



Students, Volunteers and Visitors Policy

Background

Students from universities, TAFEs and RTOs need to spend time working in childcare Services in order to complete the practicum requirements of their courses. Accommodating these students is important because they are the next generation of professionals in early childhood education and care. Students benefit Services by introducing current information and new ideas, inducing educators to question their own practices and beliefs about teaching and learning. The institutions benefit through the students' recounts of their practical experience.

Members of the local community and services such as the fire brigade, police and ambulance may also contribute to the Service's program, and the same applies to volunteers.

However, because the safety of children is paramount, much legislation surrounds the acceptance of students, volunteers and visitors into Services.

Policy statement

This Policy sets out the specific conditions under which the Service accommodates students, volunteers and visitors so that the safety, education and care of children are never compromised.

Strategies and practices

- Students and volunteers are required to always follow the Service's Policies and Procedures. The Policies and Procedures are readily accessible, and students and volunteers are to ask the Nominated Supervisor or their appointed mentor if they are not clear on any matter.
- The Director and or the Educational Leader interviews all students and volunteers before they commence at the Service, and completes an induction covering all items in the Student and Volunteer Induction Checklist. The induction places special emphasis on confidentiality, health and safety, and respectful relationships with others. It concludes with a walk through the Service and an introduction to all available staff.
- Students and volunteers sign that they have received an induction, understand what is required of them, have been given the opportunity to clarify and discuss all the information provided, and that they agree to always adhere to the Service's Policies and Procedures.
- Students and volunteers do not commence at the Service until they have provided all required documentation including:
 - Full name, address and date of birth;
 - Current Working with Children Check;

- Immunisation status;
 - A written statement on what is expected of them by their university, school or training organisation; and,
 - A poster for display which has their name, photograph, brief background including any special interests, course of study, and the period they will be at the Service.
- Students and volunteers are assigned a mentor for the duration of their attendance at the Service. The mentor meets with them each visit to ensure they are fulfilling their course requirements and provides them with professional support and feedback.
 - Students and volunteers must inform their mentor or the Nominated Supervisor of any incident, injury, trauma and illness that they may have witnessed over the course of the day before leaving the Service.
 - From time to time, the Service may need to reschedule the attendance of students and volunteers at the Service. In addition, students may be required to work a range of shifts to gain insight into the daily workings of the Service and to meet their course requirements.
 - As part of maintaining a safe and secure environment for children, educators supervise students and volunteers while imparting relevant skills and knowledge.
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- All students, volunteers and visitors are to complete the Students, Volunteers and Visitors Sign-in Sheet. Details to be provided in the book are the date, printed name, address and phone number, brief reason for visiting, time in and time out, and signature. Students and regular volunteers also provide their actual hours of participation in the Service.
 - The Approved Provider or delegate maintains a record for each day on which the student or volunteer participates in the Service, and the dates and hours of participation. (Daily employee sign in /out sheet)
 - Students and volunteers are to remain within sight and sound of an educator at all times – including excursions – when in the presence of children (i.e. they are not to be left alone with a child).
 - The placement of students or visitors at the Service will be terminated if they do not adhere to the Service's Policies and Procedures or for conduct deemed by the Nominated Supervisor/Approved Provider as inappropriate.

Visitors

- Visitors can only enter the Service with the permission of the Nominated Supervisor and are accompanied by a staff member when children are present in the Service.
- Visitors are asked to contact the Service prior to their visit. The Nominated Supervisor will arrange the day, date, time of the visit.
- As part of maintaining a safe and secure environment for children, educators' question anyone in the Service who is not known to them to ascertain who they are and why they are in the Service. The educator or another staff member stays with the visitor until that person leaves the Service.
- Visitors use the visitor log on arrival and departure

Responsibilities of parents

- To understand the role of students and volunteers in the Service, as detailed in the Service's Policies and Procedures.
- To direct questions and communications about their children to staff other than students and volunteers.

Links to other policies

- Child Protection Policy
- Excursion and incursions Policy
- Incidents, Injury, Trauma and Illness Policy
- Medical Conditions Policy
- Privacy and Confidentiality Policy
- Supervision Policy
- Tobacco, Drug and Alcohol Free Environment Policy

Links Education and Care Services National Regulations 2011, National Quality Standard 2011

Reg s	85	Incident, injury, trauma and illness policies and procedures
	90	Medical conditions policy
	97	Emergency and evacuation procedures
	145	Staff record
	149	Volunteers and students
	171	Policies and procedures to be kept available
	168	Education and care services must have policies and procedures
	185	Law and regulations available

QA	2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
	2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented
	2.2.3	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect
	4.2.1	Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills
	4.2.2	Professional standards guide practice, interactions and relationships
	7.2.3	Educators, co-ordinators and staff members' performance is regularly evaluated, and individual plans are in place to support learning and development

Sources

- Education and Care Services National Regulations 2011
- Guide to the National Quality Standard 2011

Further reading and useful websites

- Australian Children's Education and Care Quality Authority. (2017). *Guide to the National Quality Framework*. <http://www.acecqa.gov.au/Guide-to-the-National-Quality-Framework> accessed 24 December 2017

Policy review

The Service encourages staff and parents to be actively involved in the annual review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur and any issues identified as part the Service's commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

Version Control

Version	Date Reviewed	Approved By	Comments/Amendments	Next Review Date
1	8 January 2018	Dr Brenda Abbey (Author)	Updated to changed NQF requirements 1 February 2018. Service to modify policies to its specific needs.	
2	13 August 2018	Elizabeth Treadell	amended service specific policy points	2019
3	30 June 2020		Amended to meet Service requirements NQS update	30 June 2021
4	20 April 2021		No changes	19 April 2022