



Australian Government

Department of Education, Employment and Workplace Relations

CHC30612 Certificate III in Active Volunteering

Release: 1

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Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC30608 Certificate III in Active Volunteering	CHC30612 Certificate III in Active Volunteering	updated core WHS units

Description

This qualification covers people working in a volunteer capacity and delivers competency outcomes which include:

- Relevant 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 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
- Ability to apply known solutions to a variety of predictable problems when working with clients and co-workers, engaging in safe work practices
- 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 working as part of the work group within the organisation/program
- Ability to take responsibility for their own learning and work outputs when working as part of a work group within the organisation
- Ability to take limited responsibility for the output of others within the work group.
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Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

Packaging Rules

PACKAGING RULES

10 units are required for award of this qualification including:

- 6 core units
- 4 elective units

A wide range of elective units is available, including:

- Group A elective which is recommended for culturally aware and respectful practice
- Other relevant electives listed below
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

Core units

CHCCOM302D	Communicate appropriately with clients and colleagues
CHCCS400C	Work within a relevant legal and ethical framework
CHCORG303C	Participate effectively in the work environment
CHCVOL201B	Be an effective volunteer
HLTHIR403C	Work effectively with culturally diverse clients and co-workers
HLTWHS200A	Participate in WHS processes

The importance of culturally aware and respectful practice

All volunteer workers need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Community Services Training Package.

Group A – elective recommended for culturally aware and respectful practice

This qualification has been structured to provide a specific focus on culturally diverse clients. Where work also involves a specific focus on Aboriginal and/or Torres Strait Islander clients or communities, candidates are recommended to select the following unit:

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

Other relevant electives

Electives are to be selected in line with specified Packaging Rules. Employers may specify that certain electives are required to address specific workplace needs.

CHCCS401C Facilitate responsible behaviour
CHCCS427B Facilitate adult learning and development
SRSCOP001B Prepare for public speaking
SISXIND405A Conduct projects
TAEDEL301A Provide work skill instruction

The following grouping of electives is provided to guide selection relating to volunteering in a range of work areas.

Retail sales

SIRXCCS001A Apply point-of-sale handling procedures
SIRXICT001A Operate retail technology
SIRXIND001A Work effectively in a retail environment
SIRXSLS001A Sell products and services

Boards / committees

BSBATSIL510A Appoint and work with the manager
BSBATSIL412A Participate effectively as a board member
BSBGOV401A Implement Board member responsibilities

Sport and recreation

SRXCAI004B Plan a session or program for participants
SRXCAI005B Conduct a sport and recreation session for participants
SRXCAI006B Organise a sport and recreation program

Community Development

BSBMGT401A Show leadership in the workplace
CHCCD412B Work within a community development framework
CHCCD505E Develop community resources
CHCGROUP302D Support group activities
CHCNET301D Participate in networks
CHCNET402B Establish and maintain effective networks
CHCPOL301B Participate in policy development

Customer service / administration

CHCADMIN302D Provide administrative support
CHCCS412E Deliver and develop client services
CHCINF302D Maintain the organisation's information systems

Community services

CHCAC316D Provide food services
CHCAC318B Work effectively with older people
CHCAD401D Advocate for clients
CHCCH301C Work effectively in social housing
CHCCHILD404B Support the rights and safety of children and young people
CHCCS305C Assist clients with medication (*Note pre-requisite HLTAP301B*)
CHCCS411C Work effectively in the community sector
CHCDFV301A Recognise and respond appropriately to domestic and family violence
CHCDIS301C Work effectively with people with a disability
CHCHC311C Work effectively in home and community care
CHCMH301C Work effectively in mental health

CHCMH411A Work with people with mental health issues

CHCTC301C Deliver a service consistent with the organisation's mission and values

CHCTC302B Provide client-centred telephone counselling

CHCYTH301E Work effectively with young people

HLTAP301B Recognise healthy body systems in a health care context

Financial literacy education electives

CHCFLE301A Work with clients needing financial literacy education

CHCFLE302A Educate clients in fundamental financial literacy skills

CHCFLE303A Educate clients to understand debt and consumer credit

Language, literacy and numeracy support electives

CHCCS427B Facilitate adult learning and development

CHCLLN401A Support adult language and literacy learning and development

CHCLLN402A Support adult numeracy learning and development