



Australian Government

Department of Education, Employment and Workplace Relations

SRXHRM001B Manage volunteers

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit covers the knowledge and skills required to recruit and retain volunteers.

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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 Research and document needs for volunteer involvement	1.1 Identify requirements of the organisation's human resource plan and financial plan to ensure consistency 1.2 Assess and document benefits to the organisation and volunteers deriving from their involvement in the human resource plan
2 Undertake volunteer recruitment	2.1 Define the purpose and role of volunteers in an appropriate position description 2.2 Identify and incorporate volunteer rewards into the recruitment program 2.3 Communicate/delegate responsibility for volunteer coordination to relevant parties in the workplace environment 2.4 Identify target areas from which volunteers might be recruited 2.5 Provide opportunities for potential volunteers to experience work roles in sport and recreation industry sectors prior to commitment
3 Maximise volunteer retention	3.1 Ensure the human resource plan reflects the organisation's policy of developing a climate of recognition and support for volunteers 3.2 Identify and incorporate individual requirements of volunteers into work role design 3.3 Arrange suitable induction and training for volunteers on an ongoing basis to ensure work roles, volunteer activities, responsibilities and rights are clearly understood
4 Ensure a positive experience for volunteers	4.1 Hold Counselling and reviews of work roles regularly with volunteers and areas of concern identified for further action 4.2 Identify and incorporate social and other motivations of volunteers in work design programs

Required Skills and Knowledge

Not applicable.

Evidence Guide

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 sufficient knowledge of managing volunteers in the work environment

Assessment of performance should be over a period of time covering one category from the industry sector and all other categories of all the Range Statements that are applicable in the learner's environment

Assessment must confirm the ability to apply this knowledge and appropriate techniques to

ensure the organisation's human resources plan and financial plan incorporate the requirements of the organisation's volunteers

ensure sufficient volunteers are recruited and maintained to fulfil all functions identified as a volunteer function

ensure appropriate training is provided to volunteers to maximise their contribution to the organisation

undertake periodical counselling and reviews with volunteers and incorporate identified areas of concern in future planning processes

Interdependent assessment of units

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

BSBMGT605A Provide leadership across the organisation

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

Required knowledge and skills

the following unit(s)

BSBHR402A Recruit and select personnel

Required knowledge

Recruitment methods and training processes

Organisation's policy and procedures for developing job descriptions

Organisation's strategic planning processes

Work supervision

Team facilitation

Insurance and relevant policies

Organisational systems, policy and procedures for industrial awards and agreements

Equal Employment Opportunity legislation

Occupational Health and Safety legislation

Required skills

Communication - written and verbal

Team and human resource management

Counselling/mentoring

Resource implications

Physical resources - Assessment of this unit of competency requires access to

A real work environment in which volunteers play a vital role

Associated resources and information relevant to the work environment

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

be competent in this unit but preferably be competent in the unit at the level above

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

in the relevant area

have attained the National Competency Standards for Assessment: BSZ 401A, BSZ 402A and BSZ 403A

Consistency in performance

Due to issues such as variations in contextual issues, this unit of competency must be assessed over a period of time in order to ensure consistency of performance over the Range Statements and contexts applicable to the learner's work environment

Context of assessment

This unit of competency must be assessed in the context of a sport or recreation activity with the participation of volunteers. For valid and reliable assessment the sport or 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 competency 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	-	2	-

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
informatio
n -**

Collecting
and
evaluating
information
on
organisatio
nal needs
and
matching
volunteers
to meet
needs

**Communic
ating ideas
and
informatio
n -**

Communic
ating
information
both shared
and in a
confidential
context
with
colleagues
and
volunteers

**Planning
and
organising
activities -**

Planning
and
organising
the
recruitment
and training

of
volunteers

**Working
with teams
and others**

- Managing
the training
of
volunteers
and
collaboratin
g with
others as to
progress

**Using
mathemati
cal ideas
and
techniques**

- Not
applicable

**Solving
problems -**
Resolving
difficulties
experienced
by
volunteers

**Using
technology**
- Not
applicable

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

Industry sector

[one category]

sport

fitness

outdoor recreation

community recreation

Position description

[all categories]

elements, including

required knowledge

skills and attributes

responsibilities

accountability

commitment

rewards

reimbursement of costs

uniform

Relevant legislation and industry codes

[all categories]

may include but are not limited to

Occupational Health and Safety

consumer affairs

equal opportunity

company code

organisation articles of association

professional association regulations

codes and guidelines

Role of volunteers

[all categories]

identify roles, including

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

Social and other motivations

[all categories]

factors impacting on motivation, including:

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

Target areas

[all categories]
may include but are not limited to
past and present membership
family
friends
local community and community groups
volunteer agencies
unemployed people
service organisations

Volunteer activities

[all categories]
types, including
events
fixtures
supporting
classes
training
administration
controlling
coaching
officiating
safety
mentoring

Volunteer rewards

[all categories]
outcomes in terms of rewards, including
free admittance to

games/competitions/events
free/discounted merchandise
meet new people
break from routine
sense of involvement
learn new skills
increased self esteem
pathway to employment

Work environment

[all categories]
varies with respect to
size of organisation
type of organisation
location
complexity
product/service range

Unit Sector(s)

Not applicable.