



**Australian Government**

# **Assessment Requirements for SITXHRM011 Manage volunteers**

**Release: 1**

# Assessment Requirements for SITXHRM011 Manage volunteers

## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- determine volunteer staffing requirements for one organisation, project or activity
- recruit and select one or more volunteers for the above organisation, project or activity, including the following:
  - preparation of position description
  - targeting sources for recruitment
  - provision of volunteer rewards
- prepare and implement induction and training for the above volunteers
- maximise retention of the volunteers recruited above including:
  - monitoring their volunteer experience
  - evaluating their involvement in organisation, project or activity, and following up as required.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- contribution made by volunteers in the relevant industry or community sector
- motivational patterns of volunteers
- benefits, costs and risks to an organisation of using volunteers:
  - community development
  - community engagement
  - financial implications
  - impact on the paid workforce
  - risks of using untrained or partially trained staff
- human resource management practices and principles for volunteers:
  - defining broad work roles and position descriptions
  - recruitment methods
  - training requirements
- information inclusions in volunteer position descriptions:
  - accountability
  - commitment

- reimbursement of costs
- required knowledge
- responsibilities
- rewards
- skills and attributes
- contribution of volunteer work to broader organisational or project goals and strategies
- insurance issues that impact on using a volunteer workforce
- key elements of legislation that impact on managing volunteers:
  - equal employment opportunity (EEO)
  - work health and safety (WHS)
  - workplace relations.

## Assessment Conditions

Skills must be demonstrated in an operational business or activity for which volunteers are recruited, selected and managed. This can be:

- an industry workplace; or
- a simulated industry environment or activity set up for the purposes of assessment.

Assessment must ensure access to:

- organisation specifications:
  - operational information about the organisation, project or activity subject to volunteer use
  - current recruitment documentation
- others with whom the individual can interact. These can be:
  - volunteers, colleagues and stakeholders in an industry environment who are assisted by the individual during the assessment process; or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>