



Australian Government

CHCVOL001 Be an effective volunteer

Release: 1

CHCVOL001 Be an effective volunteer

Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> 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

Application

This unit describes the skills and knowledge required to work effectively as a volunteer in a variety of capacities and contexts.

This unit applies to a range of sectors.

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 performance needed to demonstrate achievement of the element.

1. Prepare for volunteer work

- 1.1 Identify the rights and responsibilities of the organisation and apply to work
- 1.2 Identify the rights and responsibilities of the volunteer and apply to work
- 1.3 Identify relevant policies and procedures and apply to work
- 1.4 Identify the organisation's structure, lines of communication and authority and boundaries of work roles that apply to own work
- 1.5 Participate in required background checks in

ELEMENT**PERFORMANCE CRITERIA**

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accordance with organisation and legislative requirements

2. Work as a volunteer

2.1 Manage and organise own time and work tasks

2.2 Work as part of a team to meet organisation needs

2.3 Maintain appropriate communication networks, processes and relationships between paid and unpaid staff in relation to volunteer work

2.4 Identify and access available support structures as required

2.5 Respond to problems and contingencies related to the workplace in accordance with role

3. Check and complete work in consultation with supervisor

3.1 Seek and receive feedback on own performance

3.2 Request advice, assistance, clarification and further information as required

3.3 Report any issues and/or unresolved problems to supervisor

3.4 Complete relevant reports or workplace documentation as required

Foundation Skills

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.

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-bd22cc4f1e53>

Assessment Requirements for CHCVOL001 Be an effective volunteer

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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 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.

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