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This is to certify that

**Leticia Vargas**

Has completed the requirements for the following

**CERTIFICATE IV  
IN  
VOLUNTEER PROGRAM  
COORDINATION  
CHC42708**

**1 June 2010**

Issued without alterations or erasures

**“This is the best step  
that I have done for my  
career...”**

**It’s so simple and easy.  
The Volunteering Qld  
assessor was absolutely  
wonderful and made the  
whole process a breeze!**

**It’s great to gain  
recognition of what I am  
doing every day and  
getting the qualifications  
to back up my role.”**

Leticia Vargas  
Volunteering Services Officer  
Volunteering Gold Coast  
Previous scholarship recipient



## About the certificate

Certificate IV in Volunteer Program Coordination is a qualification developed by Volunteering Australia to meet the needs of people coordinating the work of volunteers within nonprofit organisations. In February 2009, it was included in the Community Services Training package as a nationally recognised qualification designed for coordinators working within a range of sectors including health and welfare, emergency services, arts and culture, heritage, environment and conservation, sport and recreation, education, overseas aid, religious, animal welfare, human rights and youth development.

Managers and Coordinators of Volunteers perform a broad range of tasks, including evaluating and improving on current practices and providing leadership and guidance to others in organising their work activities. A broad range of competencies are required to work in this complex, regularly changing context. This qualification is also a pathway qualification into the Diploma of Community Services Management.

Through Recognition of Prior Learning/Current Competencies process, scholarship candidates can apply to have their knowledge and skills formally acknowledged, and earn a Certificate IV in Volunteer Program Coordination.

## Entry requirements

1. You must be currently working in a volunteer coordination capacity (paid or voluntary) and have permission from management to participate.
2. Work within one of the following industry areas:
  - Environmental Protection
  - Community Service and Health
  - Community Safety/Emergency Services
  - Sports and Recreation
  - The Arts
3. Be willing to share your experiences as a Manager or Coordinator of Volunteers and your experiences of going through a Recognition of Prior Learning/Current Competencies process.
4. Provide an updated copy of your CV and complete a short personal report.

Applications must be received by **30 July 2010**.

Panel selections will be announced **August 2010**.

Applicants, if successful, agree to complete the process by **November 2010**.

Once completed, please submit your **Application Form** via:

**Email** [admin@volunteeringqld.org.au](mailto:admin@volunteeringqld.org.au)

**Fax** 3229 2392

**Post** GPO Box 623, Brisbane Q 4001



Volunteering Qld

## Personal details

Ms/Mrs/Mr/Other First name \_\_\_\_\_ Surname \_\_\_\_\_

Male/Female Age group 0-17 18-24 25-34 35-44 45-54 55-64 65+

## Volunteer involving organisation details

Organisation name \_\_\_\_\_

Organisation type \_\_\_\_\_

Address \_\_\_\_\_

Phone (W) \_\_\_\_\_ (Mobile) \_\_\_\_\_ (Fax) \_\_\_\_\_

Email \_\_\_\_\_

Position held \_\_\_\_\_ Volunteer/Paid

Length of time as a volunteer coordinator \_\_\_\_\_ Hours worked per week \_\_\_\_\_

## Volunteer management experience

**In 500-1000 words (on a separate page), tell us about your skills and experience as a volunteer coordinator. Please use the headings below as a guide (the questions are to assist you in forming your responses). Please also attach a current resume.**

### Recruiting and coordinating volunteers

Describe how you have identified the needs and roles of volunteers within your current/past programs/services?  
What strategies have you used for recruiting volunteers, talk about how they have worked well/not so well?  
What key areas should be included in a volunteer's orientation to the organisation? How do you conduct your orientations?  
What strategies for ongoing support of volunteers have you tried, what has worked what hasn't?

### Work within legal and ethical responsibilities

Describe what legislation, regulations and common law are relevant to your work role?  
What organisational policies and practices exist within your workplace that are based on legal and ethical requirements?  
What does it mean to you to work ethically and maintain 'duty of care'?

### Maintain OHS processes

What sort of OHS information do you need to provide to volunteers? How have you provided this information?  
How do you know that your volunteers are able to implement safe work practices?  
What strategies have you/could you use to ensure active participation by volunteers in OHS.  
Describe how you have monitored compliance with work procedures?  
Describe your understanding of risk management practices and give an example of where you have applied it?  
Describe what records your organisation keeps in relation to OHS?  
Describe your organisations emergency procedures.

### Facilitate workbased learning

What have you done to create learning opportunities for your volunteers?  
Give examples on how you have developed and implemented a workbased learning opportunity for volunteer/s.  
Describe how you have made reasonable adjustments to address barriers to learning?  
How do you review learning opportunities with your volunteers to ensure they were effective?

### Use targeted communication skills to build relationships

Can you describe what strategies you use to inform others of your volunteer program/services and how you have built relationships (either within your organisation or at external forums)?  
Can you provide an example of where there has been conflict and what you did to resolve it in a mutually beneficial way?

### Promote team effectiveness

Describe how you have developed team cohesion and achieved team outcomes? What worked what didn't?  
What do you believe a manager needs by way of skills and attitudes to be an effective volunteer coordinator?  
What communication strategies work for different types of teams, describe two different strategies (e.g. small/large, local/remote)?



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