

Course Name: Certificate IV in Volunteer Coordination



General description:

This qualification reflects the role of workers who are responsible for coordinating 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. This is a management level course intended for those in volunteering or paid positions in the not for profit sector.

Accreditation:

This is a nationally recognised course from the CHC Community Services Training Package. Students who successfully complete all the assessments will be awarded with CHC44015 Certificate IV in Coordination of Volunteer management.

Entry requirements:

Students need:

- a minimum of year 12 education or its equivalent
- written and verbal English skills at a level capable of accurately collecting, analysing and reporting information
- intermediate computer skills, including the ability to modify and save a document, and upload attachments
- access to a computer complete course work
- to be able to conduct their studies independently and have a reasonable level of study skills, eg for researching, interpreting and analysing information from the internet
- to be organised and disciplined as this is a fast paced course, requiring two evenings a week or a day a weekend plus reading time to complete.
- the support of a workplace/volunteer organisation to complete a number of the required tasks, for example active supervision of volunteers, access to policies and procedures, conducting a simulated emergency evaluation.

Materials:

The course books, and any other learning resources for each unit will be provided to students on a USB flash drive or by electronic delivery. Students will submit completed course work by email or by arrangement with their course facilitator.

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Course dates:

Teaching methods and course dates: the course will commence on 15 November 2016 and finish on 30 June 2017. For organisations with five or more students, courses can be delivered in-house and according to the organisation's timeframes.

Delivery:

Delivery will be a blended learning model with the commencement of each term comprising two full days of face-to-face learning at The School for Volunteering Management in The Rocks, Sydney or alternative scheduling if delivered outside the metropolitan region.

Seminar dates:

NB: the order of units may be subject to change

Unit Code	Unit Title
15 November 2016	
N/A	Course introduction
CHCCOM002	Use communication to build relationships
CHCDIV003	Manage and promote diversity, Part 1
3 February 2017	
CHCVOL003	Recruit, induct and support volunteers
CHCDIV003	Manage and promote diversity, Part 2
3 March 2017	
CHCLEG001	Work legally and ethically
HLTWHS003	Maintain work health and safety
31 March 2017	
BSBLDR403	Lead team effectiveness
CHCVOL004	Manage volunteer workforce development
5 May 2017	
PSPGOV411A	Deal with conflict
BSBMGT502	Manage people performance
2 June 2017	
ICTWEB201	Use social media tools for collaboration and engagement
BSBPMG522	Undertake project work
July 2017	
Assessments, extensions, portfolios, review	

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Contact hours:

This is a part time course and students are expected to allocate a minimum of eight hours per week for study, plus additional reading time.

Assessment methods:

Knowledge assessments include:

- Case scenarios
- Short answer questions
- Research tasks
- Presentation preparation

Student Fee:

The student fee is payable either

- In full at the commencement of the course
- In three equal payments at the start of each term