



Australian Government

Department of Education, Employment and Workplace Relations

SISSSPA507A Develop volunteer management policies

Release: 2

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Modification History

Not Applicable

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge to develop an organisational policy for recruiting, inducting, managing and retaining volunteers in sporting clubs and organisations.

Application of the Unit

This unit applies to those working in management roles in sport and recreation facilities, clubs or organisations which utilise volunteers.

Licensing/Regulatory Information

No licensing, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Analyse policy needs.	1.1. Gather <i>information</i> from appropriate <i>sources</i> to plan and develop policy. 1.2. Identify the benefits of volunteer participation to the organisation and the volunteers. 1.3. Determine the <i>scope</i> of the policy based on identified organisational requirements.
2. Develop draft policy.	2.1. Consult with <i>stakeholders</i> as required to determine policy requirements. 2.2. Research and analyse any <i>previous organisational volunteer experience</i> to determine additional areas for consideration. 2.3. Identify and document <i>legislative requirements</i> that impact on the use of volunteers. 2.4. Draft volunteer management policy and associated <i>procedures</i> according to organisational requirements.
3. Approve policy.	3.1. Present draft policy and associated procedures according to organisational policy approval procedures. 3.2. Amend policy or associated procedures as required according to organisational policy approval procedures. 3.3. Obtain formal policy approval according to organisational policy approval procedures. 3.4. Inform relevant personnel of policy and associated procedures according to organisational requirements.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to enable stakeholder consultation that informs policy development
- literacy skills to prepare draft documentation according to organisational requirements
- problem-solving skills to identify and analyse previous organisational experience with volunteers to inform policy development.

Required knowledge

- legislation to enable development of compliant policy and procedures
- organisational requirements for the development and approval of policy
- organisational vision and mission statements to enable policy development to be consistent with organisational goals.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- researches and analyses all relevant organisational and legislative requirements to develop a volunteer management policy and procedures that detail the recruitment, induction, management and retention of volunteers
- applies organisational procedures to prepare, submit, amend and approve policy
- communicates policy to all relevant organisational personnel.

Context of and specific resources for assessment

Assessment must ensure the development of a volunteer management policy and procedures that are of sufficient complexity and breadth to demonstrate competency and consistency of performance

Assessment must also ensure access to:

- organisational requirements related to the development, approval and communication of policy
- stakeholders to undertake consultation.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of interactions with stakeholders
- observation of identifying, policy documents and drafting and presenting policy and associated procedures
- oral or written questioning on organisational policies and procedures
- portfolio of evidence containing policy drafts
- third-party reports from supervisors detailing work performed by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Information may include:

- organisational procedures guiding policy development
- organisational need for volunteers
- volunteer numbers
- volunteer roles:
 - coaching
 - fundraising
 - umpiring
 - catering
 - team support
 - managing or marshalling events
 - transporting players or supporters
- legislative or licensing issues.

Sources may include:

- organisational needs
- organisational personnel
- affiliated clubs or bodies
- regulatory sources.

Scope may include:

- volunteer position descriptions
- reward programs
- level of volunteer supervision.

Stakeholders may include:

- board members
- line managers
- community representatives
- club personnel.

Previous organisational volunteer experience may include:

- recruitment
- logistical management of volunteers
- volunteer behaviour.

Legislative requirements may include:

- occupational health and safety (OHS)
- licensing
- working with children
- police check.

Procedures may include:

- recruitment
- induction

- training
- supervision
- retention
- grievances.

Unit Sector(s)

Sport

Competency Field

Sports Administration