Assessment Requirements for CHCVOL001 Be an effective volunteer

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in *CHC Community Services Training Package release 2.0* and meets the requirements of the 2012 Standards for Training Packages.
	Significant changes to performance criteria
	New evidence requirements for assessment including volume and frequency requirements
	Minimum work requirement of 20 hours
	Significant changes to knowledge evidence

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 20 hours in an organisation with a structured volunteer program

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:

- legal and ethical considerations for volunteer work and how these are applied in organisations, including:
  - rights and responsibilities of volunteer, colleagues, organisation and customers and/or consumers
  - privacy, confidentiality and disclosure
  - mandatory reporting
- volunteering as a choice and as being 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
- 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 have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/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-bd22cc4f1e53