

Students, Volunteers and Visitors

Avoca Beach Preschool

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 follow the Service's Policies and Procedures at all times. 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 Nominated Supervisor 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 adhere to the Service's Policies and Procedures at all times. In addition, they are required to sign a Confidentiality Agreement and a Child Protection Staff Acknowledgement Form. Refer to the Service's Privacy and Confidentiality Policy and to its Child Protection and Risk Management Policy.
- 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 Card;
 - Immunisation status;

Students, Volunteers and Visitors

- 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 closely supervise students and volunteers while imparting relevant skills and knowledge.
 - All students and volunteers are to complete the Students and Volunteers Sign-in Sheet. Details to be provided on this sheet are the date, printed name, date of birth, address and phone number, brief reason for visiting, time in and time out, and signature. Students and volunteers are also to provide the identifying number and the expiry date of the current Working with Children Check, and their actual hours of participation in the Service.
 - All visitors are to complete the Visitors Sign-in Sheet. Details to be provided on are the date, printed name, address and phone number, brief reason for visiting, time in and time out, and signature. Visitors are to be accompanied by a staff member at all times.
 - 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.
 - No Person under the age of 18 is to be left alone with children and must be supervised by an employee over the age of 18, at all times.
 - 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).
 - Students and or volunteers at the service are never to be counted in service staff to child ratio. They are also never to be left alone or required to supervise children at any time.
 - 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.

Students, Volunteers and Visitors

Visitors

- Visitors are asked to contact the Service prior to their visit. The Nominated Supervisor will arrange the day, date, time and duration of the visit **and they must be supervised at all times by an employee of the service**
- 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 cannot fill the place of an employee and be counted in educator to child ratio.**

Additional safe practices for babies

- To ensure students understand and adhere to the Service's Policies and Procedures with particular reference to the care of babies.

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.

Procedures and forms

- Confidentiality Agreement
- Child Protection Staff Acknowledgement Form
- Students, Visitors and Volunteers Sign-in Sheet understand

Links to other policies

- Child Protection and Risk Management Policy
- Excursion 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

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

Students, Volunteers and Visitors

NQS	QA2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
NQS	QA 2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented
NQS	QA 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
NQS	QA 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
NQS	QA 4.2.2	Professional standards guide practice, interactions and relationships
NQS	QA 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, further reading and useful websites *(Consistent with the approach of the National Quality Framework, the following references have prioritised efficacy and appropriateness to inform best practice, and legislative compliance over state or territory preferences.)*

- Education and Care Services National Regulations 2011
- Guide to the National Quality Framework 2018 (September 2020 Update): Section 4 – Operational Requirements <https://www.acecqa.gov.au/sites/default/files/2020-09/Guide-to-the-NQF-September-2020.pdf>

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	6 September 2019	Dr Brenda Abbey (Author)	Updated sources, references and further reading.	
3	29 November 2020	Dr Brenda Abbey (Author)	Updated source, references and further reading.	
4	30 December 2020	Dr Brenda Abbey (Author)	Updated source, references and further reading.	
5	May 2022	ACA NSW	Updated References Added Visitors points in regard to ratio	May 2023
6	May 2023	Jessica Adlard	May Staff meeting Emailed to parents	May 2024

Students, Volunteers and Visitors