CHC44015 Certificate IV in Coordination of volunteer programs

Qualification Outline

Online

COntents

The purpose of this document is to provide a robust platform for the delivery and assessment of the CHC44015 Certificate IV in Coordination of volunteer programs completed via online delivery.

This is your training and assessment plan.

CHC44015 Certificate IV in Coordination of volunteer programs

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 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. At this level, workers will generally be autonomous and are required to supervise and lead volunteers in projects or teams. These workers may be employed in a range of industry sectors and in a complex, regularly changing context. Work may be in either a volunteer or paid capacity. Job roles include: • Program Coordinator • Manager of Volunteers • Community Development Worker
Entry requirements	Training Package: There are no formal entry requirements for this qualification. However, 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:

1. Be working in a volunteering capacity
2. Pay your student qualification fee
3. Complete a language, literacy and numeracy test as part of the enrolment form
4. 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
5. You will also be provided with a copy of the Qualification Outline and Participant Handbook. |
| Outcomes | 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:

- Theoretical knowledge related to working with clients and co-workers from culturally diverse backgrounds and to work within a legal and ethical framework
- Ability to promote team effectiveness in a volunteering environment
- Use targeted communication skills to build relationships
- 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
- Ability to interpret available information using discretion and judgement when working with clients, delivering a service and also when managing a work group within the organisation/program
- Ability to take responsibility for their own learning and work outputs and that of others in the team
- Recruit and coordinate volunteers on a daily or regular basis
- Maintain WHS policies, procedures and practices within a working context |
| Program overview | 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.

Wise Education Group also have 'Wise in the Community' where we undertake volunteer activities at least quarterly. These events will be made available to our local students for participation. |
| Delivery and Assessment | 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. |

	At the conclusion of the module you will complete your assessment in a writable pdf document. Refer to the assessment section for instructions.
	The modules are made up of 2 components:
	- Learning Content - The quiz, which are your assessment questions combined with My Project which are both free form text assessment. - You will also need to substantiate your assessment with responses to case studies or scenarios that have a workplace context
	You will flow to each component as you complete each section.
Duration	This option is available for experienced volunteers.
	This program will be delivered over a 12 month period and you will required to allocate 40 hours a month of study. This will equate to 9 hours per week. If you are able to allocate more hours than the total length of program can be reduced.
	If you select to study over a 12 month period than your weekly hours of study will be 9 hours per week.
	The trainer/assessor will also provide phone, email or skype support to each participant allocating a maximum of 1 hour per month. This will allow 12 hours of support time over the duration of the training program.
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 11 units of competency as set out by the Training Package. This is to consist of 7 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
CHCDIV003	Manage and promote diversity	Core
CHCLEG001	Work legally and ethically	Core
CHCVOL003	Recruit, induct and support volunteers	Core
CHCVOL004	Manage volunteer workforce development	Core
HLTWHS003	Maintain work health and safety	Core
BSBLDR403	Lead team effectiveness	Core
CHCCCS007	Develop and implement service programs	Elective
BSBMGT502	Manage people performance	Elective
BSBADM405	Organise meetings	Elective

BSBWOR404	Develop work priorities	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
CHCDIV003	Manage and promote diversity	Month 2
CHCLEG001	Work legally and ethically	Month 3
CHCVOL003	Recruit, induct and support volunteers	Month 4
CHCVOL004	Manage volunteer workforce development	Month 5
HLTWHS003	Maintain work health and safety	Month 6
BSBLDR403	Lead team effectiveness	Month 7
CHCCCS007	Develop and implement service programs	Month 8
BSBMGT502	Manage people performance	Month 9
BSBADM405	Organise meetings	Month 10
BSBWOR404	Develop work priorities	Month 11

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Work environment	Participants enrolled in this qualification will have full access to a workplace, its facilities, equipment, resources and support. 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.
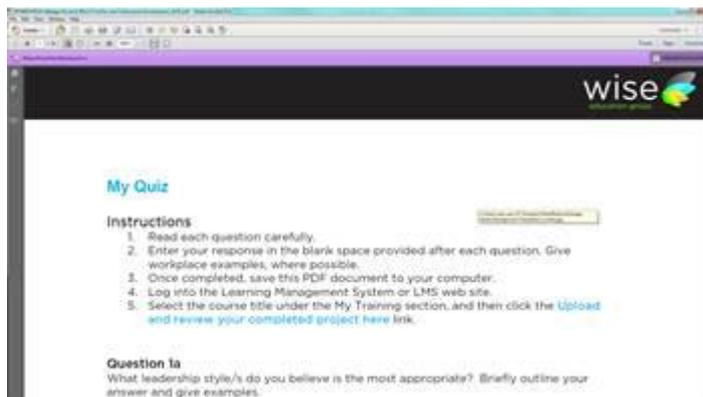
Once completed log back onto the LMS and proceed into your unit of Competency to upload your content into the Quiz section

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

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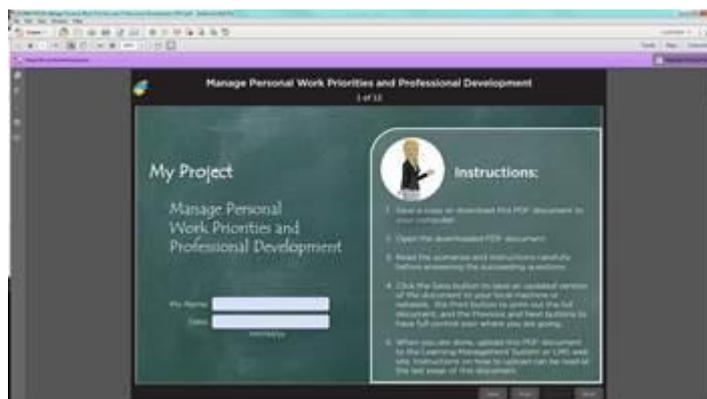
Click on the assessment document to download and save to your computer.

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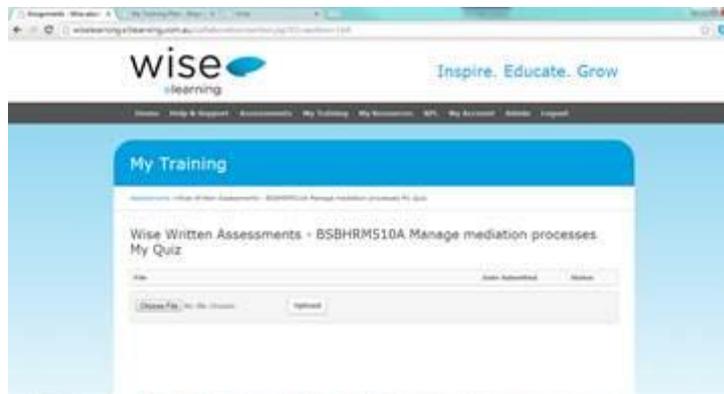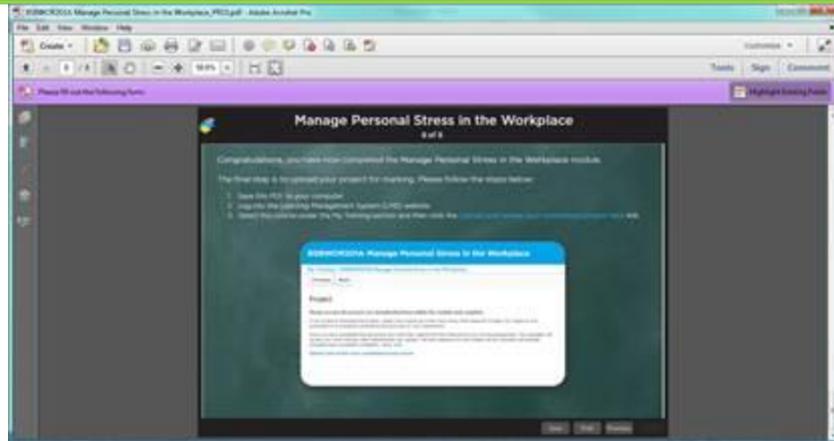
Once completed log back onto the LMS and proceed into your unit of Competency to upload your content into the Quiz section

When you have completed the assessment and are ready to upload return to the Training screen and select the upload option.
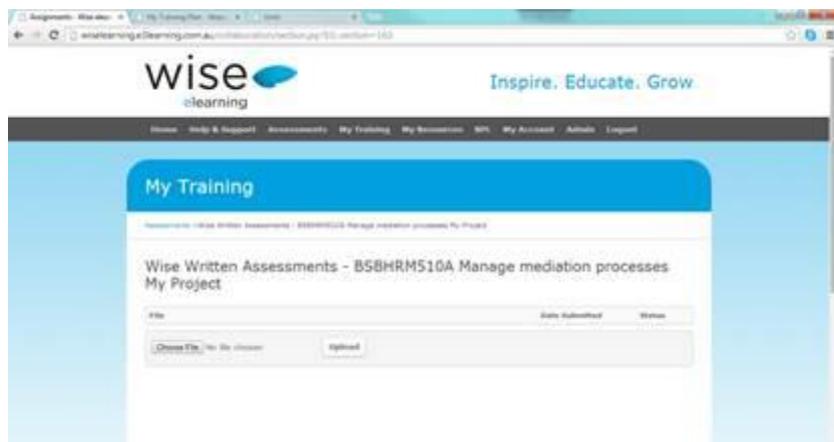
RPL	All participants will be provided with the opportunity to undertake recognition of prior learning. They have the opportunity to apply for this process at enrolment and they will then be provided with the following information:

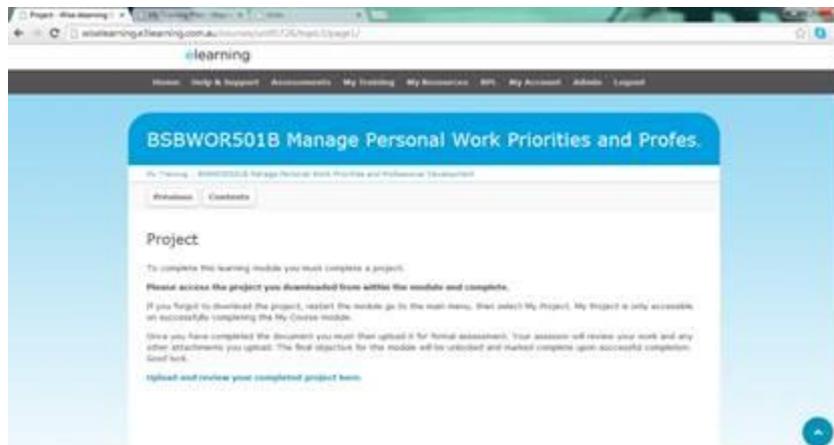|	
	• RPL Application Kit • RPL Evidence Guide Wise Education Group also provides the Trainer/Assessors with a support guide to RPL.
Validation	**Pre implementation** The assessment materials developed have been through a pre delivery validation process conducted by an industry and training and assessment 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. The outcomes of the assessment validation process were recorded in the Wise Education Group Validation Action Plan template. 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. **Post implementation** 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. 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.
Resources	To adequately support the delivery of this qualification, Wise Education Group will provide the regulatory and legislative links to websites to satisfy units of competency. Your Trainer/ Assessor will also provide additional and appropriate research activities as part of your monthly catch up.
Facilities and Equipment	Access with the following facilities & equipment: • Business technology
Trainer Materials	The following documents have been developed which describe the delivery and assessment of the qualification. The units of competency are in single unit format and also clustered specifically for community services students. • Wise Education Group Trainer Scheduling doc • Learners Guide with Facilitator notes for activities • Assessment Kit • Assessors Marking Guide • Mapping Guide 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.

Student Materials	The following documents have been developed which describe the delivery and assessment of the qualification. The units of competency are in single unit format and also clustered specifically for retail clients.
	- Wise Education Group Trainer Scheduling doc - Course Overview Guide - Learners Guide - Assessment Kit
Other resources	Wise Education Group provides additional resources to support the delivery. These include: - Custom built in-house programs that address specific soft skills development - PowerPoint presentations - Online webinars - Review of training plans quarterly - Regular email and phone support - Access to local Wise in the Community Events
Trainer requirements	To deliver this program Wise Education Group requires its trainers and assessors to: - Hold a TAE40110 Certificate IV in Training and Assessment - Hold the qualification CHC44015 Certificate IV in Coordination of volunteer programs (or equivalent or a level higher) or demonstrate industry competence to at least this level - Have worked as a Trainer/Assessor professional within the last 12 months - Have worked in a volunteering role or undertaken community activities with a minimum of 3 years' experience - Hold membership or that of a related industry body (updates from the Community Skills Industry) - Have participated in specific professional development within the last 12 months; and - Maintain their Industry Currency at least annually by attending 'Return to Industry' programs as set out in professional development plan - Have undertaken training and assessment professional development within the last 12 months.
Trainer Allocation	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:

Unit Code	Unit Title	Trainer
CHCCOM002	Use communication to build relationships	Lea Edwards
CHCDIV003	Manage and promote diversity	Lea Edwards
CHCLEG001	Work legally and ethically	Lea Edwards
CHCVOL003	Recruit, induct and support volunteers	Lea Edwards

	CHCVOL004	Manage volunteer workforce development	Lea Edwards
	HLTWHS003	Maintain work health and safety	Lea Edwards
	BSBLDR403	Lead team effectiveness	Lea Edwards
	CHCCCS007	Develop and implement service programs	Lea Edwards
	BSBMGT502	Manage people performance	Lea Edwards
	BSBADM405	Organise meetings	Lea Edwards
	BSBWOR404	Develop work priorities	Lea Edwards

Employability skills	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 http://www.training.gov.au). Refer to the training package qualification framework for this qualification's employability skills summary.
Pathways	Upon successful completion of this qualification, participants are able to continue their learning journey into: CHC52015 Diploma of Community Services
Access & Equity	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.
Support Services	**Learning Support** – LLN support (through initial analysis (LLN form) and feedback then follow up support where necessary); disability support services 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 **Student Support** – Wise Account Manager and Wise Trainer **Online Communication Strategy** (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.
Participant Satisfaction	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.
Your Commitment	• Actively participate in your modules • Liaise with your Trainer/Assessor to receive adequate support • Complete your modules and assessment in a timely manner

Online Training Communication Process

Timeframes	Process	Call to Action
1-2 Days	Welcome Email (LMS access, Participant Handbook, allocated trainer details)	Email notification to Trainer (Trainees name, qualification, contact details)
Within 1 week	Phone call from trainer (Introduction, ask to check junk mail)	Trainee file note in Job Ready
Week 3-4	Another phone call: "How can I help you?"	Trainee file note in Job Ready
Monthly	Online Newsletter with Tips	Head Office CCTNS (Track)
Continual Monthly	Phone call: "How can I help you?"	Trainee file note in Job Ready
Assessment Marking	LMS comment (comments field in assessment, manually send to email)	Well done email (Compulsory), Trainer to send email but if phone call made not necessary