



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **LGA50404 Diploma of Local Government (Operational Works)**

**Release 2**

## **LGA50404 Diploma of Local Government (Operational Works)**

### **Modification History**

<b>Release</b>	<b>TP version</b>	<b>Comments</b>
2	LGA04 V3	Layout adjusted.
1	LGA04 V2.2	First release 2.2

### **Description**

The Diploma of Local Government (Operational Works) reflects the role of personnel working in Local Government who perform tasks involving a high level of autonomy and requiring the application of significant judgement in planning and determining the selection of equipment/roles/techniques for themselves and others. They are required to develop site specific work instructions and practices to ensure the implementation of the site management systems, plans and policies. They demonstrate the application of a broad range of managerial, coordination and planning skills.

### **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"> <li>• Demonstrating clear open communication and consultation with the community and stakeholders to maximise the acceptance of preferred planning options</li> <li>• Managing stakeholder relationships using a range of communication techniques to assess needs and expectations. Consultation may involve participation in and facilitation of committees</li> <li>• Writing to suit audience needs which may include report writing and documenting strategies in an acceptable format</li> <li>• Engaging in a range of high level communications which may include providing timely advice to council and staff</li> <li>• Networking within and outside council</li> <li>• Reading and interpreting a range of information relevant to job/role including data obtained through research and relevant legislation to determine impacts on council operations</li> <li>• Participation in the design and development of communications materials such as brochures and newsletters aimed at informing and educating others</li> <li>• Conducting presentations and information workshops for a range of audiences and modifying own language to suit audience needs</li> <li>• Negotiating effectively with others</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Achievement of effective working relationships which demonstrate an ability to work collaboratively with people from diverse backgrounds and across all sections of the organisation</li> <li>• Liaising with and deferring to specialists from outside the organisation as appropriate. These may include associations, consultants, police and other levels of government</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• Problem solving and conflict management</li> <li>• Analysing complaints, comments and observations</li> <li>• Solving problems by comparing identified problems against legislative requirements, codes of practice and community expectations</li> <li>• Engaging in effective problem solving based on research</li> <li>• Investigating disparities between data sets to ensure</li> </ul>

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
	integrity of data being used

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• The ability to think and operate strategically including the ability to develop strategies which reflect business objectives and which are in line with council or departmental strategies</li> <li>• The ability to undertake business planning for a department or business unit, using strategic thinking and forward planning</li> <li>• Identifying and investigating opportunities for growth</li> <li>• Modifying existing systems and processes or introducing new processes to ensure ongoing evaluation of systems and processes</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• Undertaking high level planning activities including scoping and developing departmental business plans</li> <li>• Undertaking research and analysis using a range of techniques, to support the development of business plans. The ability to source, collate and analyse statistical data, trends and patterns may be required</li> <li>• Conducting analysis of community needs, legislation and resources as part of the business planning process</li> <li>• Establishing measurable key performance indicators and targets with relevant parties, to assist in monitoring and managing departmental performance including customer satisfaction levels</li> <li>• Time management which involves ensuring planned marketing activities are scheduled within appropriate time frames and that schedules for implementing change are determined and amended as necessary</li> <li>• Analysing and evaluating a range of options in terms of their contribution to council objectives</li> <li>• Planning, resourcing, managing and evaluating projects, which include public transport facilities and other projects. Resource management may include identifying relevant human and financial resources required and engaging in appropriate planning and control processes to achieve required resources</li> </ul>
Self management	<ul style="list-style-type: none"> <li>• Monitoring own work and adjusting accordingly to meet agreed standards and expectations</li> <li>• Managing own work area</li> <li>• Undertaking self-development opportunities where necessary</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• Contributing to the learning community at the workplace by ensuring that relevant information on departmental activities and performance are made</li> </ul>

Employability Skill	Industry/enterprise requirements for this qualification include:
	<p>available for future planning and that appropriate training for staff is provided in a timely manner</p> <ul style="list-style-type: none"><li>• Engaging in activities which promote own on-going learning requirements which may include maintaining current knowledge of legislation and common law</li><li>• Undertaking formal training when required</li><li>• Accessing appropriate forms of informal training and development including attending relevant seminars, reading appropriate newsletters and participating in committees</li></ul>

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Technology	<ul style="list-style-type: none"> <li>Using technology relevant to the job/role including the use of computers and software such as geographic information systems data. The ability to access and various data including databases, spreadsheets, accounting packages, demographic data, census data</li> <li>The ability to use data management tools, techniques or procedures</li> <li>Adapting to the use of new technology as appropriate</li> </ul>

## Packaging Rules

13 units of competency are required for the award of this qualification.

Choose 13 elective units from the lists below, including:

- 4 or more from Group A
- 3 units from Group B (Specialist Operational Works)
- 6 units from elsewhere within this Training Package **or** any other endorsed Training Package **or** Accredited Course

### NOTE:

- No more than 5 of the 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.*

<b>Group A elective units</b>	
LGACORE102B	Follow defined OHS policies and procedures
LGACORE104B	Work effectively in local government
LGACORE105B	Work with others in local government
LGACORE501B	Provide quality and timely advice to council
LGACORE601B	Develop, implement and review operational plans
LGACORE602B	Promote and facilitate organisational performance
LGACORE603B	Represent council's role and value in the community
LGACOM403B	Conduct public educational presentations

LGACOM404B	Establish cooperative arrangements with other organisations
LGACOM405B	Implement and monitor the organisation's OHS policies, procedures and programs within the work group or section
LGACOM407B	Manage finances within a budget
LGACOM501B	Develop and organise public education programs
LGACOM502B	Devise and conduct community consultations
LGACOM503B	Prepare a budget
LGACOM602B	Coordinate and facilitate a change process
LGACOM603B	Develop, implement and review policies and procedures
LGAGOVA410B	Monitor council procedures to ensure compliance with relevant legislation
LGACOMP024A	Develop community relations
LGACOMP025A	Manage a local government project
LGACOMP026A	Provide team leadership
<b>Group B (Specialist Operational Works) elective units</b>	
LGAWORK501A	Prepare preliminary design for operational works
LGAWORK502A	Prepare detailed works project documentation
LGAWORK503A	Undertake project investigation