

CHC44015

# CERTIFICATE IV IN COORDINATION OF VOLUNTEER PROGRAMS

## Overview

This qualification is appropriate for workers who are responsible for the coordination of volunteers within a program or organisation. Volunteer coordinators provide ongoing management and support to volunteers and are the main point of contact for volunteers.

This qualification aims to enhance students' work in planning and administering volunteer programs and recruiting and supporting volunteers in the ever-changing environment.

## Objectives

Students develop a range of skills through the course which include:

- ✓ Being aware of current and emerging models of volunteering.
- ✓ Adapting their practice to changing community priorities, demographics, and expectations.
- ✓ Shaping how their organisation understands and works with its volunteers.
- ✓ Supporting their volunteers in ethical, safe and meaning practice.

The management and development of volunteers and volunteering is key to the sustainability of a skilled and involved volunteer workforce.

## Course length and delivery methods

The expected completion time of the course is approximately eight (8) months.

Students are to attend 5 x face-to-face workshops (2 days each = 10 days total) in Brisbane.

Students will be provided with online access to materials for review before each workshop.

Following workshops, students will undertake self-paced learning and complete assessment tasks (including some work-based assessment).

## Entry requirements

- ✓ Students are expected to have access to a workplace and to be supervising volunteers.
- ✓ Due to the blended nature of this course, students should have access to an internet-connected computer (ideally a laptop that can be brought to workshops).

## Cost

Please contact Volunteering Queensland's Training Team for fee details.

## Units of competency

The course contains 11 units of competency - 7 core units (C), 4 elective units (E).

They are clustered into 5 workshop topics:

### Leadership

- BSBLRD403 Lead team effectiveness (C)
- BSBWOR404 Develop work priorities (E)

### Legal context

- CHCLEG001 Work legally and ethically (C)
- HLTWHS003 Maintain work health and safety (C)
- BSBCMM401 Make a presentation (E)

### Communication

- CHCCOM002 Use communication to build relationships (C)
- PSPGEN032 Deal with conflict (E)

### Recruitment

- CHCVOL003 Recruit, induct and support volunteers (C)
- CHCGRP001 Support group activities (E)

### Workforce development

- CHCVOL004 Manage volunteer workforce development (C)
- CHCDIV003 Manage and promote diversity (C)



## Assessment

Assessment tasks require student to demonstrate both their knowledge and skills – in the workplace or in other relevant contexts.

Students will collate a portfolio of evidence through a combination of assessment methods including:

- ✓ **WRITTEN ASSESSMENT:** Written responses to questions or scenarios – which may include short answer, paragraph responses or multiple choice.
- ✓ **CASE STUDIES:** Allows opportunity for students to display process and problem-solving skills in a set of integrated tasks.
- ✓ **PRACTICAL ACTIVITY:** Tasks which require demonstration of skills. This may occur in the workplace or classroom, either real-life or simulated scenarios.
- ✓ **OBSERVATION:** Involves witnessing the demonstration of a student's performance.
- ✓ **PROJECT WORK:** Requires the development of a document(s) towards a specific task.



## Student support

Students will be provided with resources, assessments and support needed to guide them to complete the qualification. All resources and assessments can be easily accessed from our learning management system, Moodle.

Class numbers are kept low to ensure greater involvement, interaction and learning for everyone.

Trainers and Assessors will provide support to students in various forms – including via email, phone, face to face and web based tutorials, as required.

Volunteering Queensland will work with each student to determine any support needs they may have and endeavor to provide access to educational and support services, as necessary. Prior to commencing, students may be required to complete a language, literacy and numeracy (LLN) assessment – the results of this assessment will be used to determine whether extra assistance may be needed as part of their study program.

## Further information

Please access the Volunteering Queensland website (<https://volunteeringqld.org.au/training/accredited-training>) for further information on the following topics, to access the Student Handbook or to submit an expression of interest:

- Recognition of Prior Learning and Credit Transfer
- Fees and refunds
- Complaints and appeals process
- Student support

You may also contact us using the following methods:

✉ [coordination@volunteeringqld.org.au](mailto:coordination@volunteeringqld.org.au)

☎ (07) 3002 7600



## Recognition of Prior Learning (RPL)

Upon enrolment, students' existing skills and knowledge may be considered against course requirements with the aim to reduce training requirements.

Examples of evidence collected include:

- ✓ **DIRECT EVIDENCE:** This may include samples of work, photos, video, references.
- ✓ **INDIRECT EVIDENCE:** This may include awards, resume, workplace memos/letters.
- ✓ **HISTORICAL EVIDENCE:** This may include past employer references, logbooks.

A student's evidence is evaluated to determine whether the student's experience fulfils the unit of competency requirements.

Any gaps between the unit requirements and the students' knowledge and skills are determined so that customised training and assessment can be organised, where needed.



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