



Australian Government

Department of Education, Employment and Workplace Relations

PSPLAND301A Collect land revenue

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2.	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers the collection of revenue from land transactions using the organisation's land revenue system. It includes processing standard transactions, handling enquiries, dealing with discrepancies in the system and maintaining land revenue databases.

In practice, collection of land revenue may overlap with other generalist or specialist public sector work activities such as working ethically, complying with legislation, accessing and using resources and financial systems, organising workplace information, working with diversity.

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

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|--|
| 1. Process routine land revenue transactions | <ul style="list-style-type: none">1.1 Routine land revenue transactions are processed in accordance with legislation, policy and procedures.1.2 Collection of data and conversion to electronic form is performed accurately in accordance with organisational policy and procedures.1.3 Land revenue documentation associated with transactions is generated in accordance with organisational guidelines.1.4 Custody of revenue received is maintained in accordance with organisational policy and procedures.1.5 Transactions are recorded in accordance with organisational procedures. |
| 2. Handle routine land account enquiries | <ul style="list-style-type: none">2.1 The type or category of account is established.2.2 The circumstances for releasing land account information and to whom, is confirmed and applied.2.3 Routine land account enquiries are dealt with in accordance with delegated authority.2.4 Enquiries from difficult clients are dealt with in accordance with organisational guidelines and workplace safety procedures.2.5 Reports are generated and interpreted to reflect the information required. |
| 3. Deal with account discrepancies | <ul style="list-style-type: none">3.1 Policy and procedures for identifying and reporting account discrepancies are accessed and applied.3.2 Occasions when discrepancies should be reported are recognised in accordance with organisational policy and procedures.3.3 Information regarding discrepancies is referred for action in accordance with organisational policy and procedures. |
| 4. Maintain land revenue system | <ul style="list-style-type: none">4.1 The types of changes that must be noted in the system are identified.4.2 Changes are noted in the system in accordance with organisational procedures.4.3 Changes are recorded accurately.4.4 Legislation and information security procedures are complied with in accordance with organisational requirements. |

Required Skills and Knowledge

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

Skill requirements

Look for evidence that confirms skills in:

- generating documentation to standard organisational format
- collecting data and converting it to electronic form
- retrieving textual information from electronic information systems
- handling enquiries from a diverse range of clients and providing responses to suit
- responding to diversity, including gender and disability
- handling difficult customers
- using computer technology in the context of collecting land revenue
- applying public sector legislation including occupational health and safety and environment in the context of land revenue collection

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- basic financial principles
- the organisation's financial management practices and procedures
- the different types of land accounts or categories
- management of public records
- tenure procedures and policies
- organisation information service
- legislation policy and procedures relating to land revenue collection
- public sector legislation including occupational health and safety, environment, privacy and diversity

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPETHC301B Uphold the values and principles of public service
 - PSPGOV301B Work effectively in the organisation
 - PSPGOV305B Access and use resources and financial systems
 - PSPGOV307B Organise workplace information
 - PSPGOV308B Work effectively with diversity
 - PSPGOV312A Use workplace communication strategies
 - PSPGOV314A Contribute to conflict management
 - PSPLEGN301B Comply with legislation in the public sector

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- collection of land revenue in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to collection of land revenue
- access to computer system/s
- case studies and workplace scenarios to capture the range of situations likely to be encountered when collecting land revenue

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles

normal work practice and replicates the range of conditions likely to be encountered when collecting land revenue, including coping with difficulties, irregularities and breakdowns in routine

- collection of land revenue in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- portfolios
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

Routine land revenue transactions may include:

- issuing a receipt
- creating an account
- processing a payment
- producing an invoice
- raising fees
- raising rent
- creating waiver
- creating journals
- creating global rebates

Legislation, policy and procedures may include:

- legislation related to public land administration
- public sector legislation such as equal employment opportunity, anti-discrimination, diversity, occupational health and safety
- privacy legislation and freedom of information
- public sector standards
- jurisdictional and organisational code/s of practice and code/s of ethics

Different categories of land accounts may be specified in:

- operations manuals for land revenue system
- enterprise guidelines

Routine land account enquiries may include:

- arrears
- holder details
- tenure details
- rebate details
- payout amount
- interest rate
- rental
- financial details
- notice details
- refund fees

Account discrepancies may include:

- incorrect name, address etc
- change of ownership

The ***types of changes*** that are required to be noted may be:

- payment not recorded
- payment made twice
- no pensioner rebate shown
- incorrect rental called for
- check on royalty rate
- over-payment or under-payment
- name change/mailing address
- royalty rate
- transfers (re-routing of notice)
- re-determinations (rebates etc)
- financial rates (consumer price index)
- interest rate set by corporate management
- change in billing details (such as due date)
- concessional rentals
- rent deferral
- rent forgiveness

Unit Sector(s)

Not applicable.

Competency field

Public Land Administration.