**DRAFT**

CHCVOL00X Recruit, induct and support volunteers

**DRAFT**

# Modification History

|  |  |
| --- | --- |
| Release | Comments |
| Release 1 | Additions to the performance and knowledge evidence lists. |
|  |  |

# Application

This unit describes the skills and knowledge required to recruit, orientate, develop and support volunteer workers in an agency, service or program. Workers at this level will be responsible for the ongoing coordination and supervision of volunteers who may be working in a range of contexts.

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 describe the performance needed to demonstrate achievement of the element. |
| 1. Plan and develop a volunteer recruitment program | 1.1 Develop and implement processes and procedures to support the identification of volunteer roles  1.2 Apply models of volunteering to develop volunteering roles within the organisation  1.3 Plan and develop recruitment, selection and induction policies and procedure |
| 2. Select and induct volunteers | 2.1 Develop appropriate advertising strategies ensuing compliance with organisation policy and legal requirements  2.2 Undertake appropriate screening, interviewing and selection processes  2.3 Develop and implement volunteer induction program  **DRAFT** |
| 3. Develop and implement volunteer support systems | 3.1 Develop and implement training appropriate for volunteer roles  3.2 Establish and maintain regular communication with volunteers  3.3 Regularly review roles and performance and provide feedback to the volunteer  3.4 Review recruitment, induction and support systems and identify areas for continuous improvement |

# 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

No equivalent unit.

# Links

Companion Volume implementation guides are found in VETNet - [https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53](https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53)

Assessment Requirements for CHCVOL003X Recruit, induct and support volunteers

**DRAFT**

# Modification History

|  |  |
| --- | --- |
| Release | Comments |
| Release 1 | Additions to the performance and knowledge evidence lists. |
|  |  |

# 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:

* planned and implemented all aspects of the recruitment of 2 volunteers
* developed and implemented 1 induction program for volunteers, that included:
* organisation purpose and services
* rights, responsibilities and role of volunteers and the organisation
* organisation structure and lines of communication and authority
* insurance coverage requirements
* work health and safety (WHS) obligations
* expenses and reimbursements processes
* policies and procedures and codes of conduct of the organisation
* legal and ethical considerations of the volunteer and the organisation regarding the relationship and the delivery of services
* conducted a performance review for 1 volunteer

# Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively 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:

* relevant legislation and public policies relating to the employment of unpaid workers
* rights and responsibilities of both organisation and volunteer
* diversity, cultural responsiveness, inclusion and accessibility
* implications of differences in attitudes and values in working in the organisation
* Universal declaration on volunteering and current national volunteering codes and standards

**DRAFT**

* definitions of volunteering
* paid versus unpaid role responsibilities and the delineation of these roles
* structure of volunteer sector including support and recruitment agencies
* role of government and government bodies in volunteering
* motivations of volunteers, what can de-motivate volunteers and how volunteer motivation changes over time
* different models of volunteering taken from an organisation perspective, including the involvement of volunteers as service providers, fundraisers, corporate volunteering, activist and in community development
* range of diverse sectors and roles where volunteers are involved
* screening processes, including police checks, interviews, application forms, referee checks and meetings
* current trends and issues in volunteering
* engagement strategies for volunteering
* performance appraisal methods and techniques
* recognition and rewards for volunteers

# Assessment Conditions

Skills may be demonstrated in a workplace setting or an environment that accurately represents a real workplace.

The following conditions must be met for this unit:

* use of suitable facilities, equipment and resources, including:

# organisation policies and procedures Links

Companion Volume implementation guides are found in VETNet - [https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53](https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53)