Assessment Requirements for CHCVOL004 Manage volunteer workforce development

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. New Unit

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:

- developed 1 volunteer workforce development plan

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:

- *Universal declaration on volunteering* and current national volunteering codes and standards
- organisation standards, codes, policies, procedures and processes
- relevant state and national legislation, and public policies relating to the engagement of unpaid workers
- differentiation between paid and unpaid workers roles
- impact of cultural or community attitudes on appropriate roles, relationships and approaches of the volunteer worker
- implications of differences in attitudes and values towards volunteers from management and staff
- trends and characteristics impacting volunteer involvement
- volunteer motivations and how these will change through involvement with a volunteer role or organisation, e.g. 'honeymoon' period, 6-12 months, 12 months plus
- recognition strategies for volunteers, including events, certificates, training, reimbursements, badges, rewards and increased responsibilities

SkillsIQ

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