



Local Government
Professionals
AUSTRALIA SA

**"THE SKILLS
YOU LEARN WILL
SUPPORT YOU
IN DEVELOPING
YOUR CAREER
AND ENHANCING
YOUR RESULTS"**



IGNITE 2024

**A LEADERSHIP LEARNING PATH FOR
NEW SUPERVISORS, TEAM LEADERS AND
COORDINATORS IN LOCAL GOVERNMENT**

**REGISTRATIONS CLOSE FRIDAY 8 DECEMBER 2023
PROGRAM COMMENCING THURSDAY 1 FEBRUARY 2024**

**Unless all places sold prior.*



LOCAL GOVERNMENT PROFESSIONALS AUSTRALIA, SA

OUR MISSION

We develop local government people.

OUR VISION

To be a respected, leading membership organisation fostering connected, accomplished people.

Local Government Professionals Australia, SA is an independent not-for-profit member based association representing professionals working in local government in South Australia. We have the ability to link and connect people from different councils who may not otherwise form relationships or share with each other.

Our high quality professional development programs and networking events are uniquely local government – reflective of the culture of the sector and sensitive to the needs of its professionals.

The content of our events and programs are informed by our members and people who genuinely care about the sector.

We provide a safe and supportive environment in which to grow and learn while creating opportunities to make time away from the office to work on the business or on self.

We award and acknowledge achievements of excellence.

All of our offerings are designed by, and for the sector, with 100% of proceeds invested back into developing further content and offerings for our Members.

ASC TRAINING

ASC Training & Development is a South Australian owned and operated Registered Training Organisation (RTO No. 2353) situated in Victoria Square, Adelaide.

Since 1996 ASC have engaged with public and private organisations to help in the development of their people through training. ASC provide Nationally Recognised Training (Qualifications) and Corporate Training (for general interest & upskilling).

Participants are supported in their learning by qualified and experienced facilitators who strive to ensure every participant's learning experience is memorable, rewarding and relevant.

The ASC team understand that people do not learn in the same way, and have the processes and support mechanisms in place to set learners up for success, no matter their learning needs.

As a team, ASC share a passion for excellence, in both customer service and training outcomes, and thrive on supporting participants to succeed.

IN PARTNERSHIP


LG Professionals SA are pleased to have been partnering with ASC Training & Development to deliver the Ignite Program since 2018.

The program has been designed to engage participants, all from the South Australian local government sector, by regularly reflecting and debriefing on the local government challenges they face, and sharing strategies which have been successful or otherwise, all in the spirit of learning.

The content delivered in each of the units includes case studies, assessments and conversations all tailored to our unique sector.

"IGNITE IS A MUST FOR NEW LEADERS - IT EQUIPS YOU WITH THE TOOLS AND SUPPORT TO EXCEL. I'D RECOMMEND IT TO ANYONE LOOKING TO BECOME A BETTER LEADER"

Donna Johnston,
Team Leader Marketing and Communications,
Town of Gawler,
2021 Ignite Participant



**"YOU WILL
GAIN SKILLS
TO LEAD YOUR
TEAM AND
PRIORITISE
WORKLOADS"**

PROGRAM SUMMARY

THE LG PROFESSIONALS SA IGNITE PROGRAM IS A LEADERSHIP LEARNING PATH FOR SUPERVISORS, TEAM LEADERS AND COORDINATORS IN LOCAL GOVERNMENT ACROSS SOUTH AUSTRALIA

As a new leader with limited experience in managing and leading people, this program focuses on enabling you to develop the competencies required to be successful in your role.

While leaders are often technically competent, many have had limited opportunity to develop new, or extend the existing, critical skills needed for leading and managing people. The importance of developing these qualities for people in these roles is critical and cannot be underestimated.

PROGRAM METHODOLOGY

The Ignite Program spans 14 program days, plus an orientation session and graduation, and is delivered over 12 months.

This interactive program will be delivered in a mixed delivery format, with sessions delivered via a combination of face to face and online, making it accessible for both regional and metro participants.

Upon successful completion of the program, you will receive the nationally recognised qualification BSB40520 Certificate IV in Leadership and Management.

PARTICIPANT PROFILE

The Ignite Program is designed to enable those who have limited experience in managing and leading people to develop the competencies required to be successful in their role.

The typical program participant will be, or is to be, appointed to an entry-level supervisory, team leader or coordinator role and work in a council or subsidiary. Content and delivery methods are suitable for both indoor and outdoor workforce.

KEY BENEFITS

- Explore the many challenges faced by team leaders, supervisors and coordinators in local government
- Improve critical interpersonal skills for engaging and leading people
- Acquire key skills for managing the performance of teams
- Build your Network connections across the local government sector

**"COLLABORATING WITH
A DIVERSE GROUP OF
PEERS DURING IGNITE
WAS A BIG PLUS. I SAW
MY LEADERSHIP SKILLS
IMPROVE AS I WENT
ALONG, WHICH MADE
MY TEAM PERFORM
BETTER AND BOOSTED
MY CONFIDENCE"**

2022 Ignite Participant

ASSIGNMENTS

The Ignite Program will include assignments linked to each of the Units.

The assessment components of the program achieve three main outcomes:

- ∴ Give participant's the ability to apply learning from the program in a way that can deliver immediate benefits
- ∴ Embed program learning through continuous feedback
- ∴ Support the course accreditation requirements

The assessments will require participants to prepare written responses, ranging from dot point answers to several paragraphs in general. Information relating to assessment is made available to participants prior to participation in each Unit, to support the learning process.

TIME INVESTMENT

The question most frequently asked by participants of the Ignite program is "how much work do I need to do outside of the workshops?"

We advise you plan on 4 – 5 hours per week, however this may be less depending on your experience. In addition, some units will take less time than others.

"I FOUND THE IGNITE PROGRAM TO BE INCREDIBLY BENEFICIAL AND INSIGHTFUL FOR MY ROLE - I ESPECIALLY APPRECIATED THE DIRECTION AND GUIDANCE I RECEIVED IN LEADING A HARMONIOUS AND EFFECTIVE TEAM IN THE WORKPLACE"

Ned Jones,
*Team Leader Urban Services,
District Council of Yankalilla,
2022 Ignite Participant*

**"DEVELOP SKILLS
TO FORM STRONG
COHESIVE TEAMS
ENHANCING
PRODUCTIVITY,
INNOVATION
AND EFFICIENCY"**



PROGRAM UNITS

The Ignite Program spans 12 Units of Competency – each forming an important part of the accreditation process.

**Orientation: Thursday 1 February 2024
(Live Virtual Classroom)**

**Unit 1: Tuesday 13 February 2024
(Face to Face)**

**Lead effective workplace relationships
(BSBLDR413)**

The role of the manager is critical in the development and maintenance of positive working relationships. A cohesive team contributes to successful business outcomes.

Explore how to use leadership to promote team cohesion, developing skills in motivating, mentoring, coaching and developing. Learn how to engender trust and confidence within the team and form the bridge between management and team members.

**Unit 2: Wednesday 14 February 2024
(Face to Face)**

Make presentations (BSBCMM411)

Effective leadership and management requires the ability to develop and deliver presentations within an organisation for a range of purposes.

Learn how to prepare a presentation to achieve its intended outcome, utilising appropriate formats, strategies, materials and resources. Importantly, also explore how to use a variety of techniques to review, monitor and evaluate the effectiveness of your presentation.

**Unit 3: Thursday 11 April 2024
(Live Virtual Classroom)**

Lead and facilitate a team (BSBXTW401)

Shared leadership is a feature of highly functioning workplaces, where people at all levels demonstrate effective leadership skills. The skills learned enhance teamwork and support faster and higher quality outcomes. Effective teamwork can improve job satisfaction productivity, innovation and efficiency.

Explore how to work effectively with teams and individuals, developing team plans to meet expected outcomes and facilitating continuous improvement, using strategies and skills to coordinate and support the team and individuals.

Develop skills to build a strong and cohesive team, monitor its performance and implement a business improvement project.

**Unit 4: Tuesday 14 May 2024
(Face to Face)**

**Apply communication strategies in the workplace
(BSBXCM401)**

A cohesive team supported and engaged by clear communication contributes to successful business outcomes.

Explore how to prepare for the different opportunities for communication as a leader, utilising communication strategies to facilitate, monitor and support team and workplace communication and provide clear work instructions.

Delve into the use of feedback as a vital leadership tool and unlock the power of effective listening.

**Unit 5: Tuesday 6 June 2024
(Live Virtual Classroom)**

Develop personal work priorities (BSBPPEF402)

Effective managers need to be able to make decisions about what they will do, when they will do it and what they will get others to do. Prioritising asks for urgency and importance lies at the heart of effective self-management.

Explore how to plan and prioritise own work tasks while ensuring effective time management. Set personal and professional goals and reflect on personal performance, acting on feedback.

**Unit 6: Tuesday 2 July 2024
(Live Virtual Classroom)**

**Build and maintain business relationships
(BSBTWK401)**

Business relationships, both internal and external, are critical to the role of leaders. Effective business relationships provide ongoing mutual benefit.

Explore how to establish business relationships and networks and how to use them to benefit the team and organisation.

**“BUILD, IMPROVE
AND MAINTAIN THESE
RELATIONSHIPS,
PUTTING WHAT YOU
HAVE LEARNT INTO
PRACTICE THROUGHOUT
THE PROGRAM
AND BEYOND”**



PROGRAM UNITS

Unit 7: Thursday 1 August 2024 (Face to Face)

Coordinate business operational plans (BSBOPS402)

Managers are pivotal to the successful implementation of the organisation's plan to achieve its goals and objectives.

Explore how to prepare and implement operational plans whilst analysing and assessing plan requirements. Develop skills to monitor and review implementation and operational performance and to take action to rectify identified shortfalls.

Unit 8: Tuesday 27 August 2024 (Live Virtual Classroom)

Work within compliance frameworks (BSBAUD412)

Working in local government requires people to identify statutory, legislative and regulatory requirements and relate them to individual work practices to ensure ongoing adherence to the compliance framework.

Explore the important role of identifying and interpreting individual compliance requirements, and continuous management and review.

Develop the skills to identify and adapt to changes in compliance requirements as necessary.

Unit 9: Tuesday 24 September 2024 (Face to Face)

Lead difficult conversations (BSBCMM412)

Many leaders find conversations about performance to be difficult and often avoid them altogether. Providing feedback, to acknowledge a job well done or when a team member's performance falls short of expectations, is one of the most critical functions a leader performs.

Develop the skills to prepare for and facilitate a difficult conversation, following up and reviewing conversation outcomes. Develop confidence in holding these conversations and effectively resolving work difficulties to create positive outcomes.

Unit 10: Tuesday 22 October 2024 (Live Virtual Classroom)

Demonstrate leadership in the workplace (BSBLDR411)

Leadership can be demonstrated in many ways. Leaders influence their team through modelling high standards of behaviour and performance.

Develop the skills to role model positive leadership that reflects the organisations values, whilst protecting and building its image. Learn how to develop and work with performance plans and KPIs for teams and individuals and lead decision making processes.

Unit 11: Thursday 14 November 2024 (Live Virtual Classroom)

Apply business risk management processes (BSBOPS403)

Some risks that are thought to be unknown are not unknown. Armed with the right set of tools, procedures, knowledge and insight, light can be shed on variables that lead to risk, allowing us to manage them.

Explore how to identify, analyse and evaluate risks and establish risk management processes, monitoring and reviewing effectiveness of risk treatment/s.

Unit 12: Tuesday 10 December 2024 (Face to Face)

Lead the development of diverse workforces (BSBLDR521)

Recognising and leveraging workplace diversity has become increasingly important in workplaces.

Develop the knowledge to identify opportunities to maximise the benefits of diversity and embed diversity into work plans and operations. Learn how to communicate effectively with a diverse workforce and provide diversity support.

Presentations: Tuesday 4 February 2025 (Face to Face)

Graduation: Friday 13 June 2025 (Face to Face)





MARK LOURENS

Mark enjoys seeing people succeed. Born in Zimbabwe and growing up in South Africa, he has also lived and worked in the United Kingdom and the United Arab Emirates before making South Australia home at the end of 2017.

Mark worked in the Oil and Gas sector for more than 25 years, with the last ten in Training and Development, including work in Leadership Models.

Mark has been the lead facilitator in the Ignite Program for the past three years, and his relaxed and supportive style makes him very popular with participants.

"INTERACTION WITH US FROM THE TRAINER (MARK) WAS AMAZING. HE NEVER SINGLEDED ANYONE OUT AND FOSTERED A SAFE AND COMFORTABLE LEARNING ENVIRONMENT"

2021 Ignite Participant



CINDY FLOWER

Cindy has a career history of more than 20 years with the State Government of South Australia, during which time she was Manager Human Resources for the Department for Water and Manager Organisational Development for the Department of Environment and Water.

Passionate about shaping an engaged high performing culture she is an expert in change management. Cindy thrives on building and leveraging Networks, and encouraging participants to harness the value that they provide.

She is a highly engaging, down to earth facilitator with a great sense of humour.

Cindy has been a facilitator in the Ignite Program for the past three years, where she provides invaluable leadership insights.

"IF YOU ARE WANTING TO EXTEND YOUR LEARNING AND WORK WITH SUPPORTIVE TRAINERS, THEN I WOULD ABSOLUTELY RECOMMEND REGISTERING FOR THE IGNITE PROGRAM"

Ann-Marie Arthur,
*Team Leader Arts Centre,
City of Tea Tree Gully,
2021 Ignite Participant*

INVESTMENT

MEMBER

\$4,700.00 + GST = **\$5,170.00**

NON-MEMBER

\$5,200.00 + GST = **\$5,720.00**

In the instance that a participant requires a catch-up session with a facilitator for a missed unit, additional fees may apply. These will be charged to the participant.

ATTENDANCE

The Ignite Program is only run once per year. It is important that participants lock the program dates into their diaries as soon as possible to ensure they are able to attend all sessions and complete relevant assessment components.

PAYMENT TERMS

Upon registration, an invoice will be automatically generated. Payment can be made via EFT, credit card, PayPal or cheque.

REGISTRATION

**Registrations close at 5.00pm
Friday 8 December 2023
unless all places sold prior.**

Registrations at our events and programs are open to Local Government Professionals Australia, SA members, council employees, employees of regional subsidiaries.

By registering for the Ignite Program, participants and their management are acknowledging that they have read the entire Ignite Program Prospectus and understand the program requirements, terms and cancellation policy.

Registrations can be made online at www.lgprofessionalssa.org.au

LANGUAGE, LITERACY AND NUMERACY TEST

As a requirement of being a Registered Training Organisation, ASC Training require all program participants who do not hold a Diploma or higher-level qualification to complete a Language Literacy Numeracy (LLN) test prior to program commencement. Should you have any questions regarding what this involves, please do not hesitate to contact LG Professionals SA to discuss.

PARTICIPANT SUPPORT

ASC have a dedicated Learner Support team member whose role is to check in on your progress. This includes helping you with study planning and assisting if you have difficulty meeting assignment deadlines.

Participants are encouraged to engage in the Ignite online forum, where Program facilitators monitor activity and provide ongoing participant feedback.

CANCELLATION POLICY

Whilst Local Government Professionals Australia, SA is sympathetic to the inevitability of changing circumstances, each cancelled registration incurs a cost. It is for this reason that the following section of our cancellation policy applies to all Leadership and Development programs:

- Cancellations received more than 8 weeks prior to program commencement: 100% refund
- Cancellations received between 8 and 6 weeks prior to program commencement: 50% refund
- Cancellations received within 6 weeks of program commencement: No refund

Note:

- Registration is a commitment to pay. In the instance of a cancellation where the invoice remains unpaid, the terms of the cancellation policy will still apply and an amended invoice will be issued if applicable.
- In all cases substitutions prior to program commencement are a welcome alternative. In this instance, no fees will be charged but LG Professionals SA must still be notified of the substitution as soon as practicable.
- In the event of extenuating circumstances, requests for waiver of cancellation fees MUST be made in writing to the CEO and will be honoured only if they have been confirmed in writing by the CEO.

Please see full Cancellation Policy at www.lgprofessionalssa.org.au/Governance-and-Policies



SUBMISSIONS PROCEDURE

We understand that due to competing priorities, sometimes assessments may be submitted after the deadline, however for each late submission, ASC Training and Development incur a cost.

For this reason, participants will have three months to submit all assessments from their last day of training, being Tuesday 4 February 2025. For extensions sought after this time, an additional marking fee will be incurred, per below.

- \$150.00 (inc GST) per month extension
- \$300.00 (inc GST) for a three-month extension
- \$500.00 (inc GST) for a six-month extension

Note:

Multiple assessments may be submitted within an extension period, with the fee only incurred once.

Additional fees incurred for marking of late assessments will be invoiced direct to the participant by ASC Training and Development.

WITHDRAWAL PROCEDURE

ASC Training and Development are committed to supporting participants to succeed and implement various touchpoints with participants throughout their program journey.

On occasion however, a participant may be identified as a candidate for withdrawal, per ASC Training and Development terms and conditions.

A participant who has been identified as a candidate for withdrawal will be assessed on a case-by-case basis, however, generally, if every effort has been made to contact the participant (at least three attempts) and;

- there has been no change to the learner's progress after implementation of the agreed intervention strategy, or
- the participant doesn't agree to additional support, or
- the participant has not responded to contact by ASC

ASC Training and Development may initiate a withdrawal.

Where a participant has been identified as a candidate for withdrawal ASC Training and Development will:

- Send the participant an email advising that they will be withdrawn from the course with two weeks' notice provided
- After the two weeks' notice period, issue written confirmation to the participant regarding their withdrawal
- Ensure that the participant is aware of the ASC Training and Development Grievance (complaints) procedure

ASC Training and Development will make every effort to provide ongoing support for all participants in the Ignite Program.

CONTACT DETAILS

Local Government Professionals Australia, SA

www.lgprofessionalssa.org.au

148 Frome Street, Adelaide SA 5000

Eve Jackson

Training Support Officer

eve@lgprofessionalssa.org.au

08 8224 2092

CONNECT WITH US



Developed by the sector, for the sector

All proceeds from our programs are directly reinvested to further develop the local government sector through continued support of professional networks, events and learning and development initiatives for local government professionals.

