



Australian Government

CHCVOL003 Recruit, induct and support volunteers

Release: 1

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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 Significant changes to knowledge evidence

Application

This unit describes the skills and knowledge required to recruit, orientate, develop and support volunteer workers in an agency, service or program. Workers at this level will be responsible for the ongoing coordination and supervision of volunteers who may be working in a range of 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 describe the performance needed to demonstrate achievement of the element.

1. Plan and develop a volunteer recruitment program

1.1 Develop and implement processes and procedures to support the identification of volunteer roles

1.2 Apply models of volunteering to develop volunteering roles within the organisation

1.3 Plan and develop recruitment, selection and induction policies and procedure

2. Select and induct volunteers

2.1 Develop appropriate advertising strategies ensuring compliance with organisation policy and legal

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

requirements

2.2 Undertake appropriate screening, interviewing and selection processes

2.3 Develop and implement volunteer induction program

3. Develop and implement volunteer support systems

3.1 Develop and implement training appropriate for volunteer roles

3.2 Establish and maintain regular communication with volunteers

3.3 Regularly review roles and performance and provide feedback to the volunteer

3.4 Review recruitment, induction and support systems and identify areas for continuous improvement

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 CHCVOL003 Recruit, induct and support volunteers

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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:

- planned and implemented all aspects of the recruitment of 2 volunteers
- developed and implemented 1 induction program for volunteers, that included:
 - organisation purpose and services
 - role of volunteers in the organisation
 - insurance
 - rights & responsibilities of all parties including work health and safety (WHS)
 - organisation structure and lines of communication and authority
 - expenses and reimbursements processes
 - relevant policies and procedures and codes of conduct
- conducted a performance review for 1 volunteer

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:

- relevant legislation and public policies relating to the employment of unpaid workers
- rights and responsibilities of both organisation and volunteer
- implications of differences in attitudes and values in working in the organisation

- *Universal declaration on volunteering* and current national volunteering codes and standards
- definitions of volunteering
- paid versus unpaid role responsibilities and the delineation of these roles
- structure of volunteer sector including support and recruitment agencies
- role of government and government bodies in volunteering
- motivations of volunteers, what can de-motivate volunteers and how volunteer motivation changes over time
- different models of volunteering taken from an organisation perspective, including the involvement of volunteers as service providers, fundraisers, corporate volunteering, activist and in community development
- range of diverse sectors and roles where volunteers are involved
- screening processes, including police checks, interviews, application forms, referee checks and meetings
- current trends and issues in volunteering
- engagement strategies for volunteering
- performance appraisal methods and techniques
- recognition and rewards for volunteers

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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