

# 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 welcomed to 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	<b>Governance</b>	Governance supports the operation of a quality service
7.1.1	<b>Service philosophy and purposes</b>	A statement of philosophy guides all aspects of the service's operations
7.1.2	<b>Management Systems</b>	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	<b>Roles and Responsibilities</b>	Roles and responsibilities are clearly defines, and understood and support effective decision making and operation of the service
7.2	<b>Leadership</b>	Effective leadership builds and promotes a positive organisational culture and professional learning community
7.2.2	<b>Educational leadership</b>	The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle
7.2.3	<b>Development of professionals</b>	Educator s, 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

Children (Education and Care Services) National Law	
<b>120</b>	Educator s who are under the age of 18 to be supervised
<b>145</b>	Staff Records
<b>149</b>	Volunteers and Students
<b>168</b>	Policies and Procedures

## PURPOSE

Our Service supports participation of students (including work placement) 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 necessary to work with children under the National Quality Framework.

## SCOPE

This policy applies to children, families, staff, management and visitors of our Services.

## IMPLEMENTATION

Nominated Supervisor/ Responsible Person will:

- Appoint an Educator to be the 'Student Supervisor/mentor,' for the duration of the placement. Management will assemble an orientation for the student or volunteer, informing families, children and Educator s when work experience students and volunteers are present at the Service, including their role and hours they will be spending at the Service.

- Ensure Work Placement Students or Volunteers are never left on their own with children or included in the ratio of adult to children.
- Ensure students do not discuss concerns, issues or complaints with parents, guardians and/or visitors
- Discuss the student or volunteer times/hours and dates of the placement.
- Give the student/volunteer a Work Placement Orientation Package
- Take the student or volunteer on a tour of the Service, showing emergency exits, staff room and bathroom facilities.
- Introduce the student or volunteer to Educator s and their Room Leader.
- Advise students or volunteer to bring in a poster with a photo outlining the reason for their placement.
- Assist the student or volunteer to complete the Educator Acknowledgement Checklist
- Show the student or volunteer where they can access the Service's policies.
- Complete a confidentiality agreement prior to commencing their placement.
- Discuss any relevant important information about specific children to the student or volunteer (i.e. court orders, additional needs, dietary needs) so that the student or volunteer is aware.
- Liaise with learning institutions and accept suitable student placements at the coordination unit office under the institutions supervision.
- Assist learning institutions to place suitable students with individual Educator s.
- Ensure student's/volunteer's paperwork and insurances are current.
- Create an ACECQA Staff Record for Students/Volunteers which contains their full name, address, Date of Birth and the date and hours of participation at the service.

**Educators will:**

- Preserve open communication with Work Experience Students and Volunteers along with their practicum teachers about their performance.
- Support all students and volunteers undertaking work experience needs during their placement.
- Work as a team deliberating appropriate skills and knowledge with each student and volunteer.
- Ensure all Educator s 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 ask seek help and advice.
- 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/Responsible Person in Charge will:**

- Discuss evolvement of written work and performance with the student and 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 student/volunteer with management.

### 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 employed when working in a team environment.
- Learn expectation assimilated by qualified Educators in the Service.
- Inform the Student Supervisor 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
  - Time they will be at the Service
  - The focus of their study.
- Discuss with the Student Supervisor any problems they may be experiencing.
- Adhere to all policies and procedures.
- Never be left alone with a child.

### 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 so that they will receive information regarding the following service policies:
  - a. Child protection
  - b. Record Keeping and Confidentiality
  - c. Complaints

### Volunteers and Students

- At no time will volunteers and students be left alone with a child or group of children, or be included in the educator to child ratio.
- All Volunteers and Students will be inducted into the Service to ensure they adhere to the Service policies and procedures.
- A staff record must be created and maintained for Volunteers and Students in our services this record must include their full name, address, date of birth and date and hours of participation.

### Students at risk:

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

1. Room Leader will alert the Student Supervisor of any concerns with the student.
2. Both the Student Supervisor and the Room Leader will discuss concerns with the student.
3. The Student Supervisor will arrange for the student's teacher 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 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
- 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.

### Source

- Education and Care Services National Regulations
- National Quality Standard
- Early Years Learning Framework
- Work Health and Safety Act 2011
- Fair Work Act
- Dealing with Employee Work-related Concerns and Grievances Policy and Guidelines: NSW DPC
- Preventing and Responding to Workplace Bullying: Safe Work Australia Draft Code of Practice
- Anti-bullying jurisdiction: Fair Work Commission
- Revised National Quality Standards

### Review

Date Reviewed	Modifications	Next Policy Review Date
August 2017	Changes made to ensure student/volunteer compliance	October 2018
October 2018	Updated references to comply with the revised National Quality Standard	October 2019
February 2020	Addition of areas marked Yellow	October 2020

# Student and Volunteer Acknowledgement Checklist

<b>Name:</b>
<b>Institution:</b>
<b>Placement Dates:</b>

Orientation Pack	Included
Student/Volunteer Policy	
Student/Volunteer Detail Form	
Working With Children Check Information	
Student/Volunteer Handbook	
Student/Volunteer Signing in process	
Service Philosophy	
Orientation	Discussed Yes/No
The Service	
Student/Volunteer Detail Form including proof of Insurance from RTO	
Working with Children Check Number – WWCC	
Introduced to Educators	
Shown where & how to sign in/out	
Explained roster configuration	
Shown staff room & explained breaks	
Shown the staff toilet & Facilities	
Explained hand washing procedure – how and when.	
Shown all store rooms and sheds	
Shown around the indoor and outdoor environment	
Shown the meeting point and location of all evacuation procedures	
Shown how to use appliances. E.g. microwave, oven, kettle., Vacuum etc	
Reinforced dress policy	
Communicated room routines and shown where these are displayed in each room	
Gone through student handbook, underlining the Service philosophy and expectations	

Explained qualifications highlighting fundamental duties and responsibilities	
Clarified management structure within the Service	
Reinforced the Service’s Confidentiality Agreement	
Explained opening procedure and closing procedures	
Shown where copies of the Service Policies are situated for future access and referral	
Explained the role of Department of Education and Training (Licensing/Regulations)	
Explained the Assessment and Rating process and National Quality Standards	
Smoking In The Workplace	
<b>Service Policies and Procedures</b>	
Grievance	
Supervision	
Child Protection	
Respect for Children	
Sun Safety	
Behaviour Guidance	
Code of Conduct	
<b>Procedures:</b>	
Sleep Procedure	
Nappy Change Procedure	
Toddler Nappy Change Procedure	
Toileting Procedure	
Cleaning Procedure	
Sick Leave	
Supervision	

Your supervisor is: \_\_\_\_\_

I have read and agree to abide by the Service policies and procedures outlined in the acknowledgement checklist.

Students Name: \_\_\_\_\_

Students Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# Student Evaluation

Students Name:

Date:

Student's Signature:

Feedback	Rating - circle (1 – Unacceptable - 10- Exceptional)									
Interactions with children	1	2	3	4	5	6	7	8	9	10
Participation with families	1	2	3	4	5	6	7	8	9	10
Programming	1	2	3	4	5	6	7	8	9	10
Children's experiences	1	2	3	4	5	6	7	8	9	10
Ensuring children's safety	1	2	3	4	5	6	7	8	9	10
Health and Hygiene expectations	1	2	3	4	5	6	7	8	9	10
Collaboration as a team	1	2	3	4	5	6	7	8	9	10
Showing initiative	1	2	3	4	5	6	7	8	9	10
Ability to ask questions	1	2	3	4	5	6	7	8	9	10
Personal Appearance	1	2	3	4	5	6	7	8	9	10
Ability to follow policies and procedures	1	2	3	4	5	6	7	8	9	10

**Strengths**

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**Areas for improvement**

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