



Australian Government

Department of Education, Employment and Workplace Relations

LGAREGS403A Monitor public behaviour in council areas

Release 2

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Modification History

LGAREGS303A Release 2: Layout adjusted.

LGAREGS303A Release 1: Primary release.

Unit Descriptor

This unit covers the monitoring of public behaviour in recreational areas and other public areas under council jurisdiction.

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 Inform public of council ordinances and other regulations	1.1 Members of the public are <i>informed</i> in an <i>appropriate manner</i> and through effective use of available resources and communication techniques of their responsibilities in using recreational or other public <i>areas</i> under council control. 1.2 Content of relevant regulations and the consequences of continued action are conveyed to members of the public in a manner that promotes understanding, including issuing directions to assisting staff. 1.3 Agreement to comply is emphasised and gained where possible. 1.4 <i>Inability or indisposition</i> to comply is recognised by staff and appropriate action is taken or recommended to other officers or agencies in accordance with council requirements and emergency response protocols.
2 Enforce council ordinances, orders and other regulations	2.1 Enforcement is undertaken appropriate to position delegation, legislative requirements and council policy. 2.2 Appropriate assistance or clarification is requested from council or other agencies when necessary. 2.3 Incidents are recorded according to council requirements or joint agency protocols.
3 Control and monitor crowds to ensure public safety	3.1 Appropriate communication strategies are developed and implemented. 3.2 Public is informed of relevant public safety requirements in an appropriate manner and in line with established communication strategies. 3.3 Agreement to comply is gained by officers wherever possible. 3.4 Assistance of, and coordination with, other services is ensured through establishing relevant chain of command. 3.5 <i>Distressed people</i> are attended to appropriately and relevant reporting is undertaken to inform council and other relevant stakeholders. 3.6 Emergencies are handled in accordance with established emergency management procedures.
4 Follow post-incident procedures and protocols	4.1 Critical communication procedures are concluded. 4.2 Feedback, reporting and procedural recommendations are undertaken as appropriate.

Required Skills and Knowledge

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

Required Skills

- verbal and written communication skills, including with non-English speakers
- negotiating
- using equipment
- team supervision

Required Knowledge

- relevant council ordinances and orders, local government legislation, policies and procedures and consequences of non-compliance
- council legal authority and limits
- personal responsibilities and liability
- local environmental conditions, terrain, facilities and demographics
- database networks
- current events
- emergency management procedures and the role of emergency services
- crowd behaviour and transaction issues
- implications of cultural and language diversity
- mediation and conflict resolution
- assertive communication techniques
- dealing with offensive behaviour

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

Public safety, confidence and health are maintained.
Relevant regulations/ordinances are enforced effectively and voluntary compliance is encouraged by application of consistency.
Resources and agency support are used effectively.

Context of assessment

On the job or in a simulated work environment.
Written or oral test.
Role-play.

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 will need to be collected over time across a range of variables.

Resource implications

Access to a workplace or simulated case study that encompasses:

- local government legislation, policies and procedures
- real or simulated incidents in a range of contexts

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.

- Appropriate manner*** may include recognising:
- age, culture and linguistic background of the person
 - seriousness of the offence
 - concerns of other/alternate user groups
- Area*** may include:
- those under council control such as:
 - interpretation or clarification of areas of jurisdiction undertaken with assistance of legal specialists.
 - beach
 - wet and dry recreational facilities
 - parking
 - community care facility
 - buildings
 - depots
 - facilities
 - workshops
- User group or crowd composition*** may refer to:
- size, age, culture and linguistic background
 - perceived or claimed reason for using the area
 - verification of identity and rights of entry
- Inability or indisposition*** may include:
- illness, injury or disability
 - threat or danger posed by other people or events
 - establishment of secure and safe area
- Distressed people*** may include:
- lost children
 - older or confused people
 - distressed parents
 - injured, afraid or threatened people
 - relatives or legal representatives acting for affected parties

Unit Sector(s)

Regulatory Services