



Family &  
Community  
Services

CHC14015

# CERTIFICATE 1 IN ACTIVE VOLUNTEERING - RETAIL

Guide for trainers involved  
in delivery and assessment



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### Contact details

<http://www.volunteering.nsw.gov.au/about-us>

# Contents

Overview of Qualification	4
Qualification Description	4
Packaging Rules	5
Documents for Facilitators	6
Training Notes	6
Assessment Notes	6
Material for Students	7
Recognition of Prior Learning	8
Additional support for students	8
Training and Assessment Strategy TAS	8
Package documents list	9

# Overview of qualification

## Qualification description

The Certificate 1 in Active Volunteering (CAVI) – Retail qualification reflects the role of volunteer workers and includes foundation skills required to enable them to effectively undertake volunteer work.

It is a nationally recognised qualification which enables volunteers to develop the skills required to effectively participate in the volunteer sector.

This includes:

- what it means to be a volunteer
- how to prepare and work as an effective volunteer
- how to work safely ensuring your own health and safety and that of others
- how to work respectfully with people from diverse social and cultural groups and situations
- how to communicate in the workplace including gathering, conveying and receiving information
- how to write a variety of simple workplace texts.

Participating in a vocational course like the CAVI – Retail can assist students to:

- obtain hands on experience
- gain familiarity with how workplaces operate
- develop employability skills, eg communication, teamwork, problem solving skills, etc
- provide information to future employers about your skills
- develop or improve your interpersonal skills
- explore potential career paths
- gain entry into other vocational training programs, eg Certificate II in Active Volunteering or Certificate I in Health Support Services
- support transition to higher education pathways.



# Overview of qualification cont...

## Packaging rules

There are five units for this qualification. They consist of three core units in order of study detailed below, and two electives:

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.

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.

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.

Two elective units are to be chosen from the following four units:

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, clean and maintain the work environment to ensure optimal workplace appearance and safety.

SIRXIND001

### **Work effectively in a service environment**

This unit describes the performance outcomes, skills and knowledge required to work effectively in the retail environment by integrating knowledge of workplace rights and responsibilities, organisational policies and procedures into daily work activities.

TLIP2024

### **Conduct financial transactions**

This unit involves the skills and knowledge required to conduct direct financial transactions. Work must be carried out in compliance with relevant codes and regulations concerned with the conduct of direct financial transactions during the collection and delivery of valuables, secured products, documents and materials.

To achieve this qualification, the candidate must have completed at least 20 hours of volunteer work as detailed in the assessment requirements of units of competency. Assessment is contained within the first unit: CHCVOL001. Some volunteer roles may require volunteers to undergo relevant background checks before being able to complete their hours.

# Documents for facilitators

Each unit will have at least three accompanying files:

- Unit code v# Student Guide and Workbook.docx
- Unit code v# Facilitator Guide.docx
- Unit code v# Facilitator PowerPoint.pptx

An additional file may be provided if appropriate

- Unit code v# Facilitator Handouts.docx

## Training notes

Each unit is supported by 2 x 4 hour training sessions to guide students through the course content contained in the Student Guide and Workbook (the workbook) and the assessment requirements or each unit.

The session plans are contained in the facilitator guide for the unit. Timings are approximate and adjustments may need to be made in accordance with the size and nature of the group.

PowerPoints have been created to accompany the face-to-face sessions.

There is also provision for a two-hour introduction and orientation session and a two-hour conclusion. An additional facilitator guide has been created which includes the session plans for these two sessions.

## Assessment notes

Assessment activities are in two locations:

### 1. Embedded in the content of the workbook.

These will typically be short answer question, reflections or results of group discussions or activities

### 2. In the last section of the workbook titled 'Additional assessment tasks'.

These assessment activities will typically be overarching assessment components such as for performance evidence and knowledge evidence requirements.

Students will complete assessment activities in the face-to-face sessions or in their own time, ie for homework. The session plan includes instructions for this.

Assessment tools will be found in the facilitator guide for the unit. These include:

- evidence summary which maps the assessment activities to the performance criteria
- assessment marking tool
- answers for assessment activities which fall outside the scope of the course content.



# Material for students

Students are to be provided with a copy of the Student Guide and Workbook (the workbook) at a time convenient to the program rollout and a copy of the PowerPoints during the face-to-face sessions.

All information students require for assessment is included in the course content of the workbook. This enables a student to continue with their study should they miss a face-to-face training session. Assessments are embedded in the relevant section of the workbook and in the final section of the workbook. Students are required to complete both and hand in the workbook for assessment.

It is recommended that students hand in their completed workbook as soon as possible after completion of the associated face-to-face training. This may be done at the beginning of the next unit workshop, or during the final two hour concluding session for the last unit.

An assessment checklist is provided for students in the last section of the workbook: 'Additional assessment tasks'.

Extensions are to be granted at the discretion of the agency.



# Recognition of prior learning

This needs to added according to agency provisions.

# Additional support for students

This needs to added according to agency provisions.

# Training and Assessment Strategy

A Training and Assessment Strategy (TAS) for this qualification is attached.





# Package documents list

Unit Code	Unit Title	Document titles
CHC14015	Certificate I in Active Volunteering	<ul style="list-style-type: none"> <li>• CHC14015 v# Student Guide and Workbook</li> <li>• CHC14015 v# CHC14015 v1 Guide for Trainers and Assessors</li> <li>• CHC14015 v# Facilitators Guide</li> <li>• CHC14015 v# PowerPoints</li> </ul>
CHCVOL001	Be an effective volunteer	<ul style="list-style-type: none"> <li>• CHCVOL001 v# Student Guide and Workbook</li> <li>• CHCVOL001 v# Facilitator Guide</li> <li>• CHCVOL001 v# PowerPoints</li> </ul>
CHCDIV001	Work with diverse people	<ul style="list-style-type: none"> <li>• CHCDIV001 v# Student Guide and Workbook</li> <li>• CHCDIV001 v# Facilitator Guide</li> <li>• CHCDIV001 v# PowerPoints</li> </ul>
HLTWHS001	Participate in workplace health and safety	<ul style="list-style-type: none"> <li>• HLTWHS001 v# Student Guide and Workbook</li> <li>• HLTWHS001 v# Facilitator Guide</li> <li>• HLTWHS001 v# Facilitator Handouts</li> <li>• HLTWHS001 v# PowerPoints</li> </ul>
BSBCMM201	Communicate in the workplace	<ul style="list-style-type: none"> <li>• BSBCMM201 v# Student Guide and Workbook</li> <li>• BSBCMM201 v# Facilitator Guide</li> <li>• BSBCMM201 v# PowerPoints</li> </ul>
SIRXIND002	Organise and maintain the store environment	<ul style="list-style-type: none"> <li>• SIRXIND002 v# Student Guide and Workbook</li> <li>• SIRXIND002 v# Facilitator Guide</li> <li>• SIRXIND002 v# PowerPoints</li> </ul>
SIRXIND001	Work effectively in a customer service environment	<ul style="list-style-type: none"> <li>• SIRXIND001 v# Student Guide and Workbook</li> <li>• SIRXIND001 v# Facilitator Guide</li> <li>• SIRXIND001 v# PowerPoints</li> </ul>
TLIP2024	Conduct financial transactions	<ul style="list-style-type: none"> <li>• TLIP2024 v# Student Guide and Workbook</li> <li>• TLIP2024 v# Facilitator Guide</li> <li>• TLIP2024 v# PowerPoints</li> </ul>