



Australian Government

SISXHRM001 Recruit and manage volunteers

Release: 1

SISXHRM001 Recruit and manage volunteers

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to establish the need for volunteers and to recruit, induct and manage volunteers.

This unit applies to those with responsibility for managing volunteers in the context of an established volunteer management policy framework. Work is performed according to relevant legislation and organisational policies and procedures.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Human Resource Management

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Determine volunteer requirements.	1.1 Establish need for volunteers in a timely manner based on analysis of workforce needs. 1.2 Identify and document key requirements for volunteers. 1.3 Access and interpret the organisational volunteer management policy for relevant procedures.
2. Recruit volunteers.	2.1 Identify and target sources for volunteer recruitment. 2.2 Prepare and communicate call for volunteers including information about scope of role. 2.3 Receive and process applications.

- 2.4 Organise suitable venue and conduct selection procedures.
 - 2.5 Analyse and record outcomes of selection process.
 - 2.6 Advise applicants of selection outcomes and follow-up processes.
- 3. Induct volunteers.
 - 3.1 Prepare and distribute relevant documentation to successful volunteers.
 - 3.2 Organise suitable time and venue for volunteer induction.
 - 3.3 Prepare documents and resources for induction.
 - 3.4 Provide induction to volunteers.
 - 3.5 Identify and arrange training required by volunteers to undertake allocated roles and responsibilities.
- 4. Manage volunteers.
 - 4.1 Review volunteer performance and provide feedback and opportunities for additional training where required.
 - 4.2 Develop and maintain accurate records of volunteer engagement.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

SISCCR302A Recruit and manage volunteers

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b>

Assessment Requirements for SISXHRM001 Recruit and 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:

- recruit and induct volunteers for at least one activity or organisation in accordance with organisational procedures and relevant legislation.

Knowledge Evidence

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

- legislation and organisational policies and procedures that impact volunteer recruitment and management:
 - work health and safety/occupational health and safety
 - employment conditions
 - anti-discrimination and equal opportunity
 - working with children
 - privacy
 - selection processes
 - induction and training procedures
 - communication protocols
 - administration procedures
 - security
- volunteer eligibility and suitability with roles:
 - coach or instructor
 - fundraiser
 - official
 - administrator
 - organiser
 - finance
 - technical assistance
 - maintenance
 - transport
 - first aid

- determinants of volunteer eligibility and suitability:
 - conflict of interest
 - police checks
 - competencies required
- selection processes and how they are conducted:
 - interviews
 - appraisal tests
 - timelines
 - notification procedures
- content and purpose of volunteer management policies:
 - philosophy
 - volunteer eligibility
 - rights and responsibilities
 - training and accreditation
 - expenses and reimbursement
 - cash handling
 - security
 - grievance procedures
 - authorities and responsibilities
 - reporting.

Assessment Conditions

Skills must be demonstrated in:

- a workplace or simulated industry environment.

Assessment must ensure use of:

- organisational documentation such as volunteer management policies and procedures, volunteer job descriptions, selection tools, induction packages
- legislation and organisational policies and procedures in relation to the recruitment and management of volunteers
- participants to be recruited; these can be:
 - participants in a sport or recreation setting, or
 - individuals who participate in project activities, role plays or simulated activities, set up for the purpose of assessment, within a training organisation.

Assessment activities that allow the individual to:

- recruit and induct volunteers in situations that require the planning and problem-solving skills reflective of the workplace.

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

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