

# 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 and voluntary workers and visitors 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	
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	Privacy and Confidentiality Policy Respect for Children Policy Staffing Arrangements Policy Supervision Policy Work, Health and Safety Policy
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**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
  - o date
  - o reason for visit
  - o full name
  - o time of arrival and departure
  - o company (if applicable)
  - o Working With Children Check (where applicable, best practice) (state/territory equivalent)
- 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 (best practice)
- ensure visitors who may come into direct contact with children submit their Working with Children Check to be verified by the Approved Provider (best practice)
- appoint an educator to be the 'Student Supervisor/mentor' for the duration of the placement

- conduct an orientation for the student, visitor or volunteer including taking the student, visitor or volunteer 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
- 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 Work Placement Students or Volunteers are never left alone with children or included in the ratio of adult to children
- 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, visitor or volunteer 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 [or similar in each state/territory] 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, visitors and volunteers will supply identity details to the Nominated Supervisor
- all students, visitors and volunteers will complete and provide to the service a Working with Children Check [or similar in each state/territory prior to commencing their placement] (best practice for visitors)
- all students will have a meeting with the Nominated Supervisor to receive information regarding the following OSHC Service policies:

- Child Protection
- Child Safe Environment
- Record Keeping and Confidentiality
- Dealing with Complaints
- Work, Health and Safety
- Code of Conduct
- Photograph
- 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**

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
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**SOURCE**

Australian Government Department of Education (2011). [My Time, Our Place- Framework for School Age Care in Australia.V2.0](#), 2022

[Australia Children’s Education & Care Quality Authority. \(2023\). Guide to the National Quality Framework.](#)

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.

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.

[Western Australian Education and Care Services National Regulations](#)

**REVIEW**

POLICY REVIEWED BY	ANGELA STEVENS	BUSINESS MANAGER	NOVEMBER 2023
POLICY REVIEWED	OCTOBER 2023	NEXT REVIEW DATE	OCTOBER 2024
VERSION NUMBER	V10.10.23		
MODIFICATIONS	<ul style="list-style-type: none"> <li>• title of policy changed to Student, Volunteer and Visitors Policy</li> <li>• child protection law (Reg. 84) added to policy</li> <li>• information included relating to visitors entering the service</li> <li>• removal of Appendix 1: Student and Volunteer Checklist of policy</li> <li>• annual policy maintenance</li> <li>• minor formatting edits within text</li> <li>• hyperlinks checked and repaired as required</li> </ul>		
POLICY REVIEWED BY	<b>Debby Sedgwick</b>	<b>CHPS OSHC Coordinator</b>	<b>29<sup>th</sup> June 2023</b>
POLICY REVIEWED	OCTOBER 2022	NEXT REVIEW DATE	OCTOBER 2023



MODIFICATIONS	<ul style="list-style-type: none"> <li>• policy maintenance - no major changes to policy</li> <li>• hyperlinks checked and repaired as required</li> <li>• new section- Continuous Improvement/Review added</li> <li>• minor formatting edits within text</li> <li>• link to Western Australian Education and Care Services National Regulations added in 'Sources'</li> <li>• additional reference to <i>Student and Volunteer Application Form</i></li> <li>• additional reference to <i>Student and Volunteer Induction Checklist</i></li> </ul>	
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
OCTOBER 2021	<ul style="list-style-type: none"> <li>• edits to ensure consistency of student and volunteer throughout policy</li> <li>• additional policies added for student and volunteer checklist</li> </ul>	OCTOBER 2022
OCTOBER 2020	<ul style="list-style-type: none"> <li>• Supporting resource added- Student/Volunteer Handbook</li> <li>• Additional sources added and links edited/checked</li> <li>• Reviewed and attached Appendix 1: Student and Volunteer Acknowledgment Checklist</li> </ul>	OCTOBER 2021
OCTOBER 2019	Sources checked and updated. <ul style="list-style-type: none"> <li>• Minor punctuation and wording edited.</li> </ul> Related policies added.	OCTOBER 2020
OCTOBER 2018	<ul style="list-style-type: none"> <li>• Sources/references alphabetised.</li> <li>• Additional information added to points.</li> <li>• Rearranged the order of points for better flow.</li> <li>• Minor formatting (line spacing &amp; paragraph spacing) for consistency</li> </ul>	OCTOBER 2019
NOVEMBER 2017	Updated references to comply with the revised National Quality Standard	OCTOBER 2018

Appendix 1:

**STUDENT AND VOLUNTEER ACKNOWLEDGMENTS CHECKLIST**

NAME	
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INSTITUTION	
PLACEMENT DATES	

ORIENTATION PACK	INCLUDED
Student/Volunteer Policy	
Student/Volunteer Detail Form	
Working With Children Check Information	
Immunisation status (including COVID-19 vaccination, if required. Please check your state/territory requirements)	
Student/Volunteer sign in/sign out register	
Centre Philosophy	

ORIENTATION PACK	DISCUSSED Yes/No
<b>OUT OF SCHOOL HOURS CARE SERVICE</b>	
Student/Volunteer Detail Form	
Working with Children Check Number – WWCC and expiry date recorded	
Introduced to educators	
Shown where & how to sign in/out	
Explained breaks and shown a place to take breaks	
Shown the toilet and bathroom facilities	
Explained hand washing procedure – how and when	
Shown all storerooms and sheds	
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 routines and shown where this is 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 OSHC service	
Reinforced the OSHC Service's privacy and confidentiality agreement	
Explained opening and closing procedures	
Shown where copies of the OSHC Policies are situated for future access and referral	
Explained the role of the regulatory authority <span style="color: red;">[in each state/territory]</span>	
Explained the Assessment and Rating process and National Quality Standards	
Discussed NO Smoking in the workplace	
<b>OUT OF SCHOOL HOURS CARE SERVICE POLICIES AND PROCEDURES</b>	
Dealing with Complaints	
Supervision	
Child Protection	
Child Safe Environment	
Emergency Evacuation	
Respect for Children	
Sun Safety	
Behaviour Guidance	
Privacy and Confidentiality	
Code of Conduct	

Social Media	
Safe Transportation	
Photography	
<b>PROCEDURES</b>	
Cleaning Procedure	
Sick Leave	
Supervision	
Closing Procedure	

YOUR SUPERVISOR IS:			
<input type="checkbox"/> I have read and agree to abide by the Out of School Hours Care Service policies and procedures outlined in the acknowledgement checklist.			
STUDENT'S NAME:			
STUDENT'S SIGNATURE:		DATE:	
SUPERVISOR NAME:			
SUPERVISOR'S SIGNATURE:		DATE:	

## STUDENT EVALUATION

STUDENT'S 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	1	2	3	4	5	6	7	8	9	10
Collaboration	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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