STUDENT VOLUNTEER AND VISITOR’S POLICY

Our OSHC 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, voluntary workers and visitors are welcome at the Service; however, the children’s care and safety are our first priority.

NATIONAL QUALITY STANDARD (NQS)

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| 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. |

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| EDUCATION AND CARE SERVICES NATIONAL REGULATIONS | |
| Sec. 170 | Offence relating to unauthorised persons on education and care service premises |
| Sec. 175 | Offence relating to requirement to keep enrolment and other documents |
| 83 | Staff members and family day care educators not to be affected by alcohol or drugs |
| 84 | Awareness of child protection law |
| 120 | Educators who are under the age of 18 to be supervised |
| 145 | Staff Records |
| 149 | Volunteers and Students |
| 168 | Policies and Procedures |
| 170 | Policies and procedures to be followed |
| 172 | Notification of change to policies or procedures |

RELATED POLICIES

|  |  |
| --- | --- |
| Bullying, Discrimination and Harassment Policy  Code of Conduct Policy  Child Protection Policy  Child Safe Environment Policy  Dealing with Complaints Policy  Family Communication Policy  Interactions with Children, Families and Staff Policy | Interactions with Children, Families and Staff Policy  Privacy and Confidentiality Policy  Respect for Children Policy  Staffing Arrangements Policy  Supervision Policy  Work, Health and Safety Policy |

PURPOSE  
Our OSHC 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. Our service aims to ensure the safety and wellbeing of all children enrolled at the service by having a process in place to accurately and securely record information about visitors, students and volunteers. 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. Our OSHC Service will ensure no child or children are left alone with a visitor, student or volunteer.

SCOPE  
This policy applies to children, families, staff, management, approved provider, nominated supervisor, students, volunteers and visitors (including contractors) of the OSHC Service.

IMPLEMENTATION

We have a strong commitment to provide a range of opportunities for volunteers, students and

visitors to participate in programs and activities while adhering to clear guidelines regarding appropriate interactions and communication with staff, and other adults and children at the OSHC Service.

A visitor may include, but is not limited to:

* Families looking to enrol their child/ren and are provided with an opportunity to view the service
* Inclusion support workers/ Allied Health Workers
* Trades person (plumber, carpenter, electrician)
* Community members contributing to the educational program such as through story or music
* Authorised Officer (Department of Education, Regulatory authority, SafeWork, Police)
* Students or Volunteers
* Educators visiting from another service
* Tafe/Uni/RTO Teachers
* Performers/ Entertainers/ Presenters

THE APPROVED PROVIDER/MANAGEMENT/NOMINATED SUPERVISOR WILL:

* ensure all educators, staff, students, volunteers and visitors have knowledge of and adhere to this policy
* ensure the student or volunteer completes a *Student and Volunteer Application Form* prior to commencement of work placement recording their full name, address, and date of birth
* ensure a *Visitor Register* is maintained, including
  + date
  + reason for visit
  + full name
  + time of arrival and departure
  + company (if applicable)
  + Working With Children Check (if applicable)
* ensure the *visitor register* is kept in a safe and secure location
* ensure all visitors complete and sign the *Visitor Register*
* ensure students, volunteers and/or visitors are under the direct supervision of the approved provider, nominated supervisor, responsible person or educator at all times whilst at the service
* ensure students, volunteers and/or visitors are never left alone with a child whilst at the service under any circumstance
* provide the student/volunteer with information about Child Protection Law and mandatory reporting obligations
* ensure work placement students or volunteers are never included in the ratio of adult to children
* ensure visitors who may come into direct contact with children submit their Working with Children Check to be verified by the Approved Provider
* appoint an educator to be the ‘Student Supervisor/mentor’ for the duration of the placement
* conduct an orientation for the student, volunteer or visitor including taking the student, volunteer or visitor on a tour of the OSHC Service, showing emergency exits, staff room and bathroom facilities
* complete the *Student and Volunteer Induction Checklist* with the student or volunteer
* provide the student/volunteer with a Student and Volunteer Handbook
* negotiate with the student or volunteer the times/hours to be worked, and dates of the placement
* advise students 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 OSHC Service, including their role and hours they will be attending the Service.
* ensure students or 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 Lead Educator if appropriate)
* assist the student or volunteer to complete the *Student and Volunteer Induction Checklist*
* show the student, volunteer or visitor where they can access the OSHC Service’s policies
* ensure the student or volunteer has signed 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 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
* ensure each student or volunteer holds a current Working with Children Check prior to commencing their placement
* record and verify each student or volunteers Working With Children Check where required
* ensure that no student, volunteer or visitor is affected by or under the influence of drugs or alcohol while on the service premises when children are being educated and cared for
* refer to the service *Managing an Aggressive Person or Visitor Policy* for guidance if a visitor becomes hostile or aggressive.

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 OSHC 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 or volunteers 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 or volunteers throughout the day
* make the student or volunteer feel welcome and a valued member of the team
* ensure the student, volunteer or visitor is not left alone with a child or children whilst at the service under any circumstance
* ensure students, volunteers and/or visitors are under the direct supervision of the approved provider, nominated supervisor, responsible person or educator at all times whilst at the service
* refer to the service *Managing an Aggressive Person or Visitor Policy* for guidance if a visitor becomes hostile or aggressive.

THE SUPERVISING EDUCATOR AT OSHC 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
* encourage students/volunteers 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
* 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:

* complete the *Student and Volunteer Application Form* prior to the commencement of work placement
* provide Working with Children Check details prior to placement
* 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 OSHC 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 OSHC 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 OSHC Service
  + The focus of their study.
* discuss any problems the student may be experiencing with the Student Supervisor
* adhere to all OSHC Service policies and procedures
* never remove a child from direct staff supervision
* participate in the induction process and assist to complete the *Student and Volunteer Induction Checklist*

PROBITY CHECKS

* All students, volunteers and visitors will supply identity details to the Nominated Supervisor
* All students, volunteers and visitors will complete and provide to the service a Working with Children Check
* All students and volunteers will have a meeting with the Nominated Supervisor to receive information regarding the following service policies:
* Child Protection
* Child Safe Environment
* Privacy and Confidentiality
* Dealing with Complaints
* Work, Health and Safety
* Code of Conduct
* Safe Transportation
* Photography
* Social Media

STUDENTS AT RISK

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

1. the educator supervising the student/volunteer will alert the Student Supervisor of any concerns regarding 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 training institution teacher to visit the OSHC 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 OR VOLUNTEER PLACEMENT  
Termination of student’s or volunteer’s placement will occur if the student/volunteer:

* harms or is at risk of harming a child in their care
* is under the influence of drugs or alcohol
* fails to notify the OSHC 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 OSHC 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.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Student and Volunteer Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

CHILDCARE CENTRE DESKTOP - RELATED RESOURCES

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| --- | --- |
| Childcare Centre Desktop- Human Resources  Student and Volunteer Handbook  Visitor Register | Student and Volunteer Application Form  Student and Volunteer Induction Checklist  Student and Volunteer Register |

SOURCES

Australian Government Department of Education. [*My Time, Our Place- Framework for School Age Care in Australia.V2.0*](https://www.acecqa.gov.au/sites/default/files/2023-01/MTOP-V2.0.pdf)*, 2022*

Australia Children’s Education & Care Quality Authority. (2023). [*Guide to the National Quality Framework.*](https://www.acecqa.gov.au/sites/default/files/2023-03/Guide-to-the-NQF-March-2023.pdf)

Education and Care Services National Law Act 2010*.* (Amended 2023).

Education and Care Services National Regulations. (Amended 2023).

*Fair Work Act 2009* (Cth).

Fair Work Commission: Anti-bullying jurisdiction.

Office of the Director of Equal Opportunity in Public Employment. (1996). [Dealing with employee](https://arp.nsw.gov.au/m1996-11-dealing-employee-work-related-concerns-and-grievances-and-harassment-free-workplace/)

[work-related concerns and grievances: Policy and guidelines:](https://arp.nsw.gov.au/m1996-11-dealing-employee-work-related-concerns-and-grievances-and-harassment-free-workplace/)

Revised National Quality Standards. (2018).

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)

TAFE NSW [Student responsibilities in work placement](https://www.tafensw.edu.au/student-services/rights-responsibilities/student-responsibilities-in-work-placement)

*Work Health and Safety Act, 2011.*

[Western Australian Education and Care Services National Regulations](https://www.legislation.wa.gov.au/legislation/statutes.nsf/main_mrtitle_12929_subsidiary.html)

REVIEW

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| --- | --- | --- | --- | --- | --- |
| POLICY REVIEWED BY | OSHC Advisory Committee and Governing Council | Governing body | | | May 2024 |
| POLICY REVIEWED | OCTOBER 2023 | NEXT REVIEW DATE | | OCTOBER 2024 | |
| VERSION NUMBER | V10.10.23 | | | | |
| MODIFICATIONS | * title of policy changed to *Student, Volunteer and Visitors Policy* * child protection law (Reg. 84) added to policy * information included relating to visitors entering the service * removal of Appendix 1: Student and Volunteer Checklist of policy * annual policy maintenance * minor formatting edits within text * hyperlinks checked and repaired as required | | | | |
| POLICY REVIEWED | PREVIOUS MODIFICATIONS | | NEXT REVIEW DATE | | |
| OCTOBER 2022 | * policy maintenance - no major changes to policy * hyperlinks checked and repaired as required * new section- Continuous Improvement/Review added * minor formatting edits within text * link to Western Australian Education and Care Services National Regulations added in ‘Sources’ * additional reference to *Student and Volunteer Application* *Form* * additional reference to *Student and Volunteer Induction Checklist* | | OCTOBER 2023 | | |
| OCTOBER 2021 | * edits to ensure consistency of student and volunteer throughout policy * additional policies added for student and volunteer checklist | | OCTOBER 2022 | | |
| OCTOBER 2020 | * Supporting resource added- Student/Volunteer Handbook * Additional sources added and links edited/checked * Reviewed and attached Appendix 1: Student and Volunteer Acknowledgment Checklist | | OCTOBER 2021 | | |
| OCTOBER 2019 | Sources checked and updated.   * Minor punctuation and wording edited.   Related policies added. | | OCTOBER 2020 | | |
| OCTOBER 2018 | * Sources/references alphabetised. * Additional information added to points. * Rearranged the order of points for better flow. * Minor formatting (line spacing & paragraph spacing) for consistency | | OCTOBER 2019 | | |
| NOVEMBER 2017 | Updated references to comply with the revised National Quality Standard | | OCTOBER 2018 | | |