



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SISCCR302A Recruit and manage volunteers**

**Release: 2**

## **SISCCRD302A Recruit and manage volunteers**

### **Modification History**

Not Applicable

### **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to recruit, induct, manage and retain volunteers according to organisational requirements and policies.

### **Application of the Unit**

This unit applies to those working autonomously in a sport and recreation environment. This may include program staff working in a variety of after school activities in a range of locations or those working with a range of participants in aquatic programs, sport programs or recreation leisure centres.

### **Licensing/Regulatory Information**

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### **Pre-Requisites**

Nil

### **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

### Elements and Performance Criteria

#### ELEMENT

#### PERFORMANCE CRITERIA

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the Required Skills and Knowledge section and the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

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|--|--|
| 1. Identify organisation's volunteer requirements. | 1.1. Analyse the organisation's <b><i>volunteer management policy</i></b> to identify relevant procedures.   |
|  | 1.2. Identify organisation's <b><i>volunteer requirements</i></b> and <b><i>target areas</i></b> for recruitment.  |
| 2. Recruit volunteers.                             | 2.1. Prepare and communicate call for volunteers according to <b><i>organisational policies and procedures</i></b> .                                     |
|  | 2.2. Receive and process applications according to organisational policies and procedures.   |
|  | 2.3. Organise suitable venue and conduct <b><i>selection processes</i></b> according to organisational policies and procedures.                          |
|  | 2.4. Analyse and record outcomes of selection process according to organisational policies and procedures and <b><i>relevant legislation</i></b> .       |
|  | 2.5. Advise applicants of selection outcomes and <b><i>follow-up processes</i></b> .   |
| 3. Induct volunteers.                              | 3.1. Prepare and distribute <b><i>relevant documentation</i></b> to successful volunteers according to organisational policies and procedures.           |
|  | 3.2. Organise suitable time and venue for volunteer induction.   |
|  | 3.3. Provide induction to volunteers according to organisational policies, procedures and <b><i>requirements</i></b> .                                   |
| 4. Manage volunteers.                              | 4.1. Identify and arrange any training required by volunteers to meet allocated <b><i>roles</i></b> according to organisational policies and procedures. |
|  | 4.2. Review volunteer performance and provide feedback and opportunities for additional training where required.   |
|  | 4.3. Maintain volunteer records according to   |

**ELEMENT****PERFORMANCE CRITERIA**

organisational policies and procedures and relevant legislation.

## **Required Skills and Knowledge**

This section describes the skills and knowledge required for this unit.

### **Required skills**

- written and verbal communication skills to:
  - prepare and distribute documentation
  - provide induction and feedback
- planning and organisational skills to arrange selection, induction and monitoring of volunteers
- teamwork skills to build rapport with and between volunteers
- problem-solving skills to assess suitability of volunteers for different roles
- literacy skills to analyse organisational policies and procedures that enable all processes to be conducted appropriately.

### **Required knowledge**

- legislation and organisational policies and procedures that enable the safe, legal and ethical participation of volunteers
- issues that affect the availability of volunteers to enable effective recruitment and management.

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

#### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- identifies and implements organisational requirements, policies and procedures for recruiting, inducting and managing volunteers
- conducts volunteer induction and identifies and arranges any additional training required by volunteers
- maintains records of recruitment, induction and management processes for volunteers.

#### **Context of and specific resources for assessment**

Assessment must ensure:

- resourcing and implementation of volunteer induction sessions that are of a sufficient breadth to demonstrate competency and consistency of performance
- access to real or simulated volunteers appropriate to local organisational volunteer requirements
- access to a venue appropriate to the number of volunteers being recruited and inducted
- access to presentation equipment appropriate to the induction sessions being conducted
- access to documentation such as job descriptions and organisational policies and procedures.

#### **Method of assessment**

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of candidate conducting induction sessions
- oral or written questioning to assess knowledge of organisational policies and procedures and their application to volunteer selection, recruitment and management
- third-party reports from a supervisor detailing appropriate work performed by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.



## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

***Volunteer management policy*** may include:

- volunteer management philosophy
- volunteer eligibility
- rights and responsibilities
- expenses
- record keeping
- training and accreditation
- conflict of interest.

***Volunteer requirements*** may include:

- operational area
- duties
- competencies required
- time involvement.

***Target areas*** may include:

- past and present membership
- volunteer agencies
- unemployed
- retired
- service organisations.

***Organisational policies and procedures*** may include:

- occupational health and safety
- selection processes
- training procedures
- recording and reporting
- communication protocols
- administration procedures
- security
- emergency procedures.

***Selection processes*** may include:

- appraisal tests
- interviews
- timelines
- notification procedures.

***Relevant legislation*** may include:

- occupational health and safety
- working with children
- anti-discrimination
- privacy.

***Follow-up processes*** may include:

- notification of selection outcome
- feedback to unsuccessful applicants

***Relevant documentation*** may include:

- induction time and location.
- position description
- outline of duties
- licence
- proof of age
- police check.

***Requirements*** may include:

- expectations
- authorities and responsibilities
- event or activity details
- cash handling
- security
- regulatory requirements
- grievance procedures
- reporting.

***Roles*** may include:

- coach or instructor
- fundraiser
- official
- administrator
- organiser
- finance
- administration
- technical assistance
- maintenance
- transport
- first aid.

## **Unit Sector(s)**

Community Recreation

## **Competency Field**

Community Recreation Development