

STUDENT AND VOLUNTEER 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 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	
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. 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.

SCOPE

This policy applies to children, families, staff, management and visitors of the OSHC Service.

IMPLEMENTATION

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 OSHC Service.

MANAGEMENT/NOMINATED SUPERVISOR/ RESPONSIBLE PERSON WILL:

- appoint an educator to be the 'Student Supervisor/mentor' for the duration of the placement
- conduct an orientation for the student or volunteer including taking the student or volunteer on a tour of the OSHC Service, showing emergency exits, staff room and bathroom facilities
- 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 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 an Educator Acknowledgement Checklist (see Appendix 1)
- show the student 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
- verify each student or volunteers Working With Children Check
- ensure students and volunteers provide an immunisation status (including COVID-19 vaccination or a medical contradiction certificate if required. Please check your state/territory requirements).

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 or volunteer is not left alone with a child or children

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:

- 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
- provide immunisation status (including COVID-19 vaccination or a medical contraindication certificate if required. Please check your state/territory requirements).

PROBITY CHECKS

- all students and volunteers will supply identity details to the Nominated Supervisor
- all students or volunteers will complete a Working with Children Check
- 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.

RESOURCE

Childcare Centre Desktop- Human Resources

Student and Volunteer Handbook

SOURCE

Department of Education, Education and Skills (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. (2011).

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](#)

Appendix 1:

STUDENT AND VOLUNTEER ACKNOWLEDGMENTS CHECKLIST

NAME	
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 and Volunteer Handbook	
Student/Volunteer sign in/sign out register	
Centre Philosophy	

ORIENTATION PACK	DISCUSSED Yes/No
OUT OF SCHOOL HOURS CARE SERVICE	
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	
Explained the Assessment and Rating process and National Quality Standards	
Discussed NO Smoking in the workplace	
OUT OF SCHOOL HOURS CARE SERVICE POLICIES AND PROCEDURES	
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	
PROCEDURES	
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:										

AREAS FOR IMPROVEMENT:
