

CHC34015

CERTIFICATE III IN ACTIVE VOLUNTEERING

Adult Course Guide

Overview

This qualification is designed for learners seeking to develop their skills and knowledge in community service and volunteering. This qualification builds on foundational volunteering principles and focuses on independent volunteer work, leadership, and the ability to support others in a community setting.

Learners will gain practical experience in a real-world environment, enhancing their ability to work effectively with diverse groups, apply teamwork and communication skills, and contribute meaningfully to community organisations. The course also provides a strong foundation for those looking to pursue further study or employment in community services, social work, or related fields.

What you will learn

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

- ✓ Expanding communication and teamwork skills to collaborate effectively with diverse groups.
- ✓ Enhancing problem-solving and decision-making abilities in volunteer roles.
- ✓ Understanding workplace health and safety requirements in a volunteering environment.
- ✓ Gaining practical experience through independent volunteer work.
- ✓ Strengthening employability skills for career advancement in community services and related fields.
- ✓ Building professional networks and connections to support future opportunities.

Course length and delivery methods

The typical completion time of the course is 12-18 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 ten (10) units of competency. Six (6) core units and four (4) elective units.

- CHCCOM002 Use communication to build relationships
- CHCDIV001 Work with diverse people
- CHCLEG001 Work legally and ethically
- CHCVOL001 Be an effective volunteer
- HLTWHS001 Participate in workplace health and safety
- BSBWOR301 Organise personal work priorities and development
- BSBTEC301 Design and produce business documents
- BSBTEC303 Create electronic presentations
- BSBWRT311 Write simple documents
- 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


- Assessment 1 is auto-marked multiple-choice quizzes, allowing multiple attempts.
- Assessment 2 is scenarios and project tasks.
- Assessment 3 primarily focuses on practical requirements which include project work and practical activities.
- 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

