



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.

Course length and delivery methods

The expected completion time of the course is twelve (12) months. This course is delivered as an online learning model.

Students will undertake self-paced learning and complete assessment tasks (including some work-based assessment) with support of an allocated trainer/assessor.

Students will be provided with online access to materials.

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 must have access to an internet-connected computer.

Fee Information

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

Units of competency

The course contains 11 units of competency – 7 core units, 4 elective units.

Core

CHCCOM002	Use communication to build relationships
CHCDIV003	Manage and promote diversity
CHCLEG001	Work legally and ethically
CHCVOL003	Recruit, induct and support volunteers
CHCVOL004	Manage volunteer workforce development
HLTWHS003	Maintain work health and safety
BSBLDR403	Lead team effectiveness

Elective

CHCVOL002	Lead volunteer teams
CHCPOL001	Contribute to the review and development of policies
PSPGOV506A	Support workplace coaching and mentoring
PSPGOV411A	Deal with conflict



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 other location, either real-life or simulated scenarios.
- ✓ **OBSERVATION:** Involves witnessing the demonstration of a student's performance.
- ✓ **PROJECT /PORTFOLIO 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.

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

Volunteering Queensland (RTO #6020) 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 (RTO# 6020) website (volunteeringqld.org.au 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 the training team using the following methods:

 training@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.