**DRAFT**

CHCVOL00X Be an effective volunteer

**DRAFT**

# Modification History

|  |  |
| --- | --- |
| Release | Comments |
| Release 1 | Significant changes to performance criteria, performance evidence (placement hours) and assessment conditions. |
|  |  |

# Application

This unit describes the skills and knowledge required to participate in volunteer activities within an organisation or workplace in a variety of capacities and contexts.

Assessment of volunteer capabilities and suitability must be undertaken to ensure they can fulfill the work tasks in alignment with the National Standards for Volunteer Involvement and relevant legislative and legal requirements.

This unit applies to a range of sectors.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

# Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
| --- | --- |
| Elements define the essential outcomes | Performance criteria specify the performance needed to demonstrate achievement of the element. |
| 1. Prepare for volunteer work | 1.1 Identify the role, rights and responsibilities of an organisation who has volunteer involvement  1.2 Collaborate with supervisor to identify the role, rights and responsibilities of the volunteer  1.3 Identify relevant policies and procedures that apply to the volunteer role  1.4 Identify the organisation’s structure, lines of communication and position details to establish boundaries of volunteer role  1.5 Participate in required background checks in accordance with organisation and legislative requirements  **DRAFT** |
| 2. Work as a volunteer | 2.1 Manage and organise own time and work tasks  2.2 Complete tasks and work as part of a team to meet organisation’s purpose, goals and objectives  2.3 Follow established communication protocols to maintain relationships between paid and unpaid staff  2.4 Identify and access available support structures as required  2.5 Respond to problems and contingencies related to the workplace in accordance with role  2.6 Perform work tasks legally and ethically in accordance with organisational policies, procedures, codes of conduct and regulatory and legal requirements |
| 3. Check and complete work in consultation with supervisor | 3.1 Seek and receive feedback on own performance  3.2 Request advice, assistance, clarification and further information as required  3.3 Report any issues and/or unresolved problems to supervisor  3.4 Complete relevant reports or workplace documentation as required |

# Foundation Skills

|  |
| --- |
| The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance. |
| Foundation skills essential to performance are explicit in the performance criteria of this unit of competency. |

# Unit Mapping Information

**DRAFT**

No equivalent unit.

# Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCVOL001X Be an effective volunteer

**DRAFT**

# Modification History

|  |  |
| --- | --- |
| Release | Comments |
| Release 1 | Significant changes to performance criteria, performance evidence (placement hours) and assessment conditions. |
|  |  |

# Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

* volunteered as part of a team with paid and/or unpaid staff for a period of at least 40 hours in an organisation with a structured volunteer program

# Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

* legal and ethical considerations for volunteer work and how these are applied in organisations, including:
* rights and responsibilities of volunteer, colleagues, organisation and clients, customers and/or consumers
* privacy, confidentiality and disclosure
* workplace health and safety
* diversity and inclusivity
* mandatory reporting
* volunteering as a choice is based on reciprocity
* how personal values and attitudes may impact on work as a volunteer
* the need for relevant background checks to be undertaken by the organisation
* mandatory training requirements
* organisation expectations of volunteers
* valuing self as a volunteer
* personal motivations for volunteering
* personal expectations to be gained from volunteer work

**DRAFT**

* the volunteering sector including the nature of volunteer work, the importance of volunteer work to the community and principles of volunteering
* organisation structure, processes, policies and procedures
* Universal declaration on volunteering and current national volunteering codes and standards

# Assessment Conditions

Skills must be demonstrated in a workplace or organisation that supports the involvement of volunteers by having in place a structured volunteer program to provide supervision, support and protection for participants.

## Assessment of volunteer capabilities and suitability must be undertaken to ensure they can fulfill the work tasks in alignment with the National Standards for Volunteer Involvement and relevant legislative and legal requirements.

# Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>