**DRAFT**

CHCVOL00X Lead volunteer teams

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# Modification History

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| --- | --- |
| Release | Comments |
| Release 1 | Minor edits and additions to performance criteria, knowledge evidence. Significant changes to performance evidence and assessment conditions. |
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# Application

This unit describes the skills and knowledge required to lead and develop teams of volunteers using a participative approach and in line with organisation standards for volunteer work.

This unit applies to volunteers who are responsible for leading small teams of other volunteers in a range of sectors.

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.

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 level of performance needed to demonstrate achievement of the element. |
| 1. Identify and allocate tasks for team | 1.1 Identify team goals with team members  1.2 Identify tasks required to achieve goals  1.3 Identify team and individual safety responsibilities  1.4 Estimate time and resources needed to complete tasks safely  1.5 Collaborate with team members to allocate individual responsibilities within the team |
| 2. Induct and develop others within the team  **DRAFT** | 2.1 Present a positive image of the organisation to other volunteers  2.2 Assist with the induction of new volunteers into the organisation’s mission, purpose, procedures and expectations  2.3 Follow up induction processes to ensure adherence to organisation policies and procedures |
| 3. Use a participative approach to leading volunteers | 3.1 Participate in team and provide assistance and support to team members as needed to ensure designated team goals are met  3.2 Seek, acknowledge and act on information and feedback provided by other team members in the work group  3.3 In consultation with team, evaluate team performance according to its goals  3.4 Provide ongoing constructive feedback to team  3.5 Give and receive supervisor feedback |
| 4. Reflect on own performance | 4.1 Apply principles of reflective practice to evaluate own performance according to team and personal goals and identify opportunities for continued performance improvement  4.2 Identify and access professional development opportunities to improve own leadership performance |

# Foundation Skills

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| 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.  **DRAFT** |

# 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 CHCVOL002X Lead volunteer teams

**DRAFT**

# Modification History

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| --- | --- |
| Release | Comments |
| Release 1 | Minor edits and additions to performance criteria, knowledge evidence. Significant changes to performance evidence and assessment conditions. |
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# 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 demonstrated evidence that the candidate has:

* volunteered as a team leader of at least 2 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 the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

* relevant policies and procedures to assist other volunteers work in line with organisation policies and procedures
* relationship between paid and unpaid roles and how volunteers fit within the organisation
* Universal declaration on volunteering and current national volunteering codes and standards
* team and performance management
* leadership styles
* delegation
* management structure and lines of authority
* reflective practice and self-assessment
* rights and responsibilities of the organisation regarding volunteer involvement

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# 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.

Assessors must satisfy the current Standards for Registered Training Organisations (RTOs)/AQTF mandatory competency requirements for assessors.

# 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)