

CERTIFICATE 1 IN ACTIVE VOLUNTEERING



The Certificate I in Active Volunteering provides a volunteer with the skills required to enable him/her to effectively undertake volunteer work.

The training package contains 5 units of study: 3 core subjects that are of particular relevance to volunteers working with not-for-profit organisations, and a choice of 2 elective units to assist volunteers to develop retail and customer service skills. These are:

Core Units	Electives Units
CHCDIV001 Work with diverse people	BSBCMM201 Communicate in the workplace
CHCVOL001 Be an effective volunteer	SIRXIND002 Organise and maintain the store environment
HLTWHS001 Participate in workplace health and safety	SIRXIND001 Work effectively in a service environment
	TLIP2024 Conduct financial transactions

This course is scheduled to be delivered over 26 weeks. This will include up to 50 hours face-to-face delivery by an RTO trainer, 20 hours of volunteer work including 20 hours of supervision provided by the volunteer-involving organisation, and 30 hours of reading, coursework and assessments.

Students completing this Certificate will be able to continue their education through such qualifications as CHC24015 Certificate II in Active Volunteering, CHC34015 Certificate III in Active Volunteering, CHC22015 - Certificate II in Community Services or other Community Service qualifications.

This Quality training package has been developed for the Department of Family and Community Services by the Centre for Volunteering, through its training arm: the School of Volunteer Management.



**Family &
Community
Services**

Summary of course content

Core Units

CHCDIV001 - Work with diverse people

This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people.

CHCVOL001 - Be an effective volunteer

This unit describes the skills and knowledge required to work effectively as a volunteer in a variety of capacities and contexts.

HLTWHS001 - Participate in workplace health and safety

This unit describes the skills and knowledge required for workers to participate in safe work practices to ensure their own health and safety, and that of others. Workers will normally be under direct supervision but may have some individual responsibility.

Electives

BSBCMM201 - Communicate in the workplace

This unit describes the skills and knowledge required to communicate in the workplace including gathering, conveying and receiving information and completing routine written correspondence.

SIRXIND002 - Organise and maintain the store environment

This unit describes the performance outcomes, skills and knowledge required to organise and maintain work areas in a retail environment. It involves applying personal hygiene practices and the organised use of equipment and chemicals to keep the workplace tidy, clean and safe.

SIRXIND001 - Work effectively in a service environment

This unit describes the performance outcomes, skills and knowledge required to work effectively in a customer service business environment.

This unit applies to individuals working as effective frontline staff in retail stores and personal services settings, within the context of the organisational goals, customer service values and standards.

This unit covers the ability to demonstrate and apply knowledge of workplace policies, legislative requirements and manufacturer instructions in order to use tools, chemicals and equipment for the safe and efficient cleaning, organisation and maintenance of work areas.

TLIP2024 - Conduct financial transactions

It includes operating point of sale equipment, transacting sales, clearing register activity and maintaining sales documents.

The Certificate 1 resources will soon be available at www.volunteering.nsw.gov.au

