



## 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 may be available for eligible staff as a New-Entrant or 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>.

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

Please contact the Business Development Team for more details on the fees applicable for this course.



## Local Government Training Institute

4 Sandringham Ave Thornton NSW 2322 AUSTRALIA  
PO Box 3137, Thornton NSW 2322 AUSTRALIA  
Telephone: +61 2 49 222 333 Facsimile: +61 2 4966 0655  
Email: [reception@lgti.com.au](mailto:reception@lgti.com.au)  
ABN: 24 232 406 407



**[www.lgti.com.au](http://www.lgti.com.au)**





### **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 our Business Development Team on 02 4922 2333 or email [reception@lgti.com.au](mailto:reception@lgti.com.au).

## **Local Government Training Institute**

4 Sandringham Ave Thornton NSW 2322 AUSTRALIA

PO Box 3137, Thornton NSW 2322 AUSTRALIA

Telephone: +61 2 49 222 333 Facsimile: +61 2 4966 0655

Email: [reception@lgti.com.au](mailto:reception@lgti.com.au)

**[www.lgti.com.au](http://www.lgti.com.au)**

