



CHC14015

# CERTIFICATE 1 IN ACTIVE VOLUNTEERING - RETAIL

## Student Guide and Workbook



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### Contact details

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

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# About the program

## What is the Certificate I in Active Volunteering (CAVI) - Retail?

The Certificate I in Active Volunteering (CAVI) - Retail 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

This particular CAVI has elective subjects which will develop retail and customer service skills.

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 will enable you to work effectively as a volunteer in a variety of capacities and contexts.

CHCDIV001

### **Work with diverse people**

This will enable you 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 will enable you to participate in safe work practices to ensure their own health and safety, and that of others.

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

BSBCMM201

### **Communicate in the workplace**

This will enable you to communicate in the workplace including gathering, conveying and receiving information and completing routine written correspondence.

SIRXIND002

### **Organise and maintain the store environment**

This will enable you to organise, clean and maintain the work environment to ensure optimal workplace appearance and safety.

SIRXIND001

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

This will enable you to work effectively in the retail environment understanding rights and responsibilities, organisational policies and procedures and how they impact daily work activities.

TLIP2024

### **Conduct financial transactions**

This will enable you to work effectively and understand relevant codes and regulations involved the transaction of money in the retail environment.

# About the program cont...

## What are the benefits of obtaining this qualification?

Whether you're looking to enter or re-enter into the workforce, or to take an initial step in your tertiary education, a vocational qualification like CAVI can help take you where you want to go.

Participating in a vocational course like the CAVI can assist you 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 your transition to higher education pathways.

# Student support and materials

To support you through this course, each unit has:

- two (2) four-hour face-to-face group training sessions
- a Student Guide and Workbook (the workbook)
- a copy of the PowerPoint presentation (given to you during the face-to-face sessions).

Your tutor will give you details of your face-to-face training sessions.

Ongoing support is always available. In addition to the workbooks, you can ask your tutor for help. Your volunteer supervisor will be able to assist with questions about the workplace.

You can contact [add agency contact details here](#).



# Course structure

This program is 23 weeks long. At the beginning you will have a two (2) hour introductory group session with your tutor to orient yourself with what is expected overall.

Every two weeks (approximately) thereafter, you will attend a four (4) hour session to work through the course content. There are two sessions for each unit. At the end of the two sessions for each unit, it is expected that you will hand in the workbook with all your assessment activities completed.

At the end you will have a two hour session to conclude the program. It is expected that you will hand in your last workbook at that time.



# What do I need to do to gain this qualification?

To obtain your CAVI you need you have all the necessary skills required to effectively participate in the volunteer sector. To demonstrate this you will need to successfully complete ALL questions, activities and tasks within the workbook, and hand them in for assessment. This will include assessment activity questions throughout the course content and any additional components in the last section of your workbook.

Some questions will be completed during the face-to-face session times, others will need you to go away and think about the answers or investigate what happens in an organisation in which you volunteer. You may also need to talk with your volunteer supervisor about some questions.

For the first unit, 'CHCVOL001 Be an effective volunteer', you will need to demonstrate that you have volunteered for a minimum of 20 hours.

Before submitting your workbook for assessment please check you have completed all the questions and you are satisfied with your answers. Assessment is the process which determines if enough evidence is available to demonstrate that you are competent and able to perform to the required standard.

It is expected that you will hand in your completed workbook shortly after completing the associated face-to-face sessions. Over the 23 weeks this means you will hand in one workbook every month. Your tutor will explain these requirements in the first introductory session.

At the end of each workbook you will find an assessment checklist to ensure you have completed all important parts to enable the assessor to review your work.

If you are unable to finish the CAVI for any reason, you may be entitled to receive a statement of attainment for the units you have completed.





# Recognition of prior learning

If you look through the course materials and decide you have already achieved the learning outcomes specified, it may be possible to apply for recognition of prior learning (RPL). Students may wish to apply for RPL for a competency or any number of competencies for the Certificate I in Active Volunteering.

The purpose of RPL is to give students the chance to have their knowledge and skills assessed regardless of where or when the learning took place. This means that learning could have been achieved through work experience, through non-credentialed courses, through life experiences or through volunteering.

If you apply for RPL for any part of the course you will need to submit documentary evidence that you have achieved the outcomes and have the knowledge and/or skills specified.



# Welcome to the Certificate I in Active Volunteering

We hope you enjoy your journey

Keep this workbook somewhere safe.

You will need to have it with you during the Week 1 introductory session and the Week 23 conclusion session.

# Section 2: Your introductory session

The material in this section will be discussed in your first two (2) hour face-to-face session with your tutor.

Please note that the work you do in this session does not need to be handed in. It is for your records only.

## Who is who?

My tutor details:

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Members of your group are:

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Volunteer organisations with your group:

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### Program outcomes

What are my goals for the next few years?

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What do I want from this program of study?

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What specific questions do I have about volunteering?

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## Help

Where can I go for help with this course of study?

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## Notes from today

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# Section 3: Conclusion

The material in this section will be discussed in your final two (2) hour face-to-face session with your tutor.

Please note that the work you do in this session does not need to be handed in. It is for your records only.

## Questions for today

When will I receive my assessment results and certificate?

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What do I still have to finish for assessment?

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What have I learnt about volunteering during the course?

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What are the answers to the initial questions I had about volunteering in Week 1?

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What have I learnt about myself during the course?

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Are my goals the same as at the beginning of the course? What are they now?

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