

## Certificate II in Local Government LGA20104

This nationally recognised qualification will help administration assistants who are new to Local Government be able to perform various tasks within the prescribed framework of local government. This will be ideal for people starting out in general administration, customer service and accounts.

It will provide participants with general skills such as OH&S and organising work priorities as well as more specific work-related skills like producing documents and assisting with customer enquiries.

It is anticipated that all participants will be working within an organisation where they are able to practice the skills being developed.

### **Course Delivery and Support**

Local Government Training Institute (LGTI) has developed this program to offer flexibility with ongoing support. Participants can combine recognition of current work-related skills and knowledge with structured training and assessment.

At the start of the program, participants will be given learners guides, reading materials, work-based projects, self-assessment checklists and appropriate assessment tasks. Training will be undertaken in the workplace using the learning materials provided by LGTI. Phone and email support is available at all times.

Participants will be contacted on a regular basis by Local Government Training Institute staff to offer support and to monitor their progress and assess their skills against the required competencies.

### **Duration**

It will normally take 18 months to complete the learning and assessment for this qualification.

### **Incentives**

Incentives of \$4,000 may be available for eligible staff under an Existing Worker Traineeship. Further details on available incentives are available from an Apprenticeships Centre in your area, for information and contact details visit <http://www.australianapprenticeships.gov.au>.

For people who undertake this certificate as part of a new-entrant or existing worker traineeship in NSW, the training may be partly funded by the NSW Government in partnership with the Australian Government.



## Local Government Training Institute

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### **Fees payable to Local Government Training Institute**

Please contact LGTI for pricing arrangements for this qualification.

### **Units of Competency**

To complete this qualification, participants must be assessed as competent in 10 units of competency, including 5 or more common units and up to 5 other electives. At the start of their program, participants can tailor their program to suit their individual learning requirements or the needs of the organisation.

### **For example, a participant might choose the following range of 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 a Local Government               |
| LGACORE105B | Work with others in local government                 |
| LGACOMP008A | Apply conflict resolution strategies                 |
| LGACOMP009A | Implement effective communication techniques         |
| BSBWOR204A  | Use business technology                              |
| BSBITU201A  | Produce simple word processed documents              |
| BSBITU203A  | Communicate electronically                           |

As electives can be chosen from a long list of options and are subject to change over time, please contact the Certificate Programs Coordinator at Local Government Training Institute for further details on suitable options.

### **How to obtain further details and apply for the course**

For further details and an enrolment package, please contact:

Client Liaison and Support Officer

Ph: 4922 2342

[rochellet@lgti.com.au](mailto:rochellet@lgti.com.au)

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