



Photo: Volunteer Manager Graduates, June 2016

# CHC44015 CERTIFICATE IV IN COORDINATION OF VOLUNTEER PROGRAMS

## ACCREDITED TRAINING FOR VOLUNTEER MANAGERS

Delivered by Volunteering Queensland ([RTO #6020](#)), this qualification is appropriate for workers who are responsible for the coordination of volunteers within a program or organisation. This is an accelerated training course suitable for experienced workers in many industry sectors including community work, health, arts, emergency services, sport, recreation, parks, heritage, libraries and museums; and local government employees.

### Cluster topics

(Clusters involve research, self-paced learning, a workshop and assessment)

#### Legal context:

Understand the legal, ethical and health and safety context in which your volunteer program operates

#### Workforce development:

Identify and support a diverse workforce from different backgrounds and plan for your future workforce

#### Recruitment and retention:

Recruit, induct and support your volunteers

#### Leadership:

Developing work priorities for yourself and develop your ability to lead your team effectively

#### Communication:

Communicate with volunteers and within workplaces and deal with conflict that arise

### Participants have said:

"I now have a practical professional framework in which to work with and support my volunteers"

"Nothing better than the face-to-face workshop; met new practitioners and shared experiences - we learnt by telling our stories. Highly recommended"

"This training gave me an understanding which has assisted me manage my workload and recruit volunteers into roles with meaningful tasks"

"Thoroughly enjoyed every workshop and would recommend the course to anybody in the future"

"It's intense for a few months but rewarding"

## Training process

### Blended Learning

This course requires you to:

- Undertake self-paced learning and research with the assistance of resources and support from Volunteering Queensland Trainers
- Attend four (4) compulsory three day face-to-face workshops where activities and discussion focus on each of the Clusters. Units are clustered to reflect real industry processes and outcomes and contribute toward your overall assessment of competency
- Undertake assessment, some of which is within a workplace and involving coordinating volunteers.

### Support:

Your Trainers and Assessors will provide support to participants in various forms including via email, phone, face to face (if practical) and web based tutorials as required.

## Workshop dates

Venue	Workshop 1	Workshop 2	Workshop 3	Workshop 4
Cairns City (exact location tbc)	April 2 <sup>nd</sup> – 4 <sup>th</sup> 8.30am – 3pm	May 21 <sup>st</sup> – 23 <sup>rd</sup> 8.30am – 3pm	July 2 <sup>nd</sup> – 4 <sup>th</sup> 8.30am – 3pm	August 13 <sup>th</sup> – 15 <sup>th</sup> 8.30am – 3pm

## Course fee

**\$3,135** (inc. GST) Full fee

If you are eligible for Higher Level Skills Subsidy fees will be:

**\$1,835.50** (inc. GST) Non-concessional co-contribution fee\*

**\$1, 445.65** (inc. GST) Concessional co-contribution fee\*

*Higher Level Skills Subsidy available. The Higher Level Skills program provides a government subsidy to support eligible individuals complete Certificate IV level and above qualifications or priority skill sets. The aim is to assist people to gain the higher level skills required to secure employment, career advancement or transition to university in priority industries. Please read the Department of Education and Training Student Fact Sheet [here](#).*

\* Must not have previously accessed Higher Level Skills Subsidy

\* Proof of concessional eligibility is required

An initial payment of \$750 is to be paid at time of enrolment. Remaining balance will be invoiced post commencement of training. Payment plans can be negotiated to accommodate organisational and personal needs.

To find out more on the eligibility of for this subsidy and subsequent information in relation to this course go online [volunteeringqld.org.au/training/accredited-training](http://volunteeringqld.org.au/training/accredited-training)

## Express your interest

**We welcome your expression of interest for this course.**

Please view the [full course profile](#) and fill in [our expression of interest form](#) online. We will contact you to discuss the enrolment process.

## Further information

**Any questions?** Please contact our Sector Development team on 07 3002 7600 or [training@volunteeringqld.org.au](mailto:training@volunteeringqld.org.au)

For further training please visit our [events calendar online](#).  
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