



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>