

# Student and Volunteer Policy

Having students and voluntary workers within the Service helps to inform the community about our program and the value of the work we do. It is also a way of obtaining feedback and new ideas. Students and voluntary workers are welcomed to the Service however the children's care and safety are our first priority.

## National Quality Standards (NQS)

Quality Area 7: Leadership and service management	
7.1	Effective leadership promotes a positive organisational culture and builds a professional learning community.
7.2	There is a commitment to continuous improvement
7.3	Administrative systems enable the effective management of a quality Service.

## Education and Care Services National Regulations

Children (Education and Care Services) National Law NSW	
120	Educators who are under the age of 18 to be supervised
145	Staff Records
149	Volunteers and Students
168	Policies and Procedures

## PURPOSE

The service supports participation of work experience students and volunteers wanting to develop professional skills in knowledge in their effort to become Early Childhood Professionals. 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 the service.

## IMPLEMENTATION

Management/Nominated Supervisor/ Certified Supervisor will:

- Appoint an educator to be the 'Student Supervisor,' for the duration of the placement. Management will assemble an orientation for the student or volunteer, informing Children and Educators 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 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 educators and their Room Leader.
- Advise students or volunteer to bring in a poster with a photo outlining the reason for their placement.
- Show the student or volunteer where they can access the Service 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.
- Will liaise with learning institutions and accept suitable student placements at the coordination unit office under the institutions supervision
- Will assist learning institutions to place suitable students with individual Educators

#### 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 educators 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.

#### Educators will:

- Discuss involvement of written work and performance with the student and volunteer.
- Discuss any concerns raised by the student with the Student Supervisor.
- Encourage students to use their initiative

#### 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 at OSCA.
- 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 and will include:
  - Name
  - Photo
  - Time they will be at the Service
  - What it is they are studying.
- Discuss with the Student Supervisor any problems they may be experiencing.

#### 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

#### Students at risk:

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

1. Educators will alert the Student Supervisor of any concerns with the student.
2. Both the Student Supervisor and the Educator 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

**Review**

Policy Review Date
March 2020

# Student and Volunteer Acknowledgement Checklist

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<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 Timesheet	
Centre Philosophy	

Orientation	Discussed Yes/No
<b>The Service</b>	
Student/Volunteer Detail Form	
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 around the indoor and outdoor environment	
Shown the meeting point and location of all evacuation procedures	
Shown how to use kitchen appliances. E.g. microwave, oven, kettle 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 Centre	
Reinforced the Service’s confidentiality agreement	
Explained opening procedure and closing procedures	
Shown where copies of the Centre Policies are situated for future access and referral	
Explained the role of Children’s Services (Licensing/Regulations)	
Explained the Assessment and Rating process and National Quality Standards	
Smoking in The Workplace	
<b>Centre Policies and Procedures</b>	
Grievance	
Supervision	
Child Protection	
Respect for Children	
Sun Safety	
Behaviour Guidance	
Code of Conduct	
<b>Procedures:</b>	
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: \_\_\_\_\_