



**LGA50120**  
**DIPLOMA OF LOCAL GOVERNMENT**  
**(CORPORATE SERVICES)**



NATIONALLY RECOGNISED  
TRAINING  
RTO 30003



# LGA50120 DIPLOMA OF LOCAL GOVERNMENT (CORPORATE SERVICES)

**Working in local government requires a broad range of managerial, co-ordination and planning skills.**

**The Diploma of Local Government (Corporate Services) allows you to develop management systems together with plans and policies within the local government context.**

**Successful completion of this qualification broadens your skills and knowledge in Council's Corporate Services requirements.**

## PRE-REQUISITES

- Have a minimum of two-years' full-time employment, working within Council's corporate services

### AND

- Hold a position which requires you to undertake tasks within Council's corporate services processes

### OR

- Acquired a completed Performance Appraisal statement within the last twelve months, confirming your competencies within Council's administrative office.

## HOW IS THE LEARNING CONDUCTED?

- The learning is a combination of 'on and off the job' delivery and assessment.
- Learning post workshop, is supported by your Supervisor/Team Leader in the workplace.
- It is important that you work with your co-workers in completing the assessments. This is encouraged to enable you to apply your new skills and use workplace examples as evidence for your assessment.
- Post-course access to our Facilitators and Senior Advisors is available via both phone and email for support as required.

## DELIVERY MODE

- The course is comprised of 6 days' mandatory attendance to cover course content and formal presentations. Course delivery will be over a period of approximately 6 months i.e. typically in 3 x 2-day blocks or 2 x 3-day blocks depending on location.
- Attendance dates are confirmed in writing to you prior to commencement.
- On Day 1 of the course, participants will be provided with course guidelines, reference materials and assessment tips.
- To achieve the full qualification, you will need to successfully complete 12 national units of competency.

## RECOGNITION OF PRIOR LEARNING (RPL) – to apply, please contact Peak

- RPL is the acknowledgment of skills and knowledge obtained through learning achieved outside the formal education and training system and includes work and life experience, paid and volunteer work, plus skills attained through leisure pursuits such as musical, mechanical or linguistic abilities.
- RPL recognises any prior knowledge and experience and measures it against the qualification in which students are enrolled. The individual may not need to complete all of a training program if he or she already possesses some of the competencies taught in the program.

## ASSESSMENT

- All content and assessment benchmarks are discussed at commencement of the course. Information required to complete assessment items is contained in the material presented during each training day.
- An assessment is issued for each of the 12 units. Assessments include a combination of short answer questions, set tasks requiring research/report writing and case study/project work.
- Time spent on assessments varies widely depending on level of experience. In addition to contact hours, time in the workplace is required to be scheduled with your supervisor/manager to undertake research projects. In addition to workplace hours, your personal time will be required to bring together all of your work into a fully indexed assessment portfolio.
- It is estimated that 5 to 6 hours per week will be required to compile your assessment portfolio. Your evidence will be assessed by a panel of qualified assessors.
- All assessment documents (1 for each of the 12 units) require to be signed-off by your supervisor/manager.

# LGA50120

## DIPLOMA OF LOCAL GOVERNMENT (CORPORATE SERVICES)

UNIT NAME	UNIT CODE	DESCRIPTION
Manage organisational customer service	BSBOPS505	This unit describes the skills and knowledge required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation. It applies to individuals who supervise customer service provided by others within an organisation. At this level, individuals must exercise considerable discretion and judgement, using a range of problem solving and decision-making strategies.
Manage business risk	BSBOPS504	This unit describes the skills and knowledge required to manage business risks in a range of contexts across an organisation or for a specific business unit or area in any industry setting. It applies to individuals who are working in positions of authority and who are approved to implement change across the organisation, business unit, program or project area. They may or may not have responsibility for directly supervising others.
Ensure a safe workplace for a work area	BSBWHS521	This unit describes the skills and knowledge required to establish, maintain and evaluate an organisation's work health and safety (WHS) policies, procedures and programs in a work area to ensure a safe workplace, according to WHS legislative requirements. It takes a systems approach and addresses compliance with relevant legislative requirements. It applies to those working in a range of contexts who have, or are likely to have, responsibility for WHS as part of their broader management role. It is relevant for people with obligations under WHS laws.
Lead communication in the workplace	BSBXC501	This unit describes the skills and knowledge required to lead communication in the workplace within any industry. It has a specific focus on the communication skills required for team leaders with responsibility for other workers.
Work in local government	LGACOR001	This unit describes the performance outcomes, skills and knowledge required to work effectively in a local government context. It applies to individuals working in local government across all job levels. The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.
Develop and lead community engagement strategies to enhance participation	CHCCDE010	This unit describes the skills and knowledge required to apply advanced community engagement skills to increase participation in the community development environment. The high-level engagement skills described in this unit apply to a range of workplace contexts involving skill development, application and evaluation of engagement strategies to ensure effective community participant in relevant projects and activities. It applies to workers in both health and community sectors and/or a community development work context. Workers at this level will be part of a professional team and have the responsibility of supervision of others.
Conduct community consultations	LGACOR007	This unit describes the performance outcomes, skills and knowledge required to plan, conduct and report on community consultations. It requires the ability to engage and consult with communities to recognise and respond to the needs of the community in a timely and effective manner. This unit applies to individuals who work in local government.
Build and maintain community relationships	PSPGEN104	This unit describes the performance outcomes, skills and knowledge required to build and maintain relationships including partnerships with individuals or communities for specific and ongoing purposes. Those understanding this unit generally work independently, as part of a team and with supervisory responsibilities. They perform complex tasks in a range of familiar and unfamiliar contexts. The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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UNIT NAME	UNIT CODE	DESCRIPTION
Manage people performance	BSBMGT502	This unit describes the skills and knowledge required to manage the performance of staff that are direct reports. It applies to individuals who manage people, covering work allocation and the methods to review performance, reward excellence and provide feedback. The unit makes the link between performance management and performance development and reinforces both functions as a key requirement for effective managers.
Undertake project work	BSBPMG430	This unit describes the skills and knowledge required to undertake a minor project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learned for application to future projects. The unit applies to individuals who play a significant role in ensuring a project meets timelines, quality standards, budgetary limits and other requirements set for the project.
Develop and manage a budget	FNSORG501	This unit describes the skills and knowledge required to collect and analyse information and apply sound accounting principles to the development and ongoing management of a budget for a small organisation or section of a large organisation. It applies to individuals who use a range of specialist and managerial techniques to plan, monitor and control budgetary work.
Provide advice to council	LGACOR008	This unit describes the performance outcomes, skills and knowledge required to monitor, assess and advise council on legislative and other matters that impact on council operations to support council decision-making. It requires the ability to recognise that councils operate within a legislative framework and that there is a strong need to provide councils with quality and timely information so they can best serve the community and its constituents.

## FULL COURSE DETAILS

<http://training.gov.au/Training/Details/LGA50120>

**Peak's nationally recognised and local government specific qualifications are scheduled regularly as public courses and are available as contextualised in-house deliveries.**

**Contact us today for more information.**



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