

<b>UNIT CODE</b>	<b>SISXMG003</b>
<b>UNIT TITLE</b>	<b>Recruit, induct and manage volunteers</b>
<b>APPLICATION</b>	<p>This unit describes the performance outcomes, skills and knowledge required to establish the need for volunteers and to recruit, induct and manage volunteers.</p> <p>This unit applies to those with responsibility for managing volunteers in the context of an established volunteer management policy framework. It applies to sport, fitness, aquatic or recreation organisations including commercial, not-for-profit, community and government organisations.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.</p>
<b>PREREQUISITE UNIT</b>	Nil
<b>COMPETENCY FIELD</b>	Management
<b>UNIT SECTOR</b>	Cross-Sector

<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine volunteer requirements.	1.1 Establish need for volunteers based on analysis of workforce needs. 1.2 Access and interpret the organisational volunteer management policy and procedures. 1.3 Identify and document key volunteer requirements.
2. Recruit volunteers.	2.1 Identify key target from which volunteers might be recruited. 2.2 Prepare and communicate call for volunteers including information about position description of volunteer 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 documents and resources for induction. 3.2 Prepare and distribute relevant documentation to successful volunteers. 3.3 Plan induction and training for volunteers to ensure work roles, rights and responsibilities are clearly understood.
4. Manage volunteers.	4.1 Liaise with volunteers regularly to monitor experience from both organisation and volunteer perspective. 4.2 Review volunteer performance and provide feedback and opportunities for additional training where required. 4.3 Develop and maintain accurate records of volunteer engagement.

FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> <li>■ understand organisational policies and procedures.</li> </ul>
Writing skills to:	<ul style="list-style-type: none"> <li>■ create position descriptions, recruitment materials.</li> </ul>
Oral communication skills to:	<ul style="list-style-type: none"> <li>■ interact with volunteers in a polite and courteous manner using appropriate communication strategies</li> <li>■ develop rapport with volunteers.</li> </ul>
Numeracy skills to:	<ul style="list-style-type: none"> <li>■ estimate number of volunteers.</li> </ul>
Problem-solving skills to:	<ul style="list-style-type: none"> <li>■ recognise volunteer skill level and plan required training to meet skill deficiencies.</li> </ul>
Planning and organising skills to:	<ul style="list-style-type: none"> <li>■ roster volunteers to assigned tasks.</li> </ul>
<b>UNIT MAPPING INFORMATION</b>	Supersedes and is not equivalent to SISXHRM001 Recruit and manage volunteers.
<b>LINKS</b>	Companion Volume Implementation Guide

<b>TITLE</b>	<b>Assessment Requirements for SISXMG002 Recruit and manage volunteers</b>
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<b>PERFORMANCE EVIDENCE</b>	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"><li>■ planned and implemented all aspects of the recruitment of two in accordance with organisational procedures</li><li>■ developed and implemented 1 induction programs for volunteers that included:<ul style="list-style-type: none"><li>○ organisation purpose and service</li><li>○ role of volunteers in the organisation</li><li>○ rights and responsibilities of all parties</li><li>○ relevant policies and procedures and codes of conduct</li><li>○ organisation structure and lines of communication</li></ul></li><li>■ conducted a performance review on one volunteer.</li></ul>
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<p><b>KNOWLEDGE EVIDENCE</b></p>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> <li>■ legislation, organisational policies and procedures that impact volunteer recruitment, training and management: <ul style="list-style-type: none"> <li>○ work health and safety</li> <li>○ employment conditions</li> <li>○ anti-discrimination and equal opportunity</li> <li>○ working with children checks</li> <li>○ privacy</li> <li>○ selection processes</li> <li>○ induction and training procedures</li> <li>○ communication protocols</li> <li>○ administration procedures</li> <li>○ security</li> <li>○ rights and responsibilities of organisation and volunteer, paid versus unpaid roles</li> </ul> </li> <li>■ volunteer eligibility and suitability with roles: <ul style="list-style-type: none"> <li>○ coach or instructor</li> <li>○ fundraiser</li> <li>○ official</li> <li>○ administrator</li> <li>○ organiser</li> <li>○ finance</li> <li>○ technical assistance</li> <li>○ maintenance</li> <li>○ transport</li> <li>○ first aid</li> <li>○ committee member</li> </ul> </li> <li>■ determinants of volunteer eligibility and suitability: <ul style="list-style-type: none"> <li>○ conflict of interest</li> <li>○ police checks</li> <li>○ working with children check status</li> <li>○ competencies required</li> </ul> </li> <li>■ selection processes and how they are conducted: <ul style="list-style-type: none"> <li>○ expression of interest</li> <li>○ interviews</li> <li>○ appraisal tests</li> <li>○ notification procedures</li> </ul> </li> <li>■ strategies for gathering and providing feedback</li> <li>■ methods and techniques for training volunteers</li> <li>■ performance appraisals and techniques.</li> </ul>
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<p><b>ASSESSMENT CONDITIONS</b></p>	<p>Skills must be demonstrated in a sport, fitness, aquatic or recreation environment. This can be:</p> <p>0. a workplace, or 1. a simulated environment set up for the purposes of skills assessment.</p> <p>Assessment must ensure use of:</p> <ul style="list-style-type: none"> <li>■ organisational policies and procedures relevant to volunteer recruitment and management, volunteer job descriptions, selection tools, induction packages</li> <li>■ legislation and organisational policies and procedures in relation to the recruitment and management of volunteers</li> <li>■ participants to be recruited; these can be: <ul style="list-style-type: none"> <li>○ participants in a sport, aquatic or recreation setting, or</li> <li>○ individuals who participate in, role plays or simulated activities, set up for the purpose of assessment, within a training organisation.</li> </ul> </li> </ul> <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
<p><b>LINKS</b></p>	<p>Companion Volume Implementation Guide</p>