

LGA20104 CERTIFICATE II IN LOCAL GOVERNMENT

The Certificate II in Local Government reflects the role of employees in Local Government who undertake a prescribed range of functions involving known routines and procedures and who take some responsibility for the quality of work outcomes.

PATHWAYS INFORMATION AND ENTRY REQUIREMENTS

Not applicable to this qualification

BENEFITS TO THE EMPLOYEE AND EMPLOYER

- Staff can obtain a nationally accredited qualification which is recognised Australia wide
- Staff are gaining valuable work skills which then can be applied within the work place
- Employers gain supervisory staff who understand the role of management
- Increased effectiveness of staff who have participated in the training

DURATION OF THE LEARNING

- These programs are competency based, which means they can be completed once all competencies have been achieved and your employer considers that you are competent at this level.
- Participants should complete their qualification within 24 months
- Completion of this qualification can include Recognition of Prior Learning
- Assessments are set following the delivery of each unit of competency
- Participants will have a specified time in which they are expected to complete the set assessments. Specific deadlines for completion will be explained in the training agreement at the start of the course. Typically assessments are due between four and six weeks from the date that they are set.

HOW IS THE LEARNING CONDUCTED

- The learning is a combination of both on and off job delivery and assessment.
- Learning is supervised and supported by Supervisors and Managers within your organisation
- Access to phone and email support is available from the facilitator or representative of Municipal Training
- Participants will also communicate with Municipal Training on the Municipal Training MOODLE site on-line where they can access course learning and assessment materials and course information.
- Recognition of prior learning (RPL) is encouraged and we will work with you to determine what RPL may be available to you, prior to the commencement of the course
- 10 units in total are required to obtain this qualification
- You will have access to training support notes and assessment tasks.
- Flexibility in learning will be attained through consultation with the lead facilitators and program managers employed by Municipal Training.

ON THE JOB ELEMENT

Between face to face sessions your employer will be involved and will work with you in completing the qualification. Municipal Training encourages the employer to participate in the learning process by allowing each participant to apply their new skill sets to their job roles and use workplace examples as tools for their assessments.

It is a requirement of Municipal Training facilitators and representatives to inform the employer/ supervisor / and or Manager of the organisation on the assessment process and requirements.

RECOGNITION OF PRIOR LEARNING (RPL)

Participants who have at least one year's experience in working in local government will normally be eligible for RPL in some of the local government units indicated in the following list of units of competency.

CAREER PATHWAYS

For further information on career opportunities please visit <http://www.shapeyourworld.com.au/> where you can explore the possibilities.

TRAINING PATHWAYS

Participants who have completed the Certificate II in Local Government can enrol into Certificate III in Local Government.

**LGA20104 CERTIFICATE II IN LOCAL GOVERNMENT
UNITS OF COMPETENCY**

To complete this qualification the participant must complete all 10 units

LGACORE101B	<p>ACCESS LEARNING & CAREER DEVELOPMENT OPPORTUNITES</p> <p><i>This unit covers taking responsibility for own workplace learning and skills development in order to influence career and job progression. The unit requires recognition that career progression is the shared responsibility of both individual and the organisation.</i></p>
LGACORE102B	<p>FOLLOW DEFINED OHS POLICIES AND PROCEDURES – may be eligible for RPL</p> <p>THIS IS A CORE UNIT</p> <p><i>This unit covers the organisation's Occupational Health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements. It also covers general OHS requirements in all local government functional areas and the basic OHS responsibilities all staff members are expected to be able to uphold and maintain. It is therefore appropriate for all council staff.</i></p>
LGACORE103B	<p>PROVIDE SERVICE TO LOCAL GOVERNMENT CUSTOMERS</p> <p><i>This unit covers areas such as providing customer service in a local government environment, including identification of customer needs and the use of effective communication skills. This unit also covers customer service strategies, including the design of improvement strategies based on feedback. It requires an ability to understand and work with a diverse range of customer groups and is appropriate for all areas of council.</i></p>
LGACORE104B	<p>WORK EFFECTIVELY IN LOCAL GOVERNMENT – may be eligible for RPL</p> <p><i>This unit covers working effectively in a local government context, including accepting responsibility for own work. It requires an understanding of and support for local government priorities. The unit is appropriate for all council staff particularly those entering local government for the first time.</i></p>
LGACORE105B	<p>WORK WITH OTHERS IN LOCAL GOVERNMENT – may be eligible for RPL</p> <p><i>This unit addresses the promotion of effective work relationships within local government. The importance of building relationships, fulfilling own tasks and responding to constructive feedback when working within a team setting is recognised. The unit is appropriate for all local government staff.</i></p>
LGACOMP007A	<p>PARTICIPATE IN POLICY DEVELOPMENT</p> <p><i>This unit covers participating in research activities and consultation processes that inform policy development. The unit looks specifically at the gathering of information to underpin policy development and the research necessary to analyse policies that impact on the client group and the work of the organisation.</i></p>
LGACOMP008A	<p>APPLY CONFLICT RESOLUTION STRATEGIES</p> <p><i>This unit covers dealing effectively with conflict, both in the workplace and outside the organisation. The unit outlines the knowledge and skills required to assess potential conflict situations and deal appropriately with the situation to achieve a resolution.</i></p>
LGACOMP009A	<p>IMPLEMENT EFFECTIVE COMMUNICATION TECHNIQUES</p> <p><i>This unit covers communicating to ensure the effective operation of the workplace. The unit specifically looks at facilitating discussions, producing written materials and making presentations.</i></p>

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BSBSUS201A	PARTICIPATE IN ENVIRONMENTALLY SUSTAINABLE WORK PRACTICES <i>This unit describes the performance outcomes, skills and knowledge required to effectively measure current resource use and to carry out improvements including reducing the negative environmental impact of work practices.</i>
LGAWORK204A	PLAN DAILY WORK ROUTINES <i>This unit covers the planning of daily work routines associated with council works.</i>