

# CHC34015 Certificate III in Active Volunteering



**Qualification Outline**  
**Online**

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## The Purpose of the Qualification Outline

The purpose of this document is to provide a robust platform for the delivery and assessment of the CHC34015 Certificate III in Active Volunteering completed via online delivery.

**This is your training and assessment plan.**

## CHC34015 Certificate III in Active Volunteering

### About WISE EDUCATION GROUP

Wise Education is a national RTO delivering work based qualifications in partnership with local and national clients. We have been delivering in various sectors for over 7 years and hold a strong portfolio of participants.

Our products offerings include qualifications in the following industry sectors:

- Business
- Business Administration
- Sales
- Customer Engagement
- Work Health & Safety
- Hospitality
- Management
- Warehouse Operations
- Aged Care
- Child Care
- Disability Services
- Employment Services
- Education Support
- Volunteering Services
- Retail
- Record Keeping
- Marketing & Advertising
- Small Business Management
- Franchising
- Tourism & Events
- Accounting & Bookkeeping
- Project Management

### **As a Registered Training Organisation:**

- \* We provide flexible work based solutions for employers and staff
- \* Have a strong team of trainers expertise
- \* Have demonstrated knowledge in developing concepts for training regimes that reflect the industry needs
- \* Have a strong account management structure
- \* Have a sound internal working management system that ensures we commit to our promise
- \* Have a culture that is built entirely on customer care
- \* Have a Work Placement Scheme that supports most qualifications

- \* Have logbooks that record your work placement activities and supports your practical learning
- \* Have available webinars which can be undertaken at any time as a recorded session or Live led by your trainer

The Need

**General:** There is a growing need for active volunteers across all types of sectors starting from school and leading all the way up to and past retirement age. Many schools embrace community programs.

Research reveals that young people who participate in voluntary community activity are more likely to re-engage in community activity in the future thus contributing to community resilience.

Many schools have 'service learning' or 'community engagement' programs within their curriculum, and now have the opportunity to link those programs to a nationally recognised qualification.

Many Job Services Australia (JSA) who look after the unemployed also have a large base of people who actively engage in community or volunteering activities. This is also an opportunity for these people to attain a nationally accredited qualification.

**From an industry perspective:** Most volunteers are often placed into community businesses without any previous learning or knowledge of how the industry works. As they are often working closely with the public, it is critical they have sound skill sets in dealing with diversity, ethical frameworks and understanding the volunteering sector as a whole. This qualification provides the foundational skills for working closely with community and how to meet the needs of diverse individuals.

**From potential participants' perspective:**

Volunteer staff irrespective of the industry they are in, require training in order to undertake their roles effectively. They require internal on the job training and monitoring with the view of a training plan so they can also determine their job readiness. In order to meet community needs effectively this nationally accredited qualification will provide them with the core skills and knowledge to carry out their community activities appropriately and deal with people from varying backgrounds.

Target Market

This qualification reflects the role of people working in a volunteer capacity across a range of industries and organisations in a variety of contexts.

At this level, work takes place under the direction of others and supervision may be direct or indirect. Volunteers may also be required to lead volunteer teams and have limited responsibility for the output of others within a project or event.

Organisations may require volunteers to undergo relevant background checks.

Possible jobs include:

- School based community activities
- Local Community Group

Entry requirements

- Local Church Group
- Larger community organisation such as Salvation Army, etc.

Training Package: To achieve this qualification, the candidate must have completed at least 20 hours of volunteer work as detailed in the Assessment Requirements of units of competency CHCVOL001 Be an effective volunteer.

In order to work in the industry, it is strongly recommended that students obtain a current Police Check. Volunteer organisations may ask candidates to get a criminal or police record check as part of their volunteer screening process. This is to protect volunteers, the people they will be working with and the volunteering organisation.

Wise Education Requirements: Participants must be able to fulfil the following specific requirements:

- Be working in a volunteering capacity
- Pay your student qualification fee
- Complete an enrolment form
- Complete a language, literacy and numeracy test as part of the enrolment form
- The enrolment form will be emailed and you must save it locally on your computer prior to completing the forms. They can be completed and filled in electronically or you can post directly to:  
**Wise Education Group**  
**PO Box 6252 Alexandria NSW 2015**
- You will also be provided with a copy of the Qualification Outline and Participant Handbook.

Work Placement

To achieve this qualification, the candidate must have completed at least 20 hours of volunteer work as detailed in the Assessment Requirements of unit of competency CHCVOL001 Be an effective volunteer.

If you require assistance to find work placement, please contact our Student Support Officer, who will discuss with you the best options to suit your needs. You will be provided with the following:

- Structured Workplace Learning Support Kit – this gives details of what is involved in the work placement process. Please complete the final page and return to [operations@wise.edu.au](mailto:operations@wise.edu.au)
- Work Placement Scheme Agreement – This is a formal agreement between Wise, the Host employer and the student, outlining the terms and conditions of the work placement and required contact details
- Host Organisation Resource Kit – We provide this to your chosen host organisation

Student Log Book – You are to record structured training activities to confirm learning and competency within the workplace. It is important you maintain, update and keep a record of these activities throughout the term of your training program. You and your manager are required to complete the required sections of the log book and return to your trainer when the period of your work placement is completed in full.

<p><b>Outcomes</b></p>	<p>This program has been designed to equip participants (see target market) with the skills and experience required to work within the roles mentioned. They will obtain the following skills and knowledge:</p> <ul style="list-style-type: none"> <li>• Theoretical knowledge related to working with clients and co-workers from culturally diverse backgrounds and to work within a legal and ethical framework</li> <li>• Ability to apply a range of well-developed skills when communicating with clients and co-workers, engaging in safe work practices, and working effectively as part of a work group in the organisation/program</li> <li>• Ability to apply known solutions to a variety of predicable problems when working with clients and co-workers, engaging in safe work practices</li> <li>• Ability to perform processes that require a range of well-developed skills where some discretion and judgement is required when working with clients and co-workers</li> <li>• Ability to interpret available information using discretion and judgement when working with clients, delivering a service and also when working as part of the work group within the organisation/program</li> <li>• Ability to take responsibility for their own learning and work outputs when working as part of a work group within the organisation</li> <li>• Ability to take limited responsibility for the output of others within the work group</li> </ul>
<p><b>Program overview</b></p>	<p>The delivery and assessment of this program is completely online. All modules are allocated to the Learning Management System. Participants will be allocated a 1 unit of competency at a time.</p>
<p><b>Delivery and Assessment</b></p>	<p>The theory components are the first part of the online experience. You will undertake each of your modules allowing up to 8 hours completing the module and at least 4 hours for assessment completion. The learning module and assessment can be carried out over time and we recommend scheduling at least one module with assessment per month.</p> <p>At the conclusion of the module you will complete your assessment in a writable pdf document. Refer to the assessment section for instructions.</p> <p>The modules are made up of 2 components:</p> <ul style="list-style-type: none"> <li>• Learning Content</li> <li>• The quiz, which are your assessment questions combined with My Project which are both free form text assessment.</li> <li>• You will also need to substantiate your assessment with responses to case studies or scenarios that have a workplace context</li> </ul> <p>You will flow to each component as you complete each section.</p>
<p><b>Duration</b></p>	<p>This program will be delivered over 12 month period.</p> <p>You will be allocated with 1 module and assessments at a time. Your Trainer/Assessor will monitor the completion of your assessments and mark these within 5 working days. You will receive an email notification of your competency. Once you have been deemed competent your Assessor will allocate the next unit for completion.</p>

**Pre requisites** There are no unit level pre requisites that participants must complete to enter this program.

**Packaging** To complete this qualification participants must complete a total of 10 units of competency as set out by the Training Package. This is to consist of 6 core units and 4 elective units.

**Units** Wise Education Group is able to deliver and assess the following units of competency.

Unit Code	Unit Title	Core/ Elective
CHCCOM002	Use communication to build relationships	Core
CHCDIV001	Work with diverse people	Core
CHCLEG001	Work legally and ethically	Core
CHCVOL001	Be an effective volunteer	Core
HLTWHS001	Participate in workplace health and safety	Core
BSBWOR301	Organise personal work priorities and development	Core
SIRXIND101	Work effectively in customer service environment	Elective
CHCCS023	Support independence and well being	Elective
CHCPRP001	Develop and maintain networks and collaborative partnerships	Elective
CHCADV001	Facilitate the interests and rights of clients	Elective

**Delivery arrangements**

The delivery of this qualification will be completely on the job or in the employment organisation and the Employer is responsible for ensuring that on the job training is undertaken in the workplace. Wise Education Group will support the off the job component and detailed below (Training Log) is the material provided to the Employer for this support The delivery of this qualification will be completely online. Wise Education Group will support all participants by providing availability to an allocated Trainer/Assessor via phone or email support.

In each of the modules, learning activities are provided to ensure that the appropriate learning is being undertaken.

You will be required to complete at least one unit per month to remain on track within a 12 month period. Should you choose to fast track your duration you are able to complete the units at your own pace.

In each of the learner’s guides, workplace activities are provided to ensure that the appropriate learning is being undertaken in the workplace.

A Training Log is also provided with outlined activities for the workplace against each unit of competency. All parties responsibilities for the on and off the job training is detailed in the Training Log.

## Sequencing

The training plan for each participant will reflect the sequencing of delivery. Where appropriate, Wise Education Group will also establish a schedule of events and document these in the Wise Education Group Trainer Schedule.

Your units of competency will be provided as follows:

Unit Code	Unit Title	Month
CHCCOM002	Use communication to build relationships	Month 1
CHCDIV001	Work with diverse people	Month 2
CHCLEG001	Work legally and ethically	Month 3
CHCVOL001	Be an effective volunteer	Month 4
HLTWHS001	Participate in workplace health and safety	Month 5
BSBWOR301	Organise personal work priorities and development	Month 6
SIRXIND101	Work effectively in customer service environment	Month 7
CHCCCS023	Support independence and well being	Month 8
CHCPRP001	Develop and maintain networks and collaborative partnerships	Month 9
CHCADV001	Facilitate the interests and rights of clients	Month 10

## Work environment

Participants enrolled in this qualification are not required to have full access to a working environment. However, your Trainer/Assessor will work with you to identify local community organisations so you can fulfil volunteering activities to effectively support this program.

## Assessment

There are three forms of assessment:

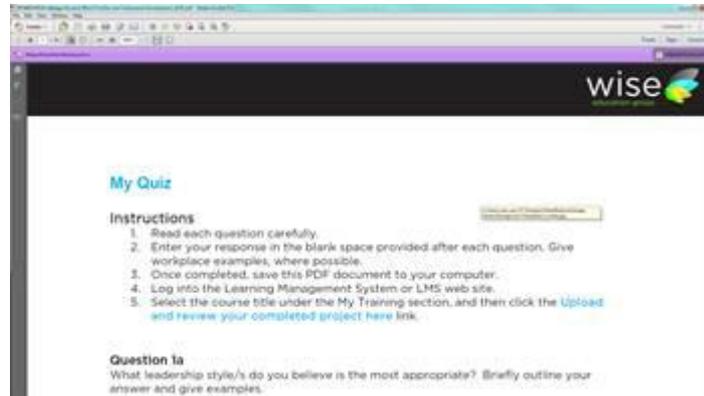
1. Questions which are free form text answers and also address the employability skill of problem solving
2. A project which is scenario based and will require free form text responses
3. A scenario or role play context that will require you to implement your learnt skills and knowledge (this will be part of the my project)

When you have completed the content for your learning unit you will be presented with the following screen.



The participant can either click on the My Quiz or My Project section to gain access to their Quiz or Project

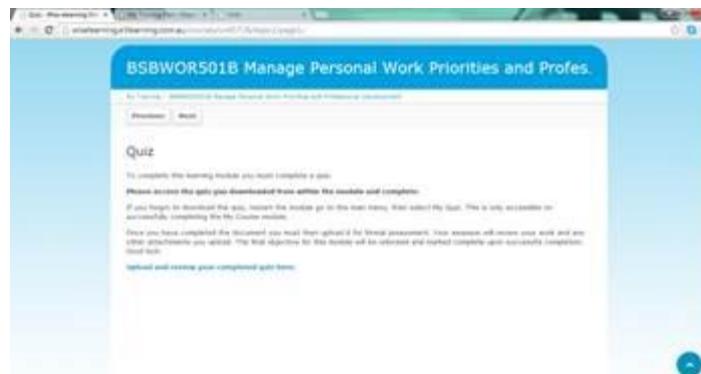
For My Quiz



Click on the assessment document to download and save to your computer.

Locate the file and complete the assessment by typing your answers in the space provided, then save the file and include your name as part of the file name to your computer.

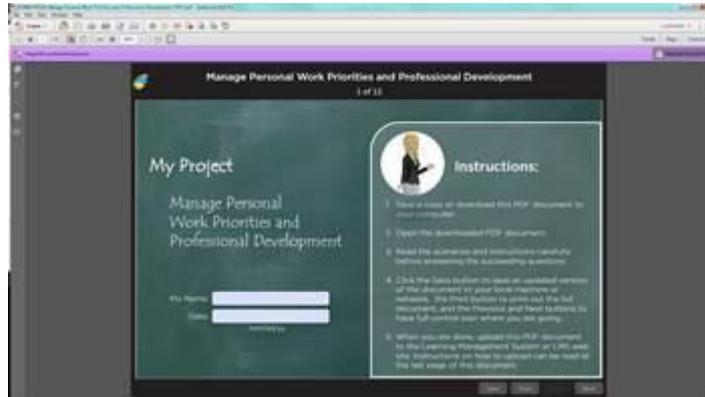
Once completed log back onto the LMS and proceed into your unit of Competency to upload your content into the Quiz section



When you have completed the assessment and are ready to upload return to the Training screen and select the upload option.

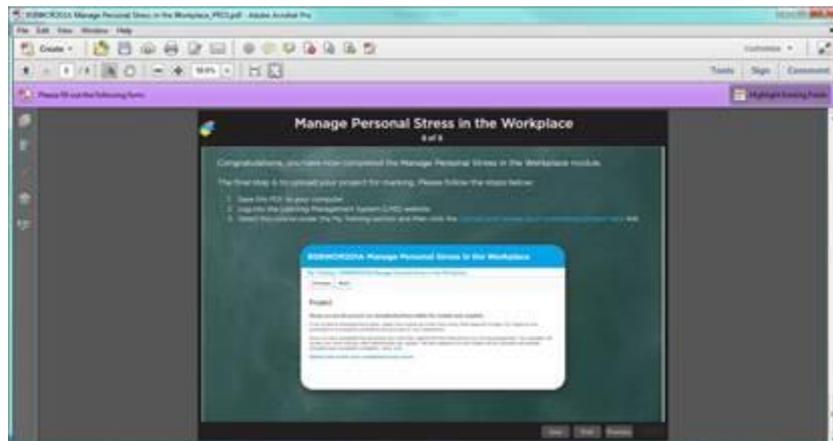


## For My Project



Click on the assessment document to download and save to your computer.

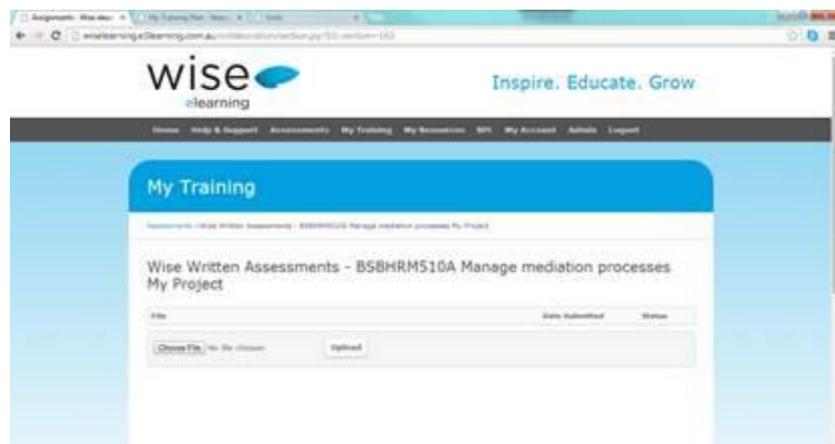
Locate the file and complete the assessment by typing your answers in the space provided, then save the file and include your name as part of the file name to your computer.



Once completed log back onto the LMS and proceed into your unit of Competency to upload your content into the Quiz section



When you have completed the assessment and are ready to upload return to the Training screen and select the upload option.



RPL

All participants will be provided with the opportunity to undertake recognition of prior learning. They have the opportunity to apply for this process at enrolment and they will then be provided with the following information:

- RPL Application Kit
- RPL Evidence Guide

Wise Education Group also provides the Trainer/Assessors with a support guide to RPL.

Validation

**Pre implementation**

The assessment materials developed have been through a pre delivery validation process conducted by an industry and training and assessment expert from Wise Education Group and these are scheduled over a 5-year period. This process is a quality check to ensure that the assessments to be used met training package and industry requirements, ensured that the assessment was at the right level, and that appropriate and sufficient evidence would be gathered to inform assessor decisions regarding participant competency.

	<p>The outcomes of the assessment validation process were recorded in the Wise Education Group Validation Action Plan template.</p> <p>Documents generated during this process included mapping documents showing the relationship between each cluster and the tools used to gather assessment evidence, updated assessment tools, and the records of assessment validation.</p> <p><b>Post implementation</b></p> <p>After a module has been delivered and assessed Wise Education Group will validate each set of assessment tools in line with the approach set out in the NQC Guide to Assessment Validation and Moderation. The outcome of this process will be documented in the Wise Education Group management system.</p> <p>Wise Education Group has a Risk Validation tool that identifies our risk areas and these areas are rated for purpose of action. The risk validation sheet also boasts a validation schedule.</p>
Resources	<p>To adequately support the delivery of the qualification, WISE EDUCATION GROUP will provide requested documentation and handouts to participants in order for them to complete an appropriate assessment.</p>
Facilities and Equipment	<p>Access with the following facilities &amp; equipment:</p> <ul style="list-style-type: none"> <li>• Business technology</li> </ul>
Trainer Materials	<p>The following documents have been developed which describe the delivery and assessment of the qualification.</p> <ul style="list-style-type: none"> <li>• Wise Education Group Trainer Scheduling doc</li> <li>• Learners Guide with Facilitator notes for activities</li> <li>• Assessment Kit</li> <li>• Assessors Marking Guide</li> <li>• Mapping Guide</li> </ul> <p>For more information on the delivery and assessment materials to be used by the trainer please refer to the central register: Wise Education Group Curriculum Resource and Development Plan</p>
Student Materials	<p>The following documents have been developed which describe the delivery and assessment of the qualification.</p> <ul style="list-style-type: none"> <li>• Wise Education Group Trainer Scheduling doc</li> <li>• Course Overview Guide</li> <li>• Learners Guide</li> <li>• Assessment Kit</li> </ul>
Other resources	<p>WISE EDUCATION GROUP provides additional resources to support the delivery. These include:</p> <ul style="list-style-type: none"> <li>• Custom built in-house programs that address specific soft skills development</li> <li>• PowerPoint presentations</li> <li>• Online webinars</li> <li>• Review of training plans quarterly</li> </ul>

	<ul style="list-style-type: none"> <li>• Regular email and phone support</li> <li>• Access to local Wise in the Community Events</li> </ul>																																	
<b>Trainer requirements</b>	<p>To deliver this program WISE EDUCATION GROUP requires its trainers and assessors to:</p> <ul style="list-style-type: none"> <li>• Hold a TAE40110 Certificate IV in Training and Assessment</li> <li>• Hold the qualification CHC334015 Certificate III in Active Volunteering (or equivalent or a level higher) or demonstrate industry competence to at least this level</li> <li>• Have worked as a Trainer/Assessor professional within the last 12 months</li> <li>• Have worked in a volunteering role or undertaken community activities with a minimum of 3 years' experience</li> <li>• Hold membership or that of a related industry body (updates from the Community Skills Industry)</li> <li>• Have participated in specific professional development within the last 12 months; and</li> <li>• Maintain their Industry Currency at least annually by attending 'Return to Industry' programs as set out in professional development plan</li> <li>• Have undertaken training and assessment professional development within the last 12 months.</li> </ul>																																	
<b>Trainer Allocation</b>	<p>Wise Education Group will allocate a single Trainer where appropriate to a client site. Where single or multiple trainers are required, we have set out the Trainer responsible for undertaking the units of competency as below:</p> <table border="1" data-bbox="411 1066 1453 1731"> <thead> <tr> <th>Unit Code</th> <th>Unit Title</th> <th>Trainer</th> </tr> </thead> <tbody> <tr> <td>CHCCOM002</td> <td>Use communication to build relationships</td> <td>Lea Edwards</td> </tr> <tr> <td>CHCDIV001</td> <td>Work with diverse people</td> <td>Lea Edwards</td> </tr> <tr> <td>CHCLEG001</td> <td>Work legally and ethically</td> <td>Lea Edwards</td> </tr> <tr> <td>CHCVOL001</td> <td>Be an effective volunteer</td> <td>Lea Edwards</td> </tr> <tr> <td>HLTWHS001</td> <td>Participate in workplace health and safety</td> <td>Lea Edwards</td> </tr> <tr> <td>BSBWOR301</td> <td>Organise personal work priorities and development</td> <td>Lea Edwards</td> </tr> <tr> <td>SIRXIND101</td> <td>Work effectively in customer service environment</td> <td>Lea Edwards</td> </tr> <tr> <td>CHCCS023</td> <td>Support independence and well being</td> <td>Lea Edwards</td> </tr> <tr> <td>CHCPRP001</td> <td>Develop and maintain networks and collaborative partnerships</td> <td>Lea Edwards</td> </tr> <tr> <td>CHCADV001</td> <td>Facilitate the interests and rights of clients</td> <td>Lea Edwards</td> </tr> </tbody> </table>	Unit Code	Unit Title	Trainer	CHCCOM002	Use communication to build relationships	Lea Edwards	CHCDIV001	Work with diverse people	Lea Edwards	CHCLEG001	Work legally and ethically	Lea Edwards	CHCVOL001	Be an effective volunteer	Lea Edwards	HLTWHS001	Participate in workplace health and safety	Lea Edwards	BSBWOR301	Organise personal work priorities and development	Lea Edwards	SIRXIND101	Work effectively in customer service environment	Lea Edwards	CHCCS023	Support independence and well being	Lea Edwards	CHCPRP001	Develop and maintain networks and collaborative partnerships	Lea Edwards	CHCADV001	Facilitate the interests and rights of clients	Lea Edwards
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<b>Employability skills</b>	<p>Employability skills are embedded in Training Package units of competency. Employability Skills Summaries record how the employability skills are covered in every nationally endorsed qualification (source <a href="http://www.training.gov.au">http://www.training.gov.au</a>). Refer to the training package qualification framework for this qualification's employability skills summary.</p>																																	

Pathways	<p>Upon successful completion of this qualification, participants are able to continue their learning journey into:</p> <p>CHC44015 - Certificate IV in Coordination of volunteer programs</p>
Access & Equity	<p>Principles, practices and legislative requirements relating to equity, access, anti-discrimination and social justice will be addressed in all aspects of the implementation of the Learning and Assessment Strategies. Needs will be identified prior to students' commencing programs. Customised delivery and assessment strategies, including reasonable adjustment to meet client needs.</p>
Support Services	<p><b>Learning Support</b> – LLN support (through initial analysis (LLN form) and feedback then follow up support where necessary); disability support services</p> <p>We are also able to coordinate face to face sessions or distance learning if the online environment is not conducive to your style of learning. Please advise your Trainer/ Assessor if you require changes to your delivery format</p> <p><b>Student Support</b> – Wise Account Manager and Wise Trainer</p> <p><b>Online Communication Strategy</b> (see appendix at back of document) This is our commitment to maintaining your engagement and supporting you through the online modules within a 12 month period.</p>
Participant Progress	<p>WISE EDUCATION GROUP will upkeep the progress of all students within the Student Management System- JobReady You will receive regular emails from your Trainer at least fortnightly to check on your progress between delivery and assessment events.</p>
Participant Satisfaction	<p>Wise Education Group will periodically conduct random surveys with participants. At regular management meetings, Wise Education Group will analyse the feedback and implement any corrective actions.</p>
Your Commitment	<ul style="list-style-type: none"> <li>• Actively participate in your modules</li> <li>• Liaise with your Trainer/Assessor to receive adequate support</li> <li>• Complete your modules and assessment in a timely manner</li> </ul>

Appendix A

Online Training Communication Process

