

# E-LEARNING COURSE

## Rating KnowHow

---



Welcome to **Rating KnowHow**, an e-learning course designed by sector experts with you in mind.



## Getting Started

---

As a local government employee it is important to understand how the sector works and the specifics about the part of local government you work in.

The audience for this course is:

All local government staff, particularly-

- Rating staff
- Revenue Managers and Team Leaders
- Finance Managers
- Legal staff
- Those with an interest in rating

This information sheet tells you everything you need to know to hit the ground running or to refresh your current knowledge.

## Working through the course

---

Rating KnowHow is easy to navigate, and is split into two parts.

- Each part of the course takes about 30-40 minutes to complete.
- As you complete each part of the course your learning progress will automatically be updated in your personal learning profile.

To get the most out of the learning:

- complete both parts of the course and complete all quizzes,
- set targets to complete the course,
- get together with your colleagues to discuss the content,
- share what you've learnt with your managers and ask any questions.

You can pause at anytime in the course, and when you return to it, the system will automatically pick up where you left off.

## Pricing

---

Rating KnowHow Course Cost

\$160.00+GST *per participant*

For multiple participants, discounted pricing is available.

## What is e-learning?

---

Many of us are familiar with a facilitated face-to-face training method.

E-learning is different in that it allows you to complete a course online, at your own computer, at a time that suits you.

You'll need to log into the SOLGM Learning Management System and create a personal profile. The central hub maintains a record of your learning progress. It can be accessed at any time by you and your HR representative.

## What's in the Rating KnowHow Course?

---

Rating KnowHow comprises two e-learning parts and a suite of supporting resources:

In Part 1 you'll learn about:

- The Local Government (Rating) Act: Overview
- The rating unit and the ratepayer
- Non-rateable land
- Rating tools
- Remissions, postponements and rates rebates.

In Part 2 you'll learn about:

- Assessment, collection and enforcement of rates
- Rates on Māori freehold land
- Rates resetting and replacement

## Assessment

---

Upon completion of each part of the course you will be asked to complete a short quiz.

The pass rate is 70%, but attempts are unlimited.

Once you complete a course your learning record will automatically be updated in your personal learning profile.

## Who is SOLGM?

---

We are the national membership organisation for local government professionals.

Our role is to promote and support your professional development in local government. We focus on providing professional leadership, promoting innovation and excellence in management practice and developing the sector capability to enhance service delivery to our local communities.

We run lots of events throughout the year, check our event calendar for more details.

## Help and support

---

Course content

If there is something in the course that you don't understand or you need further clarification on, then the first step would be to speak to your manager.

Technical queries

If you are experiencing technical problems accessing the course please email: [elarning@solgm.org.nz](mailto:elarning@solgm.org.nz).

## Technical Info

---

Browser Compatibility

The e-learning courses function with multiple browsers and operating systems.

This course can also be completed on tablet and iPad.

E-LEARNING COURSE

Rating KnowHow