



Australian Government

Department of Education, Employment and Workplace Relations

LGA10104 Certificate I in Local Government

Release 2

LGA10104 Certificate I in Local Government

Modification History

Release	TP version	Comments
2	LGA04 V3	Layout adjusted.
1	LGA04 V2.2	First release in TGA.

Description

The Certificate I in Local Government prepares a person to work in Local Government to perform a defined range of activities most of which may be routine and predictable.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • Participating in discussions with others, which may involve listening, questioning and paraphrasing to confirm understanding • Clarifying the needs and expectations of others using a range of communication techniques • Responding to queries presented by internal and/or external parties, within the appropriate level of responsibility relevant to the job/role • Sharing knowledge and information with others • Using clear verbal and non-verbal communication • Reading and interpreting a range of information relevant to job/role which may include familiarising oneself with policies and procedures • Writing to suit audience needs including completing or assisting others to complete documentation
Teamwork	<ul style="list-style-type: none"> • Ability to work cohesively within own work group and others • Ability to develop effective work relationships • Working effectively with people from different backgrounds • Ability to identify and liaise with relevant personnel • Understanding the roles of team members and others in the organisation in order to know whom to refer tasks when appropriate • Work reflects an understanding of council's organisational structure and the relationships between roles within council
Problem solving	<ul style="list-style-type: none"> • Resolving work related problems • Responding to contingencies • Deciding appropriate action in emergencies • Responding to difficult customer situations using constructive problem solving techniques • Recognising potential conflicts and resolving them
Initiative and enterprise	<ul style="list-style-type: none"> • Identifying the need to refer tasks which fall outside scope of job/role to others • Identifying own career pathways • Being proactive • Identifying opportunities not obvious to others
Planning and organising	<ul style="list-style-type: none"> • Gathering and collating information • Planning and organising own work tasks

	<ul style="list-style-type: none">• Setting time lines and managing own time effectively• Participating in priority and goal setting• Participating in continuous improvement processes
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Self management	<ul style="list-style-type: none"> • Conducting a self assessment of own competencies against required job competencies • Monitoring own work and adjusting accordingly to meet agreed standards and expectations • Managing own work area • Identifying the need for additional support to enhance own performance • Seeking feedback on own performance from supervisor/management • Taking responsibility for own actions
Learning	<ul style="list-style-type: none"> • Attending relevant on and off the job training sessions • Taking responsibility for own learning • Identifying and undertaking self-directed learning opportunities which may include developing and maintaining familiarity with policies and procedures on an ongoing basis
Technology	<ul style="list-style-type: none"> • Using technology relevant to the job/role which may include a range of office technology including computers, software and hardware, facsimile machines, photocopiers and telecommunication equipment • Adapting to the use of new technology as appropriate

Packaging Rules

7 units of competency are required for the award of this qualification:

- 5 core units
- 2 elective units

Choose 2 elective units, at Certificate I level, from elsewhere within this Training Package, **or** another endorsed Training Package **or** Accredited course.

Core Units	
LGACORE101B	Access learning and career development opportunities
LGACORE102B	Follow defined OHS policies and procedures
LGACORE103B	Provide service to local government customers
LGACORE104B	Work effectively in local government
LGACORE105B	Work with others in local government

