

Participation of Volunteers and Students Procedure

Procedure

Area Managers and the Nominated Supervisor/Centre Director will ensure that before commencing work at the service, all volunteers:

- Will be interviewed to ascertain their suitability for, and interest in, the tasks they will be undertaking, and to assess whether the volunteer’s goals can be achieved. The interview process also provides an opportunity for volunteers to have their questions answered.
- Reference checks must be undertaken by the Area Manager or Nominated Supervisor/Centre Director, to confirm work abilities and/or character attributes.
- Good practice in volunteer management includes acknowledgement and recognition of volunteer contributions, and this can involve a mixture of formal and informal recognition strategies.
- It is a requirement under the *Education and Care Services National Regulations 2015* that the Nominated Supervisor/Centre Director uses the 4.4.1 Volunteer/Student Record to document the details of all students and volunteers, and must include the full name, address and date of birth of each student or volunteer who participates at the service.
- a record is kept for each day on which the student or volunteer participates at the service, including the date and the hours of participation.
- students and volunteers undertake an induction to the service and complete an induction checklist which should also be stored with the staff record/template
- agreed duties (4.4.2) is completed for volunteers that clearly outlines the tasks that will be performed
- receive an overview of ECMS’s policies and procedures - including an overview of ECMS Child Safety policies and procedures and the legal consequences arising from their breach - and instruction on where to access all policies and procedures.

Additional procedure for students

The nominated supervisor and student will:

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- Clarify the learning outcomes and tasks of the student placement. If the RTO is one that you do not know check the ACECQA website to ensure that the course is recognised. <http://www.acecqa.gov.au/Qualifications.aspx>
- Agree to and plan the student placement, including determining the most appropriate mentor and, if applicable, group.
- Student educator mentors will have had a minimum of two years' experience before mentoring.
- Ensure that all documentation regarding work cover/professional indemnity etc. has been signed and returned to the RTO.
- Provide support and resources to the student-educator mentor and student educator as required throughout the placement
- Monitor the effectiveness and appropriateness of the centre's participation in educator training and adjust the centre's participation accordingly
- Families are informed of the participation of student educators.

The student educator mentor will:

- Plan the student educator's specific participation and learning in collaboration with the student and other team members, children and families.
- Plan a schedule of program participation and completing course requirements with the student educator, including suitable times to meet with other staff as required.
- Provide regular constructive feedback to the student.
- Inform the nominated supervisor as early as possible of any concerns regarding the unsatisfactory performance of the student educator. The nominated supervisor will then contact the tertiary institution concerned.
- Complete the mentor report.

Student educators will be provided with an induction to the service by the nominated supervisor and /or mentor on the first day of attendance. The induction will include:

- A tour of the centre/main service areas.
- Introduction to all staff at the centre/service
- An explanation and discussion of the service's expectations of attendance, behaviour, dress, supervision of children, participation, communication and interactions, privacy and confidentiality and resolving the conflict.
- An outline of the support that will be provided to the student.
- Occupational health and safety requirements.
- Practices to be followed for any child/children with a specific healthcare need, allergy or other relevant medical condition.
- What to do in an emergency/emergency management plans.
- An overview of the main policies and procedures and where to access all policies and procedures.

The student educator will:

- Work cooperatively with service management and implement the service policies.
- Work cooperatively with all employees, volunteers and other students under the guidance and direction of the student-educator mentor and seek guidance and direction as required.
- Plan program participation and a schedule for completing coursework with the student-educator mentor.

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- Discuss curriculum ideas and initiatives with educators.
- All educators, staff and volunteers will respect the unique position of student educators in the service and will facilitate their learning.
- Abide by ECMS policies and procedures and the provisions of the Education and Care Services National Laws and Regulations.

Expectations and roles

Volunteers and students can expect:

- a safe and well-managed workplace
- meaningful work experience with appropriate direction, supervision and training
- recognition for their contribution.

The role that volunteers play in children’s services varies and can include working with groups of children, preparing materials or food, assisting with administrative tasks or working one-on-one with individual children. The children’s service is responsible for ensuring that volunteers are suitable to work with children and that children’s health, safety and wellbeing is protected at all times.

Before participation at the service, a volunteer (aged 18 years or over) must be in possession of a Working with Children (WWC) Check card, unless they are under the direct supervision of an educator who is over 18 years of age and is an educator under the Law. (Certificate III, Diploma or Bachelor).

Students must have a WWC Check.

Parents/guardians of children attending the service are exempt from needing a WWC Check if their child is in attendance or attending the activity/outing.

Volunteers will only be engaged to compliment, not replace, the work of paid staff. Accordingly, services should not engage volunteers to fill the place of an employee who is ill or on leave or to fill a vacant budgeted position.

Volunteers must not be asked to perform tasks:

- that they are untrained, unqualified or too inexperienced to undertake
- that put the children or themselves in a vulnerable or potentially unsafe situation
- where there is a conflict of interest.

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