

City Of Perth National Qualifications program.

The City of Perth Compliance Unit has been providing Parking & Information Officers the opportunity to undertake training to achieve Certificate IV since 2004. Initially all existing officers were encouraged to undergo the training on a voluntary basis. However, it became compulsory for all new staff to complete the course within 2 years of commencing employment.

The majority of officers elected to become involved from the start. Those who declined were generally close to retirement.

Initially officers completed Certificate IV in *Local Government and Administration*. In 2007, due to changes at a federal level in TAFE, this changed to Certificate IV - *Local Government [Regulatory Services]*. The course consists of 5 core units, five specialist [Regulatory] units and 5 elective units. To commence, officers complete an "on the job" assessment to recognise existing skills. The unit workshops are run on site at Council House by a TAFE lecturer from Northam College of TAFE during working hours. On occasions where an officer is unable to attend a session due to absence, TAFE will arrange for them to join another group at a different venue.

Recently other Compliance officers from Rangers, Security, Surveillance and Administration have also become involved. This has provided officers with opportunities to undertake secondments in other areas and experience different disciplines, which in turn has provided The City with a more flexible workforce.

Here is an example of the City of Perth Council modules that make up the Certificate IV in Local Government [Regulatory Services]

Core Units

- Follow Defined OH&S polices & procedures.
- Conduct Public Educational presentations.
- Establish cooperative arrangements with other organisations.

Elective Units

- Work with others in local government.
- Provide quality and timely advice to council.
- Implement and monitor the organizations OH&S polices, procedures and programs within the work group or section.
- Implement parking controls.
- Investigate alleged breaches of legislation and prepare

- Work effectively in local government.
- Team Leadership.
- documentation.
- Represent council at court proceedings.
- Municipal Law [A]
- Municipal law [B].
- Monitor public behaviour.

To date 28 Parking & Information Officers and their Team Leaders have completed the Certificate. A further program will commence in early 2008 with another 5 Parking & Information Officers.

Additionally 9 Surveillance staff, 9 Security/Ranger staff and 6 Administration staff have completed the certificate. More officers from these sections will join the 2008 program.