



CERTIFICATE III IN ACTIVE VOLUNTEERING

Overview

The CHC34015 Certificate III in Active Volunteering is ideal for individuals who want to take on more responsibility in volunteer roles and are considering careers in the community services, health, education, or not-for-profit sectors. It equips learners with the practical, ethical, and interpersonal skills needed to succeed in support-based and service-driven environments.

What you will learn

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

- ✓ Communication in workplace and community settings
- ✓ Working with diverse people
- ✓ Teamwork and collaboration
- ✓ Ethical and legal responsibilities in volunteering
- ✓ Taking initiative and leading volunteer projects
- ✓ Workplace health and safety
- ✓ Building community capacity and inclusion

Career Opportunities

This qualification can lead to a variety of entry level roles, often starting in volunteer or part time positions with the potential to move into paid work.

- Community support worker
- Aged care and disability support
- Youth program volunteer
- Wellness program assistant / Health program volunteer
- Emergency relief volunteer
- Environmental / Conversation project volunteer

Course length and delivery methods

The typical completion time of the course is 12 to 24 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 Qualified Trainer Model where the trainer must be TAE qualified and hold the Active Volunteering qualification which can be achieved through RPL.

Units of competency

The course contains ten (10) units of competency.

- six (6) core units and four (4) elective units.

1. Business Services Stream

- CHCCOM002 Use communication to build relationships.
- CHCDIV001 Work with diverse people.
- CHCLEG001 Work legally and ethically.
- CHCVOL001 Be an effective volunteer.
- HLTWHS001 Participate in workplace health and safety.
- BSBWOR301 Organise personal work priorities and development.

Electives

- BSBTEC301 Design and produce business documents.
- BSBTEC303 Create electronic presentations.
- BSBWRT311 Write simple documents.
- BSBPEF202 Plan and apply time management.

OR

2. Human Services Stream

- CHCCOM002 Use communication to build relationships.
- CHCDIV001 Work with diverse people.
- CHCLEG001 Work legally and ethically.
- CHCVOL001 Be an effective volunteer.
- HLTWHS001 Participate in workplace health and safety.
- BSBWOR301 Organise personal work priorities and development.

Electives

- HLTFS001 Follow basic food safety practices.
- CHCGRP001 Support group activities.
- 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 (5 points) to be achieved for this qualification, up to two (2) units 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



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