



Australian Government

Department of Education, Employment and Workplace Relations

CHC42708 Certificate IV in Volunteer Program Coordination

Release: 1

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Modification History

Not Applicable

Description

This qualification addresses work involving the coordination of volunteers within a program or organisation. These workers may be employed in a range of industry sectors and in a complex, regularly changing context.

They require competencies to perform a broad range of tasks, including evaluating and improving current practices and providing leadership and guidance to others in organising their work activities.

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

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It is recommended that participants in the qualification have some experience either as a volunteer or in a role involving supervision of volunteers.

Occupational titles may include:

- Coordinator voluntary work
- Community development worker
- Manager, volunteers

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 electives which are 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 NTIS or other public listing

Core units

<u>BSBWOR402A</u>	<u>Promote team effectiveness</u>
<u>CHCCOM403A</u>	<u>Use targeted communication skills to build relationships</u>
<u>CHCCS400B</u>	<u>Work within a relevant legal and ethical framework</u>
<u>CHCORG525D</u>	<u>Recruit and coordinate volunteers</u>
<u>HLTOHS401A</u>	<u>Maintain workplace OHS processes</u>
<u>TAEDEL402A</u>	<u>Plan, organise and facilitate learning in the workplace</u>

The importance of culturally aware and respectful practice

All workers coordinating volunteer programs 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 electives - recommended for culturally aware and respectful practice

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or both of the following electives is recommended:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

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. The following list of electives is provided to facilitate selection. Employers may specify that certain electives are required to address specific workplace needs.

BSBADM405B Organise meetings

BSBFIA402A Report on financial activity

BSBINM401A Implement workplace information system

BSBINN301A Promote innovation in a team environment

BSBMGT402A Implement operational plan

BSBMGT403A Implement continuous improvement

BSBMKG413A Promote products and services

BSBOHS401B Contribute to the implementation of a systematic approach to managing

OHS

BSBPMG510A Manage projects

BSBREL402A Build client relationships and business networks

BSBRSK401A Identify risk and apply risk management processes

BSBWOR401A Establish effective workplace relationships

BSBWOR404B Develop work priorities

BSBWRT401A Write complex documents

CHCMH411A Work with people with mental health issues

CHCCS427A Facilitate adult learning and development

PSPGOV411A Deal with conflict

RTD3812A Coordinate fundraising activities

SRCCRD005B Apply the principles and issues of volunteering

SRXGOV004B Work effectively with the Board of an organisation

TAEDEL301A Provide work skill instruction

TAEDES401A Design and develop learning programs

TAEDES402A Use training packages and accredited courses to meet client needs

Settlement work

CHCSW401A Work effectively with forced migrants

CHCSW402A Undertake bicultural work with forced migrants in Australia