CHC44015

CERTIFICATE IV IN COORDINATION OF VOLUNTEER PROGRAMS

Australian College of Volunteering

Overview

The CHC44015 Certificate IV in Coordination of Volunteer Programs is designed for individuals with volunteering or community services experience ready to take on leadership roles. This nationally recognised qualification equips you with skills to recruit, lead and support volunteers as well as managing volunteer programs effectively.

What you will learn

Students develop valuable leadership skills that are recognised in both volunteer settings and the wider workforce.

- ✓ Leadership and Team Management
- ✓ Volunteer Recruitment and Support
- ✓ Workplace Health and Safety
- ✓ Legal and Ethical Compliance
- ✓ Diversity Management
- ✓ Effective Communication
- ✓ Program Administration and Quality

Course length and delivery methods

The typical completion time of the course is 12 months.

The course is delivered through a blended learning approach, combining online study with tutorials / webinars.

This flexible format allows you to complete theoretical components at your own pace online while benefiting from in-person sessions that focus on collaboration, and real-world application.

Blended delivery provides the best of both worlds—offering convenience and flexibility alongside hands-on support and networking opportunities with trainers and peers.

Career Opportunities

This qualification equips you with leadership and management skills applicable in a wide range of community and nonprofit organisations.

- Community Services Manager
- Disaster Relief Volunteer Manager
- Youth Program Coordinator
- Neighbourhood Centre Coordinator
- Public Programs or Museum Volunteer Manager
- Hospital Volunteer Services Manager

Units of competency

The course contains eleven (11) units of competency.
- seven (7) core units and four (4) elective units.

Core
- CHCCOM002 Use communication to build relationships.
- CHCDIV003 Manage and promote diversity.
- CHCLEG001 Work legally and ethically.
- CHCVOL003 Recruit, induct and support volunteers.
- CHCVOL004 Manage volunteer workforce.
- HLTWHS003 Maintain work health and safety
- BSBLDR403 Lead team effectiveness.

Electives
- CHCVOL002 Lead volunteer teams.
- PSPGOV411A Deal with conflict.
- PSPGOV506A Support workplace coaching and mentoring
- CHCPOL001 Contribute to the review and development of policies.

Entry Requirements

Entry requirements to ensure learners are well-prepared for the course content and practical application:

- Experience in a volunteering or community services role (either paid or unpaid).
- A sound understanding of volunteer-involving organisations and their operations.
- Access to a suitable workplace or volunteer program from completing practical assessment tasks (example: coordinating/supporting volunteers).
- Due to the blended nature of the course, students must have access to internet connectivity and access to a device for online submissions.

Recognition of Prior Learning (RPL)

Upon enrolment, a student's existing skills and knowledge may be assessed against course requirements to potentially reduce the amount of training needed.

Examples of evidence collected include:

✓ **DIRECT EVIDENCE:** Include tangible proof such as work samples, photos, videos, or references verifying your skills.

✓ **INDIRECT EVIDENCE:** Include supporting documents like awards, resumes, workplace correspondence (e.g. emails or letters).

✓ **HISTORICAL EVIDENCE:** Includes records from previous roles such as employer references, logbooks or certificates.

All evidence is carefully assessed to determine whether your experience meets the competency standards for each unit.

Where gaps are identified, tailored training will be provided to support your successful completion of the course.

Student support

Students will have access to the resources, assessments and support needed to complete their qualification.

All materials can be easily accessed through the Student Learning Management System. ACV trainers and assessors will provide support via email, phone and online tutorials

ACV works with each student to identify and respond to individual support needs, including access to educational and support services.

Before commencing, students will be asked to undertake a language, literacy and numeracy (LLN) and digital assessment to help determine if additional support is required.

Assessment

Assessment tasks are designed to ensure learners can demonstrate both their knowledge and practical skills - either in the workplace or in a relevant, simulated environment.

Throughout the course, students will compile a portfolio of evidence showcasing their competence. This portfolio is developed through a combination of assessment methods which may include:

✓ **WRITTEN ASSESSMENT:** Provide written responses — ranging from short answers to paragraphs and multiple-choice selections—to demonstrate your understanding of key concepts, legislation, and best-practice techniques.

✓ **CASE STUDIES:** Work through realistic, multi-step scenarios that mirror workplace challenges. You'll analyse information, decide on a course of action, and justify your choices, showcasing both problem-solving and critical-thinking skills in an integrated task.

✓ **PRACTICAL ACTIVITY:** Put your learning into action by completing hands-on tasks either on the job or in a simulated environment. These activities test your ability to use tools, follow procedures, and interact effectively with others while meeting real-world performance standards.

✓ **PROJECT / PORTFOLIO WORK:** Develop and compile documents, plans, or other evidence—such as reports, presentations, or resource kits—toward a defined goal. This portfolio demonstrates your ability to plan, execute, and evaluate tasks over time, providing a comprehensive record of your skills and knowledge.

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