



CHC24015

CERTIFICATE II IN ACTIVE VOLUNTEERING

Adult Course Guide

Overview

This qualification allows learners to develop an understanding of the concepts of service, volunteering, and community work – through engagement with the community.

The course focuses on essential skills for supervised volunteering and serves as a pathway to workforce entry.

What you will learn

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

- ✓ Gaining valuable skills to enhance employability and career opportunities.
- ✓ Building confidence and knowledge to transition into the workforce or further study.
- ✓ Developing professional networks to support career growth and workplace connections.

Course length and delivery methods

The typical completion time of the course is 6-12 months. As part of the course, learners must complete at least 20 hours of volunteer work with an organisation that has a structured volunteer program.

This course is delivered entirely online, allowing you to learn at your own pace and on your own schedule.

Designed for self-directed learners, the course provides flexible access to resources, activities, and assessments, enabling you to progress in a way that suits your individual needs and commitments. With no set class times, you have the freedom to manage your learning journey while developing valuable skills for your career and personal growth.

Entry requirements

To enrol in this course, learners must have:

- ✓ Reliable internet connectivity and access to a computer or laptop.
- ✓ The ability to engage in self-paced, self-directed online learning.
- ✓ Basic digital literacy skills to navigate course materials and assessments.
- ✓ A commitment to completing required volunteer placement.
- ✓ Completion of the Orientation and Induction Module, including:
 - Wellbeing and Technology Quiz
 - Language, Literacy, and Numeracy (LLN) Assessment

Additional Requirements

- Depending on the volunteering organisation, learners may be required to obtain a Blue Card (for working with children) or undergo a criminal record check before commencing their placement.

Fee Information

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

Units of competency

The course contains seven (7) units of competency. Four (4) core units and three (3) elective units:

- CHCDIV001 Work with diverse people
- CHCVOL001 Be an effective volunteer
- HLTWHS001 Participate in workplace health and safety
- BSBCMM201 Communicate in the workplace
- BSBTEC201 Use business software applications
- BSBTEC202 Use digital technologies to communicate in a work environment
- BSBPEF202 Plan and apply time management

Credit transfer allows learners to receive recognition for completed units of study from a previously completed qualification, reducing the need to repeat equivalent course work.

Assessment

Self-Marking & Practical Learning


- Assessments 1 and 2 are auto-marked multiple-choice quizzes, allowing multiple attempts.
- Assessment 3 primarily focuses on practical requirements which include project work and practical activity. In some instances, it may also include auto-marked multiple-choice questions with multiple attempts.
- Logbook - As part of CHCVOL001 – Be an Effective Volunteer, learners are required to complete a minimum of 20 hours of volunteer placement to gain hands-on experience in a real-world setting. This placement allows learners to apply their knowledge, develop practical skills, and understand the expectations of a volunteer role.

Further information

Visit the [Volunteering Queensland website](https://www.volunteeringqueensland.org.au) for further information.

You may also contact the training team using the following methods:

 training@volunteeringqld.org.au

 (07) 3002 7600

