



Australian Government

Department of Education, Employment and Workplace Relations

LGAWORK603A Determine and prioritise a council works program

Release 2

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Modification History

LGAWORK603A Release 2: Layout adjusted.

LGAWORK603A Release 1: Primary release.

Unit Descriptor

This unit covers decision making related to prioritising the works program and providing information about council's works program to internal and external customers.

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 Identify existing and required levels of service	1.1 Customer expectations regarding levels of service balanced against cost are determined and reviewed using appropriate strategies. 1.2 Minimum levels of service and service targets are set and based on customer expectations. 1.3 Financial, political, social and technical costs of failing to meet targets and minimum levels of service are identified. 1.4 Service targets are included in business strategies. 1.5 Information on proposed types and levels of service is documented and is used to inform customers and council to assess performance against standards.
2 Assess asset renewal/creation options and determine optimal option	2.1 Treatment options to overcome or defer identified failure modes are determined. 2.2 Options for a new asset creation are assessed. 2.3 The cost of each option is determined taking into account total investment, life cycle costs, cash flow and project start/finish dates. 2.4 The benefits of each option are quantified in relation to improved levels of service, increased income, reduced risk cost and extension of effective life. 2.5 Whole-of-life cycle costs of the options under consideration are addressed in assessing the cost and benefit of each option. 2.6 The impact of each option on future maintenance and operations cost is identified. 2.7 The treatment option most suitable for business objectives and available resources is determined and included in forward works program.
3 Prioritise works	3.1 Works are prioritised according to predetermined merit-based selection criteria. 3.2 The level of funding for each asset category is determined and works are rationalised to suit available budget. 3.3 Balance plans and service level agreements are used to balance resource allocation with management plan objectives.
4 Review selection criteria	4.1 Merit-based selection criteria are determined and reviewed in consultation with customer to ensure the currency and relevance of each asset category. 4.2 Options for the review of selection criteria are presented to council as appropriate.
5 Provide information about works programs to	5.1 Customer requests for information are responded to promptly. 5.2 Customers are advised of priority status of work in question

ELEMENT**customers****PERFORMANCE CRITERIA**

and the basis of the decision is explained clearly.

Required Skills and Knowledge

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

Required Skills

- negotiating with customers
- providing clear written and verbal information
- decision making
- liaising with customers
- analysing

Required Knowledge

- failure modes
- treatment options and benefits of options
- council structure
- council budgeting processes
- council business objectives
- levels of service
- selection criteria
- relevant council policies and procedures
- principles of quality customer service

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 must be demonstrated.
Critical aspects of evidence to be considered	Comprehensive assessment of renewal options is undertaken. Works are prioritised according to merit-based selection criteria. Customer service is provided.
Context of assessment	May be assessed through: • on the job • simulated workplace environment • written assignment • short-answer test • oral questioning • observation • or any combination of the above
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 will need to be gathered over time across a range of variables depending on council work flow and planning cycle as long as the critical aspects of evidence can be demonstrated.
Resource implications	In accordance with a range of variable requirements.

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.

- Assets*** may include:
- all non-current structures or items of plant or equipment that provide service potential or future economic benefit
- Renewal*** may include:
- rehabilitation
 - augmentation
 - replacement
- Council infrastructure assets*** may include:
- roads
 - bridges
 - water supply systems
 - parks and gardens
 - drainage systems
 - sewerage systems
 - buildings
 - plant and equipment
- Failure modes*** may include:
- lack of capacity
 - inefficiency
 - obsolescence
 - service falls below acceptable level
 - mortal failure
 - redundancy
 - operator errors
 - breakdowns
- Treatment*** may include:
- operate asset differently
 - maintain asset more efficiently
 - train operator
 - manage demand
 - rehabilitate existing asset
 - replace asset
 - augment asset
 - dispose of asset
 - reduce level of service
- Customers*** may include:
- residents
 - rate payers
 - elected members
 - council management and staff

Unit Sector(s)

Operational Works