



Australian Government

Department of Education, Employment and Workplace Relations

PSPLAND309A Administer roads

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 competency required for administering public roads, government roads and other government administered roads. It includes processing road applications, providing information on road matters and handling conflict.

In practice, administering roads may overlap with other generalist or specialist public sector work activities such as working effectively and ethically, complying with legislation, organising workplace information, using resources, 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 a road application

- 1.1 Details of the ***road*** application are investigated to confirm processing requirements.
- 1.2 The ***type of application*** to be processed is ascertained.
- 1.3 The parties/authorities for consultation are identified.
- 1.4 ***Documents and plans*** associated with the type of application identified are gathered and directed, following organisational and ***best practice requirements***.
- 1.5 The documentation is endorsed by personnel with delegated authority in accordance with ***legislation, policy and guidelines***.

2. Provide information on road matters

- 2.1 Required information is ascertained.
- 2.2 ***Information*** is sourced and gathered in accordance with legislation, policy and procedures.
- 2.3 Information is provided in a timely manner, is accurate and meets the needs of the person/s requesting it.

3. Handle conflict

- 3.1 The parties involved in the conflict are treated with empathy in accordance with organisational policy and procedures.
- 3.2 Grievances are listened to sympathetically and the details noted in line with ***organisational procedures***.
- 3.3 Routine matters are dealt with in accordance with organisational procedures.
- 3.4 Contentious issues are referred for resolution in accordance with organisational policy and procedures and advice is provided on the process and timeframe for the matter to be considered.
- 3.5 Information is recorded in accordance with organisational procedures.

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:

- reading a plan
- reading a map
- using an aerial photo to identify a parcel of land
- obtaining a copy of a land title
- generating documentation to organisational standards
- writing reports requiring formality of language and structure
- determining ownership and tenure
- liaising with stakeholders
- handling difficult clients
- responding to diversity, including gender and disability
- noting records to regulatory and organisational requirements
- filing and retrieving records
- retrieving spatial and textual information from electronic information systems
- conducting a field inspection
- applying public sector legislation including occupational health and safety and environment and sustainability in the context of administering roads

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation relating to road administration
- legislation relating to Local Government, native vegetation conservation and Crown land administration
- organisational delegations
- policies and procedures relating to road administration
- the different types of records that need to be noted or updated and in what circumstances
- land tenure and ownership
- public sector legislation including occupational health and safety, environment and sustainability, privacy and diversity in the context of administering roads

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
 - 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)
- administration of roads 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 guidelines relating to administration of roads
- access to computer information systems
- case studies and workplace scenarios to capture the range of situations likely to be encountered when administering roads

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 administering roads, including coping with difficulties, irregularities and breakdowns in routine

- administration of roads 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
- 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.

Roads may be:

- public roads such as:
 - Local Government/council roads
 - Crown public roads
 - State roads
 - other public roads
 - government roads
 - private roads
 - right of ways
 - public access ways (PAWs)
 - public access routes
 - roads converted to mall reserves
 - roads dedicated in different ways

Type of application may be to:

- transfer a road
- open a road, through:
 - applicant's land
 - public land
 - Crown land
 - government land
 - another party's land
- close a road
- dedicate a road
- have a road declared unused
- convert roads to mall reserves

Documents and plans may be:

- form letters
- application forms
- valuations
- land assessments
- gazette notices
- titles
- arrears searches
- newspaper notices
- notices to affected party

Best practice requirements may include:

- submissions
- plans defining portion of road being dealt with
- quality customer service
- quality system documentation

Legislation, policy and guidelines may include:

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

Information may be:

- statutory fees
- current status
- current tenure
- adjoining owners
- to construct a road

Organisational procedures may include:

- regulatory requirements
- industry practices
- manual or electronic application

Organisational procedures may be specified in:

- office practice guidelines
- workplace notices
- computer training manuals
- sustainability guides

Unit Sector(s)

Not applicable.

Competency field

Public Land Administration.