



Family &
Community
Services

CHC14015

CERTIFICATE 1 IN ACTIVE VOLUNTEERING - RETAIL

Training and assessment strategy



The person with responsibility for accuracy of contents of this Training & Assessment Strategy:

Name

Date compiled



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Training package details

AQF level

AQF level 1 - Criteria for Australian Quality Framework Level 1

Summary

Graduates at this level will have knowledge and skills for initial work, community involvement and/or further learning.

Knowledge

Graduates at this level will have foundational knowledge for everyday life, further learning and preparation for initial work.

Skills

Graduates at this level will have foundational cognitive, technical and communication skills to:

- undertake defined routine activities
- identify and report simple issues and problems.

Application of knowledge and skills

Graduates at this level will apply knowledge and skills to demonstrate autonomy in highly structured and stable contexts and within narrow parameters.

Name of relevant Training Package

CHC Community Services Training Package (Release 3)

Special legislation or regulations

Nil

Type of TAS

Training and Assessment

Qualification packaging rules and requirements

Packaging rules:

To be awarded the CHC14015 Certificate I in Active Volunteering, competency must be achieved in five (5) units of competency:

- three (3) core units of competency.
- two (2) elective units of competency.

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

Pathways

Ability to continue education through CHC24015 Certificate II in Active Volunteering, CHC34015 Certificate III in Active Volunteering, CHC22015 – Certificate II in Community Services or other Community Service qualifications.

Training package details cont...

Third party details

No third party arrangements in place.

Total nominal hours

138 hours

Total nominal and scheduled hours

This course is scheduled to be delivered within 24 weeks. This will include a projected 44 hours face-to-face delivery by a trainer from a Registered Training Organisation (RTO) over 12 sessions, 20 hours of compulsory volunteer work with supervision provided by the volunteer-involving organisation, 26 hours of reading and personal study of additional resources, and the remaining hours of research in the volunteering workplace or equivalent, and assessment, some in consultation with the volunteer supervisor.

A total of up to 150 hours.

Duration of course

(weeks/months/ semesters)

The nominal course duration is six months or until relevant competencies are achieved. The RTO projects that this course will be delivered over seven months from time of enrolment.

Learner profile

Target learner

- community members engaged in volunteer work
- may include those:
 - with minimal previous exposure to work in the sector
 - who are new entrants to the Australian workplace.

Target learner characteristics

- those with an interest in working in the community or health industry or furthering a cause
- able to work with and for a diverse mix of people
- willing and capable of taking direction
- honest and trustworthy
- suitable as someone to work with vulnerable individuals.

Entry requirements

There are no entry requirements for this qualification.

Current volunteer position and the opportunity to complete at least 20 hours of volunteer work as part of this program is required.

Factors most likely to motivate learners

- those with previous workplace experience who may seek to volunteer as a pathway to employment in the community services and health industry.
- those with little or no Australian workplace experience who may seek to volunteer as a pathway to employment.
- those who see a connection between completing the qualification and serving their volunteer-involving organisation and/or their clients better.

Language, literacy and numeracy requirements for this qualification

This qualification requires a general command of spoken English, the capacity to read basic written instructions and the ability to write at the level needed to competently take down telephone messages or write basic workplace documents.

Technology literacy requirements for this qualification

The qualification requires the learner to have basic computer skills and knowledge of how to use the internet.



Training program

Organisation

The following relates to the suggested training program timetable:

- the trainer will consult with the volunteer organisation/volunteer supervisor and learner to ensure that a training plan is devised which represents the volunteer workplace functions, provides opportunity for the learner and meets the Australian Quality Training Framework qualification package rules
- the RTO will provide learning resources and any other required support including language, literacy and numeracy (LLN) referral if required
- the course is delivered over twenty-six (26) weeks in the following format:
 - fortnightly four-hour face-to-face training workshops for 19 weeks, plus a two-hour introduction session upon commencement (or equivalent) and a two-hour conclusion session for students to reflect on the course, hand in completed work, ask final questions and mark the end of the course.

Units	Timing	Elements
Introduction	Week 1	<ul style="list-style-type: none"> • Orientation to the qualification • Expectations • Learning schedule • Learner responsibilities • Assessment requirements
CHCVOL001 Part 1	Week 3	<ul style="list-style-type: none"> • Prepare for volunteer work • Work as a volunteer • Check and complete work in consultation with supervisor
CHCVOL001 Part 2	Week 5	
CHCDIV001 Part 1	Week 7	
CHCDIV001 Part 2	Week 9	<ul style="list-style-type: none"> • Communicate with people from diverse backgrounds and situations • Promote understanding across diverse groups
HLTWHS001 Part 1	Week 11	<ul style="list-style-type: none"> • Follow safe work practices • Implement safe work practices • Contribute to safe work practices in the workplace • Reflect on own safe work practices
HLTWHS001 Part 2	Week 13	
ELECTIVE 1 Part 1	Week 15	
• BSBCMM201		<ul style="list-style-type: none"> • Gather, convey and receive information and ideas • Communicate in a way that responds positively to individual differences • Complete workplace documentation and correspondence
• SIRXIND002		<ul style="list-style-type: none"> • Organise and clean work area • Handle potential hazards

Training program cont...

• SIRXIND001		<ul style="list-style-type: none"> • Work within organizational requirements • Support the work team • Maintain personal presentation • Develop effective work habits
• TLIP2024		<ul style="list-style-type: none"> • Operate point of sale equipment • Transact sale • Clear register • Maintain sales documents
ELECTIVE 1 Part 2	Week 17	Continued from above
ELECTIVE 2 Part 1	Week 19	
• BSBCMM201		<ul style="list-style-type: none"> • Gather, convey and receive information and ideas • Communicate in a way that responds positively to individual differences • Complete workplace documentation and correspondence
• SIRXIND002		<ul style="list-style-type: none"> • Organise and clean work area • Handle potential hazards
• SIRXIND001		<ul style="list-style-type: none"> • Work within organizational requirements • Support the work team • Maintain personal presentation • Develop effective work habits
• TLIP2024		<ul style="list-style-type: none"> • Operate point of sale equipment • Transact sale • Clear register • Maintain sales documents
ELECTIVE 2 Part 2	Week 21	Continued from above
Conclusion	Week 23	<ul style="list-style-type: none"> • Review learning outcomes • Reflect on ability to undertake volunteer work • Finalise evidence requirements.

Delivery modes

Modes of delivery are indicated on the table overleaf.

Assessment details

Timing

- Assessment is undertaken when the student is ready and has had the desired practical exposure to ensure fairness.
- It has been agreed in the learner training plan that the learner will be released in order to participate in on-the-job assessment tasks.
- Assessment will take place during a scheduled visit from the RTO assessor and due notice will be given to all parties of the impending visit.
- Assessments may be modified to meet the learner's requirements.

Validation

Processes used to validate assessment in this strategy:

- industry consultation
- structured validation of assessment tools
- structured moderation
- assessor observation.

Assessment methods

Methods of assessment are indicated on the table overleaf.

Recognition of Prior Learning (RPL) is available for units in this qualification.



Resources

Facilities, equipment and materials

Resources needed to deliver this qualification are:

- learner resources and associated documents
- training location suitable for classroom delivery
- workplace documentation, policies and procedures
- office equipment including computer, telephone, fax, photocopier
- Personal Protective Equipment (PPE).

Access to all resources and documents will be provided via email or hard copy, appropriate.

Human resources

Qualified trainers and assessors who deliver this program are listed on the human resources standard overleaf.

Special needs

A language, literacy and numeracy (LLN) instrument is available to indicate a learner will require LLN support. If assistance is required, the learner will be referred to an external specialist agency.

Training and assessment processes can incorporate reasonable adjustment procedures.



Risk Assessment

Risk

Risk associated with participation in the training and assessment for this qualification has been evaluated as **low**.

In evaluating this risk rating the RTO has considered many factors including:

- Environmental risk
- Emotional risk
- Legal risk
- Health risk
- Physical risk
- Compliance risk



Industry engagement and support

Date and location of consultation

Date	Location
Various discussions	
Various discussions	
Various discussions	
Various discussions	

Name and contact number of representative/s and their organisation/s

Name of Representative	Name of Organisation	Contact Details

Requirements of target group/s discussed and issues raised

The industry expectations of knowledge and skills are and will be varied, however the industry in general are looking for people who:

- are reliable, honest and trustworthy
- are committed to working towards the goals of the volunteer-involving organisation within which they work
- understand and respect boundaries both personal and professional
- have sound communications skills and work effectively within a team
- demonstrate respect and tolerance for a wide range of people
- have sound basic organisational skills.

Delivery strategies discussed and issues raised

- Prior to commencement of training, the RTO may confirm if the employer has suitably qualified personal to support the work-based training of the learner.
- Employers may be consulted during the planning of the training program and in appointing an appropriately industry qualified supervisor for the learner.
- The RTO's training will be conducted as per the delivery and relevant session plans.
- The training will occur off-the-job and on-the-job or in a workplace simulated facility with relevant process, equipment, materials, work instructions and deadlines.

Industry engagement and support cont...

- The trainers may discuss with the learner's supervisor, any supervised skill practice required by the learner before assessment can take place.
- The amount of training the learner requires will depend on their underpinning skills and knowledge.
- Learning activities are included in the Student Guide and Workbook (the workbook).

Assessment methods discussed and issues raised

- Knowledge will be assessed using written assessments.
- Observation assessments will be conducted on more than one occasion. This will confirm consistent performance criteria. Observations will take place in differing work-based contexts.
- Prior to commencement of assessment, the RTO will confirm that the learner has had sufficient opportunity to develop the required skills and knowledge. This confirmation may result from a conversation prior to assessment with a learner's supervisor.
- Foundation skills are integral to competent performance in the unit and are not assessed at a different time
- The assessment tasks may be adjusted according to a learner's needs.

Any special comments by industry representative/s

Name of Industry Representative	Comment

TAS: Monitoring and improvement

This strategy is monitored as part of our quality assurance system, or in response to a complaint.

Revisions to this TAS are version controlled and significant improvements entered into the Improvements register.

It may be customised to suit the needs of a specific client.



Assessment validation schedule

This assessment validation schedule is incorporated into each newly developed TAS as a part of new VET compliance requirements. Standards 1.9 and 1.10 state that:

1.9 The RTO implements a plan for ongoing systematic validation of assessment practices and judgements that includes for each training product on the RTO’s scope of registration:

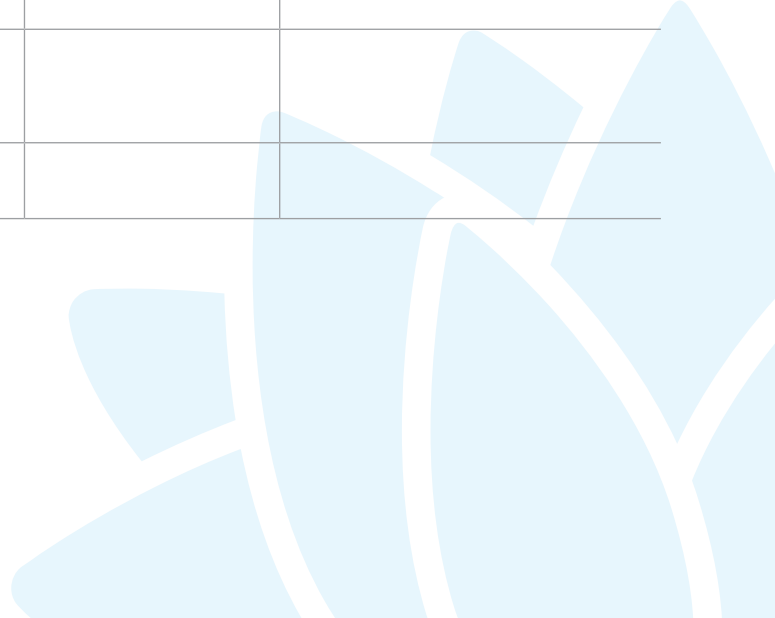
- a) When assessment validation will occur;
- b) Which training products will be the focus of the validation;
- c) Who will lead and participate in validation activities; and
- d) How the outcomes of these activities will be documented and acted upon.

1.10 For the purposes of Clause 1.9, each training product is validated at least once every five years, with at least 50% of products validated within the first three years of each five-year cycle, taking into account the relative risks of all of the training products on the RTO’s scope of registration, including those risks identified by the VET Regulator.

Complete the table below at the time of initial TAS development ensuring that each training product that is offered as a part of this qualification/course is included on the schedule according to the requirements above.

Validation reports should be filed with

Unit Code	Unit Title	Scheduled validation date	Validation report completed
CHCVOL001	Be an effective volunteer		
CHCDIV001	Work with diverse people		
HLTWHS001	Participate in workplace health and safety		
BSBCMM201	Communicate in the workplace		
SIRXIND002	Organise and maintain the store environment		
SIRXIND001	Work effectively in a customer service environment		
TLIP2024	Conduct financial transactions		



Training and assessment matrix: CHC14015 Certificate 1 in Active Volunteering

Code	Unit Title	Training delivery mode					Assessment method								
		Coaching	Face-to-face	Online	Self paced	Work-based	Demonstration	Knowledge test	Interview	Presentation	Project	Third Party Report	Work observation	Work documents	
1	CHCVOL001	Be an effective volunteer	✓	✓		✓	✓		✓	✓			✓	✓	✓
2	CHCDIV001	Work with diverse people	✓	✓		✓	✓		✓	✓			✓	✓	✓
3	HLTWHS001	Participate in workplace health and safety	✓	✓		✓	✓		✓	✓			✓	✓	✓
4	BSBCMM201	Communicate in the workplace	✓	✓		✓	✓		✓	✓			✓	✓	✓
5	SIRXIND002	Organise and maintain the store environment	✓	✓		✓	✓	✓	✓		✓	✓	✓	✓	
6	SIRXIND001	Work effectively in a customer service environment	✓	✓		✓	✓		✓				✓		
7	TLIP2024	Conduct financial transactions	✓	✓		✓	✓		✓		✓	✓	✓	✓	

Definitions of assessment methods

Demonstration

Any practical display which happens off-the-job including role-play, simulation and performance of a skill.

Knowledge test

Multiple choice questions, short answer or essay, usually under supervised and/or timed conditions. Knowledge test may be written, oral or open-book.

Interview

Interviews may be conducted face-to-face, by telephone or web conference.

Presentation

Oral presentations may be made to an audience during a workshop or on video. Presentation differs from demonstration as not actually demonstrating a skill.

Project

A series of tasks to be completed to produce a specific definable outcome. The outcome is known as the deliverable. Once the outcome has been delivered the project is finished.

Report

A report provides information about something that has happened. Usually done in the candidate's own time and submitted for assessment. A reflective journal is a type of report.

Documents

A candidate may be asked to present previously completed documents as evidence. A supervisor's verification is also a document.

Work observation

When the assessor observes the candidate doing their job to see that they are completing the tasks appropriately. May be videoed and presented as evidence.



Human Resource Standard

Trainer Competency requirements (as per Schedule 1 of Standards)

A - TRAINERS MUST

- (i) Hold the TAE40110 Certificate IV in Training and Assessment or its successor;

And

- (ii) Be able to demonstrate vocational competencies at least to the level being delivered and assessed;

And

- (iii) Be able to demonstrate how they are continuing to develop their VET knowledge and skills as well as maintaining their industry currency and trainer/ assessor competence.

B - PERSONS DELIVERING TRAINING UNDER THE SUPERVISION OF A TRAINER MUST

- (i) Work under the supervision of a trainer with the TAE40110 Certificate IV in Training and Assessment or its successor;

And

(ii) **Holds one of the following:**

- a) TAESS00007 Enterprise Trainer – Presenting Skill Set or its successor; or
- b) TAESS00008 Enterprise Trainer – Mentoring Skill Set or its successor; or
- c) TAESS00003 - Enterprise Trainer and Assessor Skill Set or its successor.

And

- (iii) Be able to demonstrate vocational competencies at least to the level being delivered and assessed as well as maintaining their industry currency.

Notes:

Evidence used to demonstrate equivalence of competencies may include consideration of relevant past training, including consideration of superseded and pre-existing teaching qualifications, experience, and professional development.

Procedure for verification

1. A trainer **must** provide RTO administration with certified copies of qualifications/Statements of Attainment, and relevant licences, before they commence work.
2. A trainer **must** complete a vocational competence list for each qualification/unit they are assessing.
3. Certified copies and vocational competence list will be filed with the person's resume in QMS.

Assessor Competency requirements (as per Schedule 1 of the Standards)

ASSESSORS MUST:

- (i) Hold the TAESS00001 Assessor Skill Set or its successor;

And

- (ii) Be able to demonstrate vocational competencies at least to the level being assessed;

And

- (iii) Be able to demonstrate how they are continuing to develop their VET knowledge and skills as well as maintaining their industry currency and assessor competence.

Note:

If a person does not have all the assessment competencies as defined in (i), (ii) and (iii) then one or more persons with the combined expertise in (i), (ii) and (iii) may work together to conduct the assessment.

Procedure for verification

ASSESSORS MUST:

An assessor **must** provide RTO administration with certified copies of qualifications/Statements of Attainment, and relevant licenses, before they commence work.

Human Resource Standard cont...

An assessor **must** complete a Vocational competence list for each qualification/unit they are assessing. Certified copies and vocational competence list will be filed with the person’s resume in QMS.

Supervision is the provision of regular and ongoing guidance, direction and leadership from a person holding the TAE40110 Certificate IV in Training and Assessment (or its successor) or from a person who has demonstrated equivalence of competencies. The supervising person monitors and is accountable for the training delivery.

This grid outlines how training and assessment personnel meet the HR requirements for this TAS. Resumes and copies of certifications are on file.

If providing Assessment only – one or more of above or Assessor Skill Set required. IF YOUR HIGHEST TEACHING QUALIFICATION IS THE CERTIFICATE IV IN TRAINING AND ASSESSMENT, PLEASE LIST THE NATIONAL ID AND TITLE.

Personnel	Content competence	Trainer competence	Assessor competence	Vocational experience/ Industry relationship
Name	Any qualifications this person has that are relevant to this qualification/course. Do NOT just list everything they have.	The qualification this person holds that allows them to be a Trainer. See procedure: Trainer competence	The qualification this person holds that allows them to be an Assessor. See procedure: Assessor competence	Short statement/s that show this person has work experience in this vocational area AND is doing something that keeps their knowledge and skills current.
EXAMPLE: Beth Adler	EXAMPLE: CHC42115 Certificate III in Active Volunteering	EXAMPLE: TAE40116 Certificate IV in Training and Assessment	EXAMPLE: TAE40116 Certificate IV in Training and Assessment	EXAMPLE: Has volunteered in a range of organisations including X, Y and Z for over 6 years. Continues to volunteer with ABC and is now coordinating volunteers within XYZ community organization.