



Australian Government

Department of Education, Employment and Workplace Relations

LGA20104 Certificate II in Local Government

Release 2

LGA20104 Certificate II 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 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

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"> • Engaging in discussions with others who may be internal or external to the organisation • Responding to queries from others by using clear verbal and non-verbal communication and language which is appropriate to the situation • Providing information on rates and special charges • Reading and interpreting a range of information relevant to job/role • Writing to suit audience needs, ensuring that council policy is clearly and accurately reflected in all correspondence • Sharing knowledge and information with others • Maintaining accurate and up to date records
Teamwork	<ul style="list-style-type: none"> • Working cohesively with others who may be internal or external to council • Liaising with relevant personnel • Understanding the roles of team members and referring tasks to others where appropriate • Being able to work with people from different backgrounds
Problem solving	<ul style="list-style-type: none"> • Resolving work related problems which may include conflicts • Responding to contingencies
Initiative and enterprise	<ul style="list-style-type: none"> • Identifying the need to refer tasks which fall outside scope of job/role to others • Being proactive • Responding to multiple demands in peak periods
Planning and organising	<ul style="list-style-type: none"> • Planning and organising own work tasks • Time management • Participating in priority and goal setting • Gathering and organising information in order to complete set tasks • Organising schedules to ensure work is completed on time • Identifying and accessing required resources • Coordinating tasks and processes
Self management	<ul style="list-style-type: none"> • Monitoring own work and adjusting accordingly to meet agreed standards and expectations • Managing own work area

	<ul style="list-style-type: none">• Identifying the need for additional support to enhance own performance
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Learning	<ul style="list-style-type: none"> • Attending relevant on and off the job training sessions • Taking responsibility for own learning
Technology	<ul style="list-style-type: none"> • Using technology relevant to the job/role • Adapting to the use of new technology as appropriate

Packaging Rules

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

- 1 core unit
- 9 elective units

Choose 4 or more units from the elective units listed below: *NOTE: Unit LGACORE104B is RECOMMENDED to be included in the selection if it has not been previously undertaken.*

Choose the remaining elective units from elsewhere within this Training Package, **or** from another endorsed Training Package **or** Accredited Course.

NOTE:

- *No more than three elective units may be imported.*
- *No more than one elective unit may be drawn from an AQF level below or above the AQF level of this qualification.*

Core Unit	
LGACORE102B	Follow defined OHS policies and procedures
Unit Code	Elective Units
LGACOMP007A	Participate in policy development
LGACOMP008A	Apply conflict resolution strategies
LGACOMP009A	Implement effective communication techniques
LGACORE101B	Access learning and career development opportunities
LGACORE103B	Provide service to local government customers
LGACORE104B	Work effectively in local government
LGACORE105B	Work with others in local government
LGAEHRR202B	Provide animal care and control

LGAEHRR203B	Support maintenance of public behaviour in areas under council control
LGAGOVA201B	Issue permits
LGAGOVA202B	Process infringement notices
LGAGOVA303B	Coordinate production of communication materials