

Certificate III in Local Government LGA30104

Tailored for Rating Professionals

This nationally recognised qualification has been tailored to benefit rating administration staff in local government. Participants can combine recognition of current work-related skills and knowledge with structured training and assessment to enhance their capabilities in areas important to their organisation and their career.

The certificate will provide participants with general skills such as organising work priorities and dealing with difficult customer situations as well as more specific rates-related skills, such as dealing with rating enquiries, complying with the Local Government Act and locating rate payers.

Duration

It will normally take 2 years to complete the learning and assessment for this qualification.

Course Delivery and Support

Participants can undertake this program in the workplace through either a “flexible delivery” or a correspondence program. The program mode will be agreed on before participants commence.

Option 1: Flexible Delivery

Participants undertake this qualification in their workplace. They receive appropriate support and assistance from qualified trainers at the Local Government Training Institute, such as coaching in the work environment and/or face-to-face training.

At the start of the program, participants are given learner’s guides, reading materials, work based projects, self-assessment checklists and appropriate assessment tasks.

They are contacted regularly by the Local Government Training Institute staff to offer support and maybe visited in the workplace to monitor their progress and assess their skills. Phone and email support is available at all times.

Option 2: Training undertaken in the workplace using learning materials provided by LGTI

With the Correspondence Program, participants receive all of the resources and phone / email support as mentioned for the flexible delivery program. However, all support, assessment and monitoring are at a distance (ie. not face to face).

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>.

Local Government Training Institute

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Fees payable to Local Government Training Institute

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

Units of Competency

To complete this qualification, participants must be assessed as competent in 12 units of competency, including 5 or more common units and up to 7 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:

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
LGAREGS303A	Enforce legislation to achieve compliance
PSPLEGN301B	Comply with legislation in the public sector
LGAGOVA301B	Assist customers with rate enquiries
FNSMERC304B	Locate subjects
FNSMERC301B	Collect debts
FNSRETA309B	Balance cash holdings
BSBFIA301A	Maintain financial records

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

How to obtain further details and apply for the course

For further details and an enrolment package, please contact the Business Development Team on 02 4922 2333 or email reception@lgti.com.au

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