



[www.easternvolunteers.org.au/training](http://www.easternvolunteers.org.au/training)

## STRENGTHENING THE COMMUNITY SECTOR THROUGH TRAINING

We invite you to be part of an initiative that will recognise existing skills in the management of volunteers and provide a nationally recognised qualification specialising in volunteer management.

During November and December representatives from Swinburne and Eastern Volunteers met with managers and supervisors of volunteers, CEO's from community sector organisations and local government representatives to:

- select appropriate units of competency
- contextualise course content
- discuss case studies and scenarios
- identify appropriate workplace assessment tasks

As a result of these discussions we are pleased to offer the Diploma of Management (Volunteer Management). The course will include the following units which are particularly relevant to those who work with and supervise volunteers:

- Manage people performance
- Ensure team effectiveness
- Manage diversity in the workplace
- Ensure a safe workplace
- Plan, organise and facilitate learning in the workplace
- Plan and implement services marketing
- Manage projects
- Manage budgets and financial plans

Information and enrolment sessions will be held at Swinburne University campuses on:

**Tuesday 7 Feb, 4—6pm, Lilydale**  
**Wednesday 15 Feb, 9.30—11.30am, Croydon**

To register your attendance at either session, or for further information, contact

**Robyn Bell**  
Business Development Manager  
School of Business Swinburne University

**0414 581 942**

[rbell@swin.edu.au](mailto:rbell@swin.edu.au)

Please let us know if you are unable to attend but are interested in participating in our program



## The Program

Our “Blended Delivery Model” combines face-to-face sessions with workplace visits, assessments and tasks. The course is offered over a 32-week period, covering 96 hours of tuition. It will involve:

- 8 full-day face-to-face teaching sessions (one per month), totalling 64 hours.
- 32 hours covering:
  - 2 workplace visits from a Swinburne Supervisor;
  - Discussion sessions for a skills-recognition process (known as RPL). This acknowledges previous experience and may result in reduced fees and time commitments.
  - Workplace projects and tasks.
  - Pastoral care and support.

Study time commitment will vary according to each individual’s study and learning needs. We suggest an average 2 hours per week, in addition to the formal 96-hour commitment.

## Possible Funding Options

**Eligible traineeships** may be available for participants who have not completed a qualification higher than Certificate III or IV. This may attract both Federal and State government funding to their employer of up to \$5300, to assist with the enrolment fee of the course.

The participant fee for eligible trainees is \$987.55

**Eligible (VTG) Victorian Government Training places** are available for participants who have not completed a Diploma/ Advanced Diploma/ Degree level qualification and are not eligible to undertake a Traineeship.

The participant fee for eligible VTG place is \$987.55

**Fee for Service (FFS)** is charged for a participant who has already completed a Diploma/ Advanced Diploma or Degree qualification there is no government funding available to support the training.

The participant fee for eligible FFS place is \$3200

## Multiple Enrolments from an Organisation

Swinburne will be able to advise an individual fee structure for employers with more than one participant enrolling in the course.

## Overview of the Diploma of Management (Volunteer Management)

---

Eight units are offered in the course. These were selected after substantial discussions with staff, volunteers and organisations directly involved in the sector. Content of all units has been tailored to match the priorities voiced in these meetings and expressed through on-line surveys.

### **BSBMGT502B: Manage people performance**

Managing people performance is the major role of the volunteer manager. Identifying the performance of staff who report to them directly will be explored by participants. The development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback for individuals, will assist participants with the performance management in their important role.

### **BSBWOR502B: Ensure team effectiveness**

This unit provides participants with the skills and knowledge to effectively facilitate all aspects of teamwork within the organisation. It involves taking a leadership role in the development of team plans, leading and facilitating teamwork and actively engaging with the management of the organisation.

### **BSBOHS509A: Ensure a safe workplace**

The safety of both the paid and unpaid workforce is paramount to the operation of your organisation. This unit describes the skills and knowledge required to establish, maintain and evaluate the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area in accordance with OHS legal requirements.

### **BSBFIM501A: Manage budgets and financial plans**

The financial management within a work team in an organisation forms the basis of this unit. The planning and implementation of financial management approaches, monitoring and controlling finances, and reviewing and evaluating effectiveness of financial management processes in line with the financial objectives of the work team and the organisation will be covered in detail.

### **BSBPMG510A: Manage projects**

Participants will undertake both a major and minor project in the workplace for the duration of the course. This unit addresses the management of projects including the development of a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learnt for application to future projects.

### **BSBDIV501A: Manage diversity in the workplace**

Managing diversity in the workplace is an ongoing challenge for volunteer managers. Participants will explore the various aspects of diversity which involves implementing the organisation's policy on diversity, fostering diversity within the work team, and promoting the benefits of a diverse workplace.

### **TAEDEL402A: Plan, organise and facilitate learning in the workplace**

Effective training programs to up skill your current volunteer workforce will assist in improving the safety and the quality of services you provide to your many clients. Planning, implementing and facilitating education and training programs that are engaging, interesting and provide volunteers with the skills and knowledge to effectively undertake their volunteer role will be addressed in detail whilst undertaking this unit.

### **BSBMKG518A: Plan and implement services marketing**

Marketing your program to retain and attract new volunteers to your organisation is becoming a key role of the volunteer managers. Participants will gain the skills and knowledge required to use a range of strategies to plan and implement the successful marketing of your service and organisation.

---