

Student & Volunteer Policy

QUALITY AREA 7: GOVERNANCE & LEADERSHIP

Introduction

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. We believe that children's safety, rights and best interests are the paramount consideration for all service operations, decisions and functions.

Aims

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.

Strategies

We have a strong commitment to provide a range of opportunities for volunteers and students 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 Service. "In genuine partnerships families and educators' value each other's knowledge and roles, communicate freely and respectfully and engage in shared decision making" (Early Years Learning Framework, 2009).

Our service adheres to and aligns with legislative requirements for taking images or videos of children, which applies to volunteers, students and visitors.

The Approved Provider/ Management/ Nominated Supervisor/ Responsible person will:

- ensure the student or volunteer completes a Student and Volunteer Application Form prior to commencement of work placement
- Ensure that obligations under the Education and Care Services National Law and Regulations are met
- appoint an educator to be the Student Supervisor/mentor for the duration of the placement



PACIFIC HILLS

EARLY LEARNING CENTRE

- Ensure students and volunteers are aware of current National Principles for Child Safe Organisations and their duty of care that reasonable steps are taken to prevent harm to children.
- Ensure students, volunteers and visitors understand their obligations as mandatory reporters, and can explain how and when a report regarding child safety concerns is made
- Ensure students, volunteers and regular visitors complete Child Safety Training approved by ACECQA
- Update the National Early Childhood Worker Register is updated within 14 days when a student or volunteer commences engagement or ends engagement, with the service, including all prescribed information as requested under S. 269B
- 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.
- 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 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 adult to children
- ensure students and 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 the Lead Educator
- assist the student or volunteer to complete the Educator Acknowledgement Checklist (see Appendix 1)
- show the student or volunteer where they can access the Service 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 paperwork and insurances are current
- ensure each student or volunteer holds a current Working with Children Check [or similar in each state/territory] prior to commencing their placement
- verify each student or volunteers Working With Children Check
- Requiring students and volunteers to notify the approved provider within 72 hours of the event, or within 24 hours of becoming aware of the event, of any changes to their WWCC status, changes to

their teacher registration or fit and proper status (including show cause notice, suspension notice, disciplinary notices/orders or prohibition notices)

- Notifying the Regulatory Authority within 24 hours of becoming aware of the event or becoming aware of changes to a student or volunteer WWCC status including negative notices or changes to a teacher registration or accreditation
- ensure all volunteers, students and visitors are aware of and strictly adhere to legislative requirements for taking images or video of children including:
 - adhering to the *Safe Use of Digital Technologies and Online Environments Policy*
 - only service-issued/approved devices are to be used when taking images or videos of children
 - personal electronic devices that can take images or videos (such as tablets, phones, digital cameras, smart watches, META glasses) and personal storage and file transfer media (such as SD cards, USB drives, hard drives and cloud storage) are not in the possession of any staff member, educator, visitor or volunteer while providing education and care and working directly with children
 - visitors who are supporting children at the Service (NDIS funded support professionals, Inclusion Support Professionals) obtain written authorisation from parents/guardians to capture images or video of a child for observation/documentation purposes only. (See *ECIP Confidentiality Agreement*)
- ensure no student, volunteer or visitor subjects a child or children to inappropriate conduct
- ensure any allegations, concerns or suspicions of inappropriate conduct are investigated and reported to the regulatory authority in accordance with the *Management of Inappropriate Conduct Procedure*
- ensure students, volunteers and visitors are informed of their responsibilities and obligations relating to inappropriate conduct including:
 - that the induction process includes the recognition, prevention and reporting of inappropriate conduct
 - expected conduct and behaviour whilst engaging directly with children
 - that any breach of inappropriate conduct will result in immediate removal from the Service and may lead to termination of placement or engagement
 - that any breaches of inappropriate conduct will be reported to the regulatory authority
- cooperate with the regulatory authority and comply with any directions or orders issued by the regulatory authority regarding a show cause, suspension or supervision notice provided to a student, volunteer or visitor, including removing the person from engagement with children immediately

- inform students, volunteers and visitors it is an offence to provide false or misinformation relating to any suspension, supervision or prohibition notices

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 positive role model, showing appropriate behaviour and conduct themselves in a professional manner
 - guide the students or volunteer throughout the day
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- make the student or volunteer feel welcome and a valued member of the team
 - ensure the student or volunteer is not left alone with a child or children.

The Lead Educator 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 only change nappies under supervision as part of their training
 - encourage students and volunteers to use their initiative
 - ensure the student or volunteer remains up to date with their assessments/tasks to be completed
 - discuss concerns with student or volunteer with management
 - never leave the student or 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
 - 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/school they are studying with
 - Dates and times they will be at the Service
 - The focus of their study.
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- 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
 - provide immunisation status (including COVID-19 vaccination or a medical contraindication certificate if required. Please check your state/territory requirements)
 - participate in the induction process and assist to complete the Student and Volunteer Induction Checklist

WORK EXPERIENCE STUDENTS AND VOLUNTEERS WILL:

- complete the *Student and Volunteer Application Form* prior to the commencement of work placement
- provide WWCC details prior to placement [exemptions may be applicable if student is under the age of 18 in NSW]
- not be in possession of any personal electronic devices that can take images or videos while providing education and working directly with children
- refrain from any behaviour that may be considered inappropriate conduct, including behaviour that is threatening, intimidating, humiliating, degrading, hostile or otherwise inappropriate



- report any concerns they may have about inappropriate actions of any persons engaged at the Service that involves children or young people to the approved provider as per the Reportable Conduct Scheme
- report any allegations, observations or suspicions they may have about inappropriate conduct of any persons engaged at the Service that involves children or young people to the approved provider and regulatory authority
- adhere to legislative requirements for taking images or videos of children
- 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:
 - o name
 - o photo
 - o course they are studying
 - o RTO/university/school they are studying with
 - o dates and times they will be at the Service
 - o the focus of their study
- discuss any problems the student may be experiencing with their room leader.
- adhere to all Service policies and procedures
- be aware it is an offence to provide false or misleading information in relation to their identity, qualifications, clearances, or any matter relevant to their suitability to work with children
- 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 and volunteers will supply identity details to the Nominated Supervisor
- All students and volunteers will complete a Working with Children Check [or similar in each state/territory prior to commencing their placement]
- 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 Lead Educator will alert the student's training institution Supervisor of any concerns regarding the student.
- 2.both the Student Supervisor and the Lead Educator will discuss concerns with the student.
- 3.the Lead Educator 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 Student Practicum or Volunteer placement

Termination of a student's or volunteer's placement will occur if the student or 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 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.

National Quality Standard (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP

7.1	Governance	Governance supports the operation of a quality service that is child safe
7.1 .1	Service Philosophy & 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 that is child safe
7.1 .3	Roles & 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 AND LAW

S.2A	Paramount consideration – safety, rights and best interests of children
S.3A	Paramount consideration

S.5AA	Meaning of inappropriate conduct
S.162A	Child protection training Offence relating to child protection training
S.162B	Child safety training
S.165	Offence to inadequately supervise children
S.166	Offence to use inappropriate discipline
S.166A	Offence to subject child to inappropriate conduct Offence relating to inappropriate conduct
S.167	Offence relating to protection of harm and hazards
S.174	Offence to fail to notify certain information to Regulatory Authority
S.174AA	Educators and other staff members of education and care services to notify certain information
S.174B	Approved provider must notify Regulatory Authority of event under section 174AA
Part 6A	Devices in Education and Care services
S. 178	Suspension of education and care by certain persons
S. 178A	Suspension of certain persons providing education and care
S. 188	Offence to engage person to whom prohibition notice applies
S. 188A	Offence to give false or misleading information to approved provider about prohibition notice False or misleading information about certain notices
S. 269B	National Early Childhood Worker register
S. 269E	Approved provider must give information to the national Authority for the National Early Childhood Worker Register
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
94	Exception to authorisation requirement—anaphylaxis or asthma emergency
95	Procedure for administration of medication
82	Environment to be free from tobacco, vaping devices, vaping substances, drugs and alcohol
101	Conduct of risk assessment for excursion
136	First aid qualifications
162	Health information to be kept in enrolment record
168	Education and care service must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available

Related Policies

Code of Conduct Policy

Child Protection Policy

Child Safe Environment Policy

Dealing with Complaints Policy

Interactions with Children, Families and Staff Policy

Privacy and Confidentiality Policy

Supervision Policy

Work, Health and Safety Policy

Related Resources

Student and Volunteer Handbook

Student and Volunteer Application Form

Student and Volunteer Induction Checklist

Related References

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

Education and Care Services National Law Act 2010. (Amended 2018).

Education and Care Services National Regulations. (201 1).

Fair Work Act 2009 (Cth).

Fair Work Commission: Anti-bullying jurisdiction.

Guide to the National Quality Framework. (2018). (Amended 2020).

Office of the Director of Equal Opportunity in Public Employment. (1996). Dealing with employee work-related concerns and grievances: Policy and guidelines:

Revised National Quality Standards. (2018).

Safe Work Australia. (2016). Guide for preventing and responding to workplace bullying

TAFE NSW Student responsibilities in work placement

Work Health and Safety Act, 2011.

Review

Policy Reviewed by: Suzi Scott

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Next review date: July 2027



Modifications: Including paramountcy principle, updating regulations and law, child safe information, digital devices, changes to WWCC and responsibilities of the student on placement