



CHC24015 Certificate II in Active Volunteering CHC22015 Certificate II in Community Services

This exciting dual qualification consists of a series of 6 one day Modules and electives designed specifically around the generic skills required by volunteers and most workers entering fields such as Community Services.

Based on the core units of competency in CHC22015 Certificate II in Community Services, and CHC24015 Certificate II Active Volunteering, the Modules will cover the critical components required to maximise your efforts in the workplace.

THIS QUALIFICATION MAY BE SUITABLE FOR

- Year 10-12 students interested in volunteering while gaining experience and formal qualifications in community services. These may be counted towards points for their South Australian Certificate of Education (SACE).
- Unemployed individuals wanting to expand skills or develop pathways to further study or employment.
- Individuals wanting to be more effective in their current volunteer role.

The Modules take participants on a highly effective journey helping them develop an awareness of who they are and their role in an organisation. Part of the process involves undertaking volunteering activities through an approved organisation. Running for 24 weeks these activities provide the basis for learning and assessment.

Module 1: It's all about you!

This Module looks at attitudes and values, why people respond the way they do in different situations. Using a basic tool to help you understand how you react in situations will assist you in becoming a more effective worker. Managing yourself can be critical in your role.

Module 2: You and communication

Good communication is critical in any relationship. Understanding key principles in communication, both verbal and non-verbal, will help when it comes to working through disagreements and negotiating. Communicating appropriately to peers, staff, clients, supervisors and others will improve your work experience significantly.

Module 3: You and the team

Teams in organisations come in many types and sizes. What makes a good team and how can you make it better? We explore some of the ways you can work with supervisors, clients or peers and deal with misunderstandings effectively.

Module 4: You and diversity

A diverse workforce, whether this is culture, disability, gender or so on, can enrich your work experience. Learn how you can work effectively with diversity in order to get the most out of your experience.

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Module 5: You and the organisation

Your work does not occur in a vacuum but within an organisation. Organisations typically have policies and procedures, and operate within a legal framework. Understand your relationship with Work Health and Safety (WHS); privacy; abuse; relationships between paid and unpaid workers. These constraints impact individual roles.

Module 6: You and your role

A person's role can vary significantly between organisations; however there are common elements in them all, such as boundaries and matching jobs with skills and training which can all be important in understanding your role in the organisation.

ELECTIVES

To complete the qualification up to 5 electives will need to be selected and completed. Depending upon experience and qualifications RPL may be available.

FEES

Group rates are applicable, please contact us for details.

Please refer to the student handbook at the NVETS site and in your enrolment package for all terms and conditions, refund and grievance policies.

Venue

Time

Date

To **register** please, forward your email to

e nvetsmanager@nvets.org.au