



Australian Government

Assessment Requirements for SITXHRM005 Manage volunteers

Release: 1

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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:

- determine volunteer staffing requirements for an organisation, project or activity
- recruit and select volunteers for the above organisational requirements, project or activity, noting details of the following:
 - preparation of position description
 - targeted sources for recruitment
 - volunteer rewards
- prepare and implement induction and training for the above volunteers
- maximise retention of those volunteers recruited above by:
 - monitoring their volunteer experience
 - evaluating their involvement in organisation, project or activity, and following up as required.

Knowledge Evidence

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

- contribution made by volunteers in the relevant industry or community sector
- motivational patterns of volunteers
- benefits, costs and risks to an organisation of using volunteers:
 - community development
 - community engagement
 - financial implications
 - impact on the paid workforce
 - risks of using untrained or partially trained staff
- human resource management practices and principles for volunteers:
 - defining broad work roles and position descriptions
 - recruitment methods
 - training requirements
- information inclusions in volunteer position descriptions:
 - accountability
 - commitment

- reimbursement of costs
- required knowledge
- responsibilities
- rewards
- skills and attributes
- contribution of volunteer work to broader organisational or project goals and strategies
- insurance issues that impact on using a volunteer workforce
- key elements of legislation that impact on managing volunteers:
 - equal employment opportunity (EEO)
 - work health and safety (WHS)
 - workplace relations.

Assessment Conditions

Skills must be demonstrated in an operational business or activity for which volunteers are recruited, selected and managed. This can be:

- an industry workplace
- a simulated industry environment or activity.

Assessment must ensure access to:

- organisation specifications:
 - operational information about the organisation or activity subject to volunteer use
 - current recruitment documentation
 - volunteer position descriptions
- volunteers with whom the individual can interact; these can be:
 - volunteers in an industry environment who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

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

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>