



Australian Government

Department of Education, Employment and Workplace Relations

SRCCRD005B Apply the principles and issues of volunteering

Release: 1

SRCCRD005B Apply the principles and issues of volunteering

Modification History

Not applicable.

Unit Descriptor

This unit has been developed for the Community Recreation Industry Training Package and covers the skills and knowledge required to respond effectively to volunteers in a recreation organisation or environment.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Identify the issues in relation to volunteers	1.1 Identify the details of individual and group issues in relation to volunteers through appropriate research and consultation
	1.2 Identify societal trends that impact on volunteers

and volunteering

- | | |
|--|---|
| 2 Identify particular requirements of volunteers in a recreation organisation context | <ul style="list-style-type: none">2.1 Identify reasons why organisations involve volunteers in their operations2.2 Identify and document appropriate roles for volunteers within an organisation or project2.3 Identify factors which affect the participation of volunteers in recreation2.4 Determine motivations of volunteers and for volunteering |
| 3 Respond to particular requirements of volunteers in a recreation organisation context | <ul style="list-style-type: none">3.1 Translate organisation policy into procedures that address factors affecting participation and meet both organisation needs and volunteer motivations3.2 Identify lines of communication and information sharing3.3 Source suitable working conditions and resources to meet volunteer job role requirements3.4 Utilise record keeping systems for storage of volunteer records |

Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statements

Critical aspects of evidence to be considered

Assessment must confirm the ability integrated demonstration of all elements of competency and their performance criteria, in particular the ability to

- ensure the learner's work practices and procedures address the requirements of the organisation's volunteers in accordance with organisation policy
- distinguish between appropriate and inappropriate tasks for volunteers within an organisation
- understand the motivational patterns of volunteers and address factors that may limit their contribution to the organisation

Interdependent assessment of units

This unit must be assessed after attainment of competency in the following unit(s)

Nil

This unit must be assessed in conjunction with the following unit(s)

Nil

For the purpose of integrated assessment, this unit may be assessed in conjunction with the following unit(s)

Nil

Required knowledge and skills

Required knowledge

Anti-discrimination and Equal Opportunity legislation

Social, political, cultural, historical issues that affect volunteering

Contribution made by volunteers to the sport and recreation industry

Motivational patterns of volunteers

Required skills

Written and verbal communication skills in order to effectively communicate with volunteers

Ability to analyse and interpret information appropriate to determine strategies to overcome factors which affect the participation of volunteers

Interpersonal skills in order to build rapport with volunteers

Resource implications

Physical resources - assessment of this competency requires access to

a real or simulated work environment

appropriate documentation and resources normally used in the workplace

genuine volunteers, ie, not the peers of the learner, in a community recreation setting

Human resources - assessment of this competency will require human resources consistent with those outlined in the Assessment Guidelines. That is, assessors (or persons within the assessment team) must be competent in this unit

be current in their knowledge and understanding of the industry through provision of evidence of professional activity in the relevant area

have attained the mandatory competency requirements for assessors under the Australian Quality Training Framework (AQTF) as specified in Standard 7.3 of the **Standards for Registered Training Organisations**

Consistency in performance

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range Statements and contexts applicable to the work environment

Context for assessment

This unit of competency must be assessed in the context of community recreation in Australia. For valid and reliable assessment

the community recreation activity should closely replicate the work environment. The environment should be safe, with the hazards, circumstances and equipment likely to be encountered in a real workplace

This unit of competence should be assessed through the observation of processes and procedures, oral and/or written questioning on required knowledge and skills and consideration of required attitudes

Where performance is not directly observed and/or is required to be demonstrated over a "period of time" and/or in a "number of locations", any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	1	1

These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace

practices.

The three levels of performance (1, 2 and 3) denote the level of competency required to perform the task:

Use routine approaches

Select from routine approaches

Establish new approaches

Collecting, analysing and organising information -

Communicating ideas and information -

Planning and organising activities -

Working with teams and others -

Using mathematical ideas and techniques -

**Solving
problems -**

**Using
technology**

-

Please refer
to the
Assessment
Guidelines
for advice
on how to
use the Key
Competenci
es.

Range Statement

Range Statements

The Range Statements provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. The Range Statements relate to the unit as a whole and helps facilitate holistic assessment. In addition, the following variables may be present for this particular unit of competency

RANGE STATEMENT

CATEGORIES

Factors which affect participation

[all categories]
cultural values
extended family responsibilities
religious belief
ability to meet organisation needs of
volunteer role
disability
level of literacy and numeracy
transport
confidence
motivation for volunteering
time available

Motivation of volunteers

[all categories]
socialisation
enjoyment
loyalty
desire to do something different
support of family members and/or friends
meet new people
break from routine
sense of involvement
learn new skills
increased self esteem
pathway to employment
travel

acknowledgment

status

Role for volunteers

[all categories]

coach

fundraiser

instructor

judge

umpire

referee

administrator

organiser

leader

catering

team support

management of events

projects

finance

administration of facilities

administration of equipment/uniforms

assist with marketing/promotions

technical assistance

maintenance

run events

supervision of children

activity leaders

transport

support person

first aid

medical staf

Unit Sector(s)

Not applicable.