



# STUDENT AND VOLUNTEER POLICY

Our Service values the participation of students and volunteers. Having students and voluntary workers within the Service helps to inform the community about our program and the value of the work we do. Students and voluntary workers are welcome at the Service, however the children’s care and safety are our first priority.

## NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service.
7.1.1	Service philosophy and purposes	A statement of philosophy guides all aspects of the service’s operations.
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined and understood and support effective decision-making and operation of the service.
7.2	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community.
7.2.2	Educational leadership	The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle.
7.2.3	Development of professionals	Educators, co-ordinations and staff members’ performance is regularly evaluated and individual plans are in place to support learning and development.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
120	Educators who are under the age of 18 to be supervised

145	Staff Records
149	Volunteers and Students
168	Policies and Procedures

**RELATED POLICIES**

Code of conduct policy Staffing arrangements policy Privacy and confidentiality policy Family communication policy Supervision policy	Interaction with children, family and staff policy Work, health and safety policy Bullying, discrimination and harassment policy Respect for children policy
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**PURPOSE**

Our Service supports participation of work placement students (including work experience students) and volunteers wanting to develop professional skills and knowledge in their effort to become Early Childhood Professionals. We aim to build relationships with community members, providing appropriate learning opportunities for students and volunteers to contribute to our program. To ensure a professional and pleasurable learning experience, students and volunteers will be encouraged to participate in the centre’s daily routine and assist in accordance with their qualification level to work with children under the National Quality Framework requirements.

**SCOPE**

This policy applies to children, families, staff, management, and visitors of the Service.

**IMPLEMENTATION**

**MANAGEMENT/NOMINATED SUPERVISOR/ RESPONSIBLE PERSON WILL:**

- Appoint an educator to be the ‘Student Supervisor/mentor’ for the duration of the placement.
- Conduct an orientation for the student or volunteer including taking the student or volunteer on a tour of the Service, showing emergency exits, staff room and bathroom facilities.
- Provide the student/volunteer with a centre handbook.
- Negotiate with the student or volunteer the times/hours to be worked, and dates of the placement.

- Advise the student or volunteer to bring in a poster with a photo introducing themselves and outlining the reason for their placement.
- Inform families, children, and Educators when work experience students and volunteers are present at the Service, including their role and hours they will be attending the Service.
- Ensure work placement students or volunteers are never left alone with children or included in the ratio of adults to children.
- Ensure students/volunteers are aware that they must not discuss concerns, issues or complaints with parents, guardians and/or visitors.
- Introduce the student or volunteer to educators and their Room Leader.
- Show the student or volunteer where they can access the Service's policies.
- Ensure the student has signed a confidentiality agreement prior to commencing their placement.
- Discuss any relevant important information about specific children with the student or volunteer (i.e. court orders, additional needs, dietary needs) so that the student or volunteer is aware of potential issues.
- Liaise with learning institutions and accept suitable student placements under the institution's supervision.
- Assist learning institutions to place suitable students with individual Educators.
- Ensure student's/volunteer's paperwork and insurances are current.

#### EDUCATORS WILL

- Maintain open communication with work experience students and volunteers along with their practicum teachers about their performance.
- Support all student's and volunteer's practicum requirements to the best of their ability during the placement.
- Work as a team sharing appropriate skills and knowledge with each student and volunteer.
- Ensure all colleagues are provided with relevant information about tasks the student is required to complete in the service as part of their practicum.
- Be aware of student and volunteer expectations.
- Have the time and proficiencies to support each student and volunteer in their placement.
- Encourage students to seek help and advice as required.
- Be a positive role model, showing appropriate behaviour and conduct themselves in a professional manner.
- Guide the students throughout the day.
- Make the student or volunteer feel welcome and a valued member of the team.

### THE ROOM LEADER WILL

- Discuss the progress of written work and performance with the student or volunteer.
- Discuss any concerns raised by the student with the Student Supervisor.
- Ensure students or volunteers are directly supervised at all times during children's nappy change times.
- Encourage students to use their initiative.
- Ensure the student/volunteer remains up to date with their assessments/tasks to be completed.
- Discuss concerns with the student/volunteer with management.
- Never leave the student/volunteer alone with a child or children.
- Provide honest and accurate feedback to the student's training institution supervisor as required.

### WORK EXPERIENCE STUDENTS AND VOLUNTEERS WILL

- Learn about the children through interaction and practical experience.
- Develop the skills and knowledge needed to care for and educate children.
- Learn about the importance of working as part of a team in the Early Childhood profession.
- Learn strategies for working in a team environment.
- Learn and accommodate the expectations of qualified educators in the Service.
- Inform their room leader in writing of what will be expected of them by their training body, University or School, or any other training organisation, and provide time sheets and evaluation forms.
- Keep up to date with all written work requirements.
- Work a variety of shifts to gain knowledge of different aspects of Service operations.
- Bring in a poster introducing themselves that will include:
  - Name
  - Photo
  - Course they are studying
  - RTO/university they are studying with
  - Dates and times they will be at the Service
  - The focus of their study.
- Discuss any problems the student may be experiencing with their room leader.
- Adhere to all Service policies and procedures.
- Never remove a child from direct staff supervision.

## PROBITY CHECKS

- All students will supply identity details to the Nominated Supervisor.
- All students will complete a Working with Children Volunteer/student declaration.
- All students will have a meeting with the Nominated Supervisor to receive information regarding the following service policies:
  - a) Child protection
  - b) Record Keeping and Confidentiality
  - c) Complaints

## STUDENTS AT RISK

If educators feel that the student is at risk of failing their practicum, the following steps will be taken:

1. The Room Leader will alert the Student's training institution Supervisor of any concerns regarding the student.
2. Both the Student Supervisor and the Room Leader will discuss concerns with the student.
3. The Room Leader will arrange for the student's supervisor/assessor to visit the Service and discuss concerns that have ascended.
4. The student's educational institution and Nominated Supervisor will govern the outcome of the practicum.

## TERMINATION OF PRACTICUM

Termination of a student's placement will occur if the student:

- Harms or is at risk of harming a child in their care.
- Is under the influence of drugs or alcohol.
- Fails to notify the Service if they will not be attending the Service.
- Does not adhere to starting times or break times.
- Is observed using repeated inappropriate behaviour at the Service.
- Does not comply with all policies and procedures addressed in the student package.
- Does not provide the photo with an introduction on commencement.
- Does not keep up to date with their work placement tasks.
- Removes any child or children from the direct supervision of an educator.

## SOURCE:

Department of Education, Employment and Workplace Relations (DEEWR). (2009). *Belonging, being and becoming: The early years learning framework for Australia*.

Education and Care Services National Regulations. (2011).

Office of the Director of Equal Opportunity in Public Employment. (1996). *Dealing with employee work-related concerns and grievances: Policy and guidelines*: [https://arp.nsw.gov.au/sites/default/files/Dealing\\_with\\_Employee\\_Work-related\\_Concerns\\_and\\_Grievances.pdf](https://arp.nsw.gov.au/sites/default/files/Dealing_with_Employee_Work-related_Concerns_and_Grievances.pdf)

*Fair Work Act 2009* (Cth).

Guide to the National Quality Standard. (2017).

Fair Work Commission: Anti-bullying jurisdiction.

Safe Work Australia. (2016). *Guide for preventing and responding to workplace bullying*: <https://www.safeworkaustralia.gov.au/system/files/documents/1702/guide-preventing-responding-workplace-bullying.pdf>

Revised National Quality Standards. (2018).  
*Work Health and Safety Act, 2011*.

## REVIEW

POLICY REVIEWED	MODIFICATIONS	NEXT REVIEW DATE
AUGUST 2017	Terminology improvements made to support clearer understanding and implementation	OCTOBER 2018
OCTOBER 2017	Updated references to comply with the revised National Quality Standard	OCTOBER 2018
OCTOBER 2018	References corrected, added &/or updated. Sources/references alphabetised. Rearranged the order of points for better flow. Minor formatting (line spacing & paragraph spacing) for consistency Introduction re-worded	OCTOBER 2019
OCTOBER 2019	Unnecessary capitalisation replaced with lower case for 'students' and 'volunteers' throughout document. Sources checked and updated. Minor punctuation and wording edited. Related policies added.	OCTOBER 2020