

Student and Volunteer Policy

Having students and voluntary workers within Cuddly Bear Templestowe helps to inform the community about our program and the value of the work we do.

It is also a way of obtaining feedback and new ideas. Students and voluntary workers are welcome to Cuddly Bear Templestowe however the children's care and safety are our first priority.

National Quality Standards (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 defines, 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

Children (Education and Care Services) National Law	
120	Educators who are under the age of 18 to be supervised
145	Staff Records
149	Volunteers and Students
168	Policies and Procedures
170-172	Policies and procedures to be followed. Notification of changes to procedures.

RELATED POLICIES

Code of Conduct Policy Child Protection Policy Child Safe Environment Policy Grievance Policy Staffing Arrangements Policy Privacy and Confidentiality Policy Family Communication Policy	Interactions with Children, Families and Staff Policy Work, Health and Safety Policy Bullying, Discrimination and Harassment policy Respect for Children Policy Supervision Policy
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PURPOSE

Cuddly Bear Templestowe supports participation of work placement students (including work experience children) and volunteers wanting to develop professional skills in 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, Approved Provider, Nominated Supervisor, students, volunteers and visitors at Cuddly bear Templestowe.

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 Cuddly Bear Templestowe.

“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).

The approved Provider/Nominated Supervisor/ Certified Supervisor will:

- Appoint an educator to be the ‘Student Supervisor-,’ for the duration of the placement. Management will assemble an orientation for the student or volunteer, informing Families, Children and Educators when Work Experience Students and Volunteers are present at the service, including their role and hours they will be spending at the Service.
- ensure the student or volunteer completes a *Student and Volunteer Application Form* prior to commencement of work placement
- Ensure Student holds a current WORKING WITH CHILDREN CHECK
 - Ensure Work Placement students or volunteers are never left on their own with children or included in the ratio of adult to children.
 - Ensure students do not discuss concerns, issues or complaints with parents, guardians and/or visitors
 - Discuss the student or volunteer times/hours and dates of the placement.

- Give the student a student and volunteer handbook.
- Take the student or volunteer on a tour of the Service, showing emergency exits, staff room and bathroom facilities
- Introduce the student or volunteer to educators and their Room Leader.
- Advise students or volunteer to bring in a poster with a photo outlining introducing themselves and the reason for their placement, this is displayed on the door of the room the student will be working in.
- Show the student or volunteer where they can access the Service policies
- Discuss any relevant important information about specific children to the student or volunteer (i.e. –additional needs, dietary needs) so that the student or volunteer is aware.
- Will liaise with learning institutions and accept suitable student placements at the coordination unit office under the institutions supervision
- Will assist learning institutions to place suitable students with individual Educators

Educators will:

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 behavior and conduct themselves in a professional manner
- guide the students or volunteer 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 Room Leader 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 or volunteers are directly supervised at all times during children's nappy change times
- 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:

- 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 employed when working in a team environment.
- Learn expectation assimilated by 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 and will include:
 - Name
 - Photo
 - Time they will be at the Service
 - What it is they are studying.
- Discuss with their room leader any problems they may be experiencing.
- 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

Probity Checks:

- All students will supply identity details to the Nominated Supervisor
- All students will complete a Working with Children Volunteer/student declaration
- All students will have a meeting with the Nominated Supervisor to receive information regarding the following service policies:
 - Child protection
 - Privacy and Confidentiality
 - Grievance
 - Work, Health and Safety
 - Code of conduct

Students at risk:

If educators feel that the student is at risk of failing their practicum, the following steps will be taken:

1. Room Leader will alert the Student's training institution Supervisor of any concerns with the student.
2. Both the Student Supervisor and the Room Leader will discuss concerns with the Student.
3. The Student Supervisor 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.
5. All students will complete and show a volunteer - Working with Children Check card, they will need to have a card or assessment notice.

Termination of Practicum:

Termination of student's placement will occur if the student:

- 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
- 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.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Student and Volunteer Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

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](#)

Work Health and Safety Act, 2011.

Review

Date Reviewed	Modifications	Next Policy Review Date
September 2017	Policy Created	September 2018
October 2017	Updated references to comply with the revised National Quality Standard	October 2018
May 2019	<ul style="list-style-type: none">• References corrected, added &/or updated.• Sources/references alphabetised.• Rearranged the order of points for better flow.	May 2020

	<ul style="list-style-type: none"> Minor formatting (line spacing & paragraph spacing) for consistency -Introduction re-worded 		
June 2020	<ul style="list-style-type: none"> Unnecessary capitalisation replaced with lower case for 'students' and 'volunteers' throughout document. Sources checked and updated. Minor punctuation and wording edited. Related policies added. 	June 2021	
POLICY REVIEWED	September 2021	NEXT REVIEW DATE	September 2022
MODIFICATIONS	<ul style="list-style-type: none"> Supporting resource added- Student/Volunteer Handbook Additional sources added and links edited/checked Reviewed and attached Appendix 1: Student and Volunteer Acknowledgment Checklist 		
POLICY REVIEWED	November 2022	NEXT REVIEW DATE	November 2023
MODIFICATIONS	<ul style="list-style-type: none"> policy maintenance - no major changes to policy hyperlinks checked and repaired as required minor formatting edits within text continuous improvement/reflection section added additional reference to <i>Student and Volunteer Application Form</i> 		