CHC24015

CERTIFICATE II IN ACTIVE VOLUNTEERING

Australian College of Volunteering

Overview

The CHC24015 Certificate II in Active Volunteering is an entry-level qualification, that provides foundational skills and knowledge for individuals interested in contributing to their community through volunteering.

It equips learners with the core skills and knowledge needed to participate safely and effectively in a wide range of volunteer roles. This qualification is ideal for anyone wanting to get involved in their community, build confidence and gain real-life experience.

What you will learn

Completing this course gives students valuable foundational skills that are recognised in by both volunteer settings and the wider workforce.

- ✓ Understanding the volunteer role.
- ✓ Work effectively with others
- ✓ Effective communication
- ✓ Organise daily tasks and manage time effectively
- ✓ Work as part of a team

Course length and delivery methods

The typical completion time of the course is 12 months.
As part of their study, students must complete at least 20 hours of volunteer work – either within the school community, or with approved external organisation(s).

The course is delivered via teacher-led training. Qualified teachers or TAE qualified trainers guide students through the course, delivering both the theoretical and practical components.

This flexible model ensures deep student engagement and allows schools to tailor the program to their unique learning needs.

Career Opportunities

While it is not a direct pathway, students completing this certificate are well-prepared for a variety of impactful volunteering roles such as:

- Environmental / Conservation volunteer
- Recreation /Activity volunteer assistant
- Youth program assistant
- Retail or op shop support volunteer
- Age Care, hospital or health service volunteer
- Visitor Information Centre assistant

Units of competency

The course contains seven (7) units of competency.
- four (4) core units and three (3) elective units.

1. Business Services Stream
- BSBCMM201 Communicate in the workplace
- CHCDIV001 Work with diverse people
- CHCVOL001 Be an effective volunteer
- HLTWHS001 Participate in workplace health and safety

Electives
- BSBTEC201 Use business software applications
- BSBTEC202 Use digital technologies to communicate in a work environment
- BSBPEF202 Plan and apply time management.

OR

2. Human Services Stream
- BSBCMM20 Communicate in the workplace
- CHCDIV001 Work with diverse people
- CHCVOL001 Be an effective volunteer
- HLTWHS001 Participate in workplace health and safety

Electives
- HLTFSE001 Follow basic food safety practices
- PUACOM014 Contribute to community safety
- BSBPEF202 Plan and apply time management

Credit transfer is available where students have attained other nationally recognised training, such as: HLTAID011 Provide first aid

For full QCE credit (4 points) to be achieved for this qualification, only one (1) unit of competency may be considered for Credit Transfer.

Entry requirements

- ✓ Where volunteering work is undertaken with organisations external to the school, students may be required to undertake background checks (e.g. Blue Card).
- ✓ Internet connectivity and access to a device for online submissions.

Assessment

Assessment tasks require student to demonstrate both their knowledge and skills – in the workplace or in other relevant contexts. Students will collate a portfolio of evidence through a combination of assessment methods including:

- ✓ **WRITTEN ASSESSMENT:** Written responses to questions or scenarios – which may include short answer, paragraph responses or multiple choice.
- ✓ **CASE STUDIES:** Allows opportunity for students to display process and problem-solving skills in a set of integrated tasks.
- ✓ **PRACTICAL ACTIVITY:** Tasks which require demonstration of skills. This may occur in the workplace or classroom, either real-life or simulated scenarios.
- ✓ **OBSERVATION:** Involves witnessing the demonstration of a student's performance.
- ✓ **PROJECT WORK:** Requires the development of a document(s) towards a specific task.
- ✓ **VOLUNTEER PLACEMENT:** Students will undertake volunteer placement either in their school or at an external organisation.

Student work will be documented in a logbook and may include observation checklists.

External organisations must be approved by ACV and the external organisation prior to any volunteer work being undertaken. Any hours logged without prior approval from the Australian College of Volunteering will not be recognised.

Student support

Students will be provided with resources, assessments and support needed to guide them to complete the qualification.

ACV, in conjunction with schools, will work with each student to determine any support needs they may have and endeavor to provide access to educational and support services, as necessary. Prior to commencing, students will undertake a language, literacy and numeracy (LLN) and digital assessment – the results of this assessment will be used to determine whether extra assistance may be needed as part of their study program.

ACV supports teachers in assisting students to achieve their outcomes and provides professional development opportunities to ensure they hold knowledge of current industry practice in the volunteer sector.

Fees & Further information

Please contact the ACV training team for fee details.

Visit www.acv.edu.au for further information and to access the Student Handbook or to submit an expression of interest.

You may also contact the training team using the following methods:

✉ training@acv.edu.au   ☎ (07) 3077 6030