. 1.3 Stock levels of pre-prepared materials are monitored and steps taken to refresh supplies as required. 1.4 Opportunities to update pre-prepared materials to offer improved levels of information are sought.
2 Assist potential applicants to articulate their needs	2.1 <i>Potential applicants' needs</i> are fully explored and understood as a sound basis for further communication. 2.2 <i>Rights and responsibilities of applicants</i> are effectively and politely communicated.
3 Satisfy applicants' initial information needs	3.1 Timely, professional and accurate information and advice about the planning application process are provided to potential applicants in line with council operating procedures and standards. 3.2 Potential applicants are assisted to evaluate the information provided and determine possible steps they can take to satisfy their needs. 3.3 Complex or contentious problems are referred to senior personnel for further resolution as required.
4 Provide administrative support for the initial planning application process	4.1 Letters advising close neighbours of planning applications are distributed and other notification processes are carried out according to standard council procedures and protocols. 4.2 Public displays of larger scale planning applications are mounted and advertised according to standard council procedures and protocols. 4.3 Records of applications received are made according to standard council procedures and protocols. 4.4 Monitoring of timelines and applications' progress is undertaken according to standard council procedures and protocols.

Required Skills and Knowledge

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

Required Knowledge

- relevant council procedures and protocols
- relevant environmental legislation and practices
- understanding of council's planning processes and requirements
- levels of delegation of officers within the planning department
- relevant provisions of planning and associated legislation
- land use development and applications
- community aspirations and expectations
- council code of conduct and ethics
- principles of neighbourhood design

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 unit's skill and knowledge requirements must also be demonstrated. For example, knowledge of the legislative framework and council planning processes that underpin the performance of the unit are also required to be demonstrated.
Critical aspects of evidence to be considered	The demonstrated ability to: • provide high levels of customer service skills • provide accurate, timely and professional advice regarding the planning process and the lodgement of applications for approval in line with council procedures • conduct pre-assessment interviews with potential or prospective applicants
Context of assessment	Assessment of performance requirements in this unit should be undertaken within the context of the local government framework. Competency is demonstrated by performance of all stated criteria applicable to the workplace environment, within the scope of the range statement.
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 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 gathered over a period of time in a range of actual or simulated management environments.
Resource implications	Access to a workplace or simulated case study that encompasses such resources as: • relevant legislation • council application information • examples of council policies and codes • real or simulated sites

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.

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| <i>Range of council pre-prepared materials</i> may include: | <ul style="list-style-type: none">• websites• brochures explaining the development application process• sample applications to use as models |
| <i>Potential applicants' needs are fully explored</i> through the use of: | <ul style="list-style-type: none">• active listening techniques• structured questioning to illuminate issues• careful selection of language to match the needs of the applicant |
| <i>Rights and responsibilities of applicants</i> include: | <ul style="list-style-type: none">• right of appeal• confidentiality• method and period for advertising applicant's development proposal |

Unit Sector(s)

Planning