Australian Government

Department of Education, Employment and Workplace Relations

LGA30104 Certificate III in Local Government

Release 2

LGA30104 Certificate III 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 III in Local Government reflects the role of employees in Local Government who perform tasks involving a broad range of skilled applications applied in a wide variety of contexts, which may involve application of some discretion and judgement in selecting equipment, services or contingency measures as well as working within known time constraints.

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	• Engaging in discussions with others who may be internal or external to the organisation • Responding to queries from others • Using clear verbal and non-verbal communication • Reading and interpreting a range of information relevant to job/role • Writing to suit audience needs • Sharing knowledge and information with others which may include providing feedback on policy development needs, conducting presentations for groups or individuals, public speaking, • Participating in consultations with clients and stakeholders • Applying negotiation techniques to defuse and resolve conflicts
Teamwork	• Working cohesively with others • Liaising with relevant personnel • Understanding the roles of team members and referring tasks to others where appropriate • Being able to work with people of differing ages, genders, race, religion, social and cultural backgrounds
Problem solving	• Resolving work related problems • Establishing contingency plans and responding to contingencies • Forming and testing assumptions in an effort to resolve problems • Implementing conflict resolution strategies • Anticipating and responding to potential sources of conflict
Initiative and enterprise	• Identifying the need to refer tasks which fall outside scope of job/role to others • Being proactive • Anticipating questions and issues which may be raised during presentations • Identifying sources of information and using them effectively • Identifying causes of conflict • Ability to adjust quickly to changing situations
Planning and organising	• 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 which may include coordinating media, speakers and resource requirements
	• Analysing information and data to support work objectives
	• Preparing materials to be used in presentations, in accordance with council protocols and relevant strategies
	• Ensuring locations for presentations are booked, ensuring access and suitability of premises

Self management	• 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 • Evaluating own response to situations of conflict and managing own emotions
Learning	• Attending relevant on and off the job training sessions • Taking responsibility for own learning
Technology	• Using technology relevant to the job/role which may include media aids such as PowerPoint presentations, electronic data projectors, video recorders, overhead projectors, internet and web links • Adapting to the use of new technology as appropriate

Packaging Rules

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

- 1 core unit
- 11 elective units

Choose 4 or more elective units from the list 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 4 elective units may be imported.*
- *No more than 1 elective unit may be drawn from an AQF level below or above the AQF level of this qualification.*

Unit Code	Core Units
LGACORE102B	Follow defined OHS policies and procedures
Unit Code	**Elective Units**
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
LGAGOVA303B	Coordinate production of communication materials
LGACOMP007A	Participate in policy development
LGACOMP008A	Apply conflict resolution strategies
LGACOMP009A	Implement effective communication techniques
BSBSUS201A	Participate in environmentally sustainable work practices