

# Student, Volunteer and Visitor Policy



<b>Document Title</b>	NQS7.62 Student, Volunteer and Visitor Policy	<b>Version</b>	3a
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<b>Warning - Ensure you are using the latest version of this policy.</b>			
DCC Network/All Organisation Information/DCC Policies/Quality Area 7 – Leadership & service management			

## 1. Policy Statement

River Region Early Education recognises the importance of engaging volunteers, such as secondary or tertiary school students undertaking work experience, vocational placement or a teaching practicum, in building the capacity of individuals and contributing to better outcomes for children. The organisation also recognises the part that visitors play in day-to-day operations and collaborative partnerships with families and communities. We have a commitment to:

- Supporting students and volunteers in their activities and ensuring a safe work space,
- Complying with Regulation around volunteer and student records and authorised persons, and
- Ensuring the health and safety of children is prioritised where non-employees engage with the service when children are present.

## 2. Rationale

This policy gives guidance on the monitoring and support of persons who engage with the organisation without a paid contract of employment, including work experience and vocational placement students, teaching practicum students, volunteers, independent contractors, and visitors. The policy provides guidance on the organisation's obligations to provide orientation, supervision, a safe work space, and support for students and volunteers and sets out parameters for the supervision and recording of visitors to the premises.

For policies and procedures around supporting trainees and employees undertaking study, please see *NQS4.39 Study Time Policy*.

## 3. Scope

This policy applies to all employees, including part-time, full-time, and casual employees, students, and volunteers.

## 4. Responsibilities

It is the responsibility of the General Manager to:

- Approve all student work experience, vocational placement and teaching practicum applications,
- Conduct a risk assessment, create a role profile, and approve all volunteer positions,
- Ensure any volunteer work by persons aged under 18 years is compliant with child employment law and regulations,

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- Ensure all students and volunteers complete an orientation that includes familiarisation with organisational requirements, child safety, child protection law, expectations for their role, and confidentiality,
- Ensure all students and volunteers aged 18 or over have a current and verified NSW Working with Children Check (WWCC) and this is recorded in their personnel file,
- Ensure all students and volunteers are covered by insurance while undertaking tasks for the organisation,
- Ensure volunteers are not engaged to fulfil a role previously undertaken by a paid employee or in place of a paid employee during an industrial dispute,
- Ensure systems are in place to provide required support, instruction, training, and on-going appropriate supervision so students and volunteers stay safe at work and are able to fulfil their role,
- Approve any third-party or internal reports regarding students or volunteers,
- Suspend the practicum of any student where there are allegations of serious misconduct or repeated misconduct and terminate the practicum where the allegations are found to be substantiated,
- Ensure systems are in place to limit access to areas where children are present to authorised persons only,
- Ensure systems are in place to supervise independent contractors while on premises where children are present, and
- Ensure systems are in place to record visitors present on premises.

It is the responsibility of nominated supervisors and responsible persons to:

- Ensure only authorised persons (as defined in Children (Education and Care Services) National Law NSW 2010) are at the service while children are present unless the person is under direct supervision, including independent contractors,
- Inform families and educators when students or volunteers will be present at the service, who they are, and the purpose of their attendance,
- As per Regulation, ensure records are kept of all students and volunteers participating in their service, including full name, address, date of birth and dates and hours of attendance,
- Ensure the student or volunteer has the opportunity to visit the service before placement is confirmed and agrees to the hours and dates of placement,
- Ensure the student or volunteer is supported while undertaking their placement, including appointing a 'buddy' or supervising teacher or lead educator, if required,
- Ensure they are aware of any requirements, protocols or guidance provided by the student's school, university, TAFE or other Registered Training Organisation (RTO),
- Communicate with the General Manager and the student's educational institution where there are concerns about a teaching practicum student's progress or any allegations of serious misconduct or repeated misconduct,
- Complete any reports required by a third-party or the organisation and seek approval from the General Manager, and
- Ensure all visitors to the premises, other than parents/guardians and authorised persons dropping off or collecting children, record their attendance and departure, including their name and the purpose of their visit.

It is the responsibility of employees to:

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- Ensure that students, volunteers, and visitors, including independent contractors, are never left unattended with children, and
- Support the needs of students undertaking work experience and volunteers during their placement.

## 5. Definitions

**Authorised person** – Under the Children (Education and Care Services) National Law NSW 2010,

- a person who holds a current working with children check, or
- a parent or family member of a child who is being educated and cared for by the education and care service, or
- an authorised nominee of a parent or family member of a child who is being educated and cared for by the education and care service, or
- in the case of an emergency, medical personnel, or emergency service personnel, or
- a person who is permitted under NSW working with children law to remain at the education and care service premises without holding a working with children check.

**Responsible person** - The person identified as being in day-to-day charge of a service as defined and required by Children (Education and Care Services) National Law (NSW) 2010.

**Misconduct** – Behaviour that is unacceptable in a work environment and is wilfully done with a wrong intention. Examples include: using abusive language, wilfully contravening workplace policies, excessive and ongoing lateness, knowingly disclosing confidential information, or deliberate misuse of computer systems. Misconduct is more than unintentional inappropriate conduct, negligence, error of judgement or an innocent mistake.

**Serious misconduct** – As defined by the Fair Work Regulations 2009 (Cth), wilful or deliberate behaviour in a way that is inconsistent with continuing a work contract or employment. Examples include: causing serious and imminent risk to the health and safety of another person or to the reputation or profits of the employer's business, substantial and wilful breach of policy, theft, fraud, assault, sexual harassment, being intoxicated (by alcohol or non-prescribed drugs) whilst working, or refusing to carry out a lawful and reasonable instruction that is part of the job.

**Teaching practicum** – A mandatory component of a teacher education program that involves a period of supervised teaching practice in a school or educational setting. A practicum placement generally lasts for several weeks or months and the student works alongside experienced teachers and mentors to develop their skills and knowledge.

**Work experience** – Children enrolled in a secondary school spend unpaid time in an industry or job during a time designated and approved by their school principal. Work experience is a general introduction to the world of work where students are able to observe a variety of work and undertake supervised tasks appropriate to their knowledge and skill level.

**Work placement** - A mandatory requirement of many VET courses, including Industry Curriculum Framework (ICF) and some VET Board Endorsed courses. Students complete a mandated number of unpaid hours with an employer to develop industry specific competencies, employability skills and appropriate work attitudes in a work environment.

**Vocational placement** – Under the Fair Work Act 2009 (Cth) a vocational placement is lawfully unpaid if there is no entitlement to pay for the work the student undertakes, it is done as a

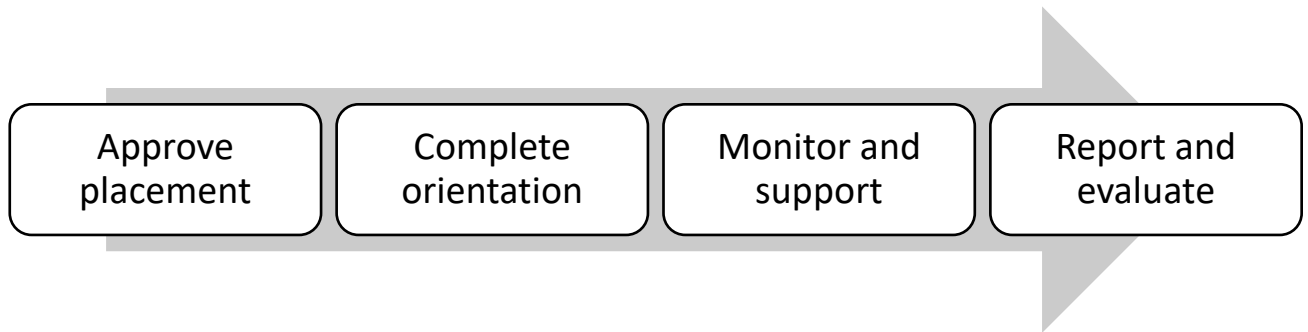
required component of a course, subject or module, and the institution delivering the course is authorised.

## 6. Guidelines

Nil

## 7. Procedure

### a) Work experience, work placement and teaching practicum



#### Approve placement

The General Manager:

- Consults with nominated supervisors and managers to determine the suitability of the placement and their capacity to support and monitor the student,
- Consults with nominated supervisors and managers to identify appropriate hours and dates for placement and supports them to provide a pre-placement visit if needed,
- Consults with nominated supervisors regarding any requirements, protocols or guidance provided by the student's educational institution,
- Approves placement and completes any required documentation, and
- Verifies the student's NSW Working with Children Check if they are aged 18 or over and includes in their personnel file.

The nominated supervisor:

- Informs families and educators of the placement, including the name of the student, the dates and hours of placement and the tasks the student will be undertaking.

#### Complete orientation

The General Manager completes an orientation, or delegates this to another appropriate person. Orientation can be guided by *NQS4.3 A1 Orientation Checklist*.

The student undertaking placement should:

- Complete a *NQS2.62A Student and Volunteer Emergency Information Form*, and *NQS7.6 A1 Confidentiality Agreement*,
- Read and acknowledge key organisational policies, including:
  - Code of Conduct Policy
  - Child Safety and Protection Policy
  - Privacy and Confidentiality Policy
  - Work Health and Safety Policy
  - Interactions with Children Policy

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- Code of Dress Policy
- Tobacco, Drug and Alcohol Policy
- Acceptable Use of Electronic Media Policy
- Be given an orientation to safe work practices and workplace safety, including safe lifting, the location of fire safety equipment, shelter-in-place locations and assembly points, evacuation and emergency response procedures and incident and hazard reporting.
- Be given an orientation to child safety and child protection response, including Code of Conduct, confidentiality of information, supervision of children, how to recognise abuse and neglect, and mandatory reporting obligations and procedures.

### Monitor and support

The nominated supervisor and/or lead educator as delegated, is responsible for ensuring that the student is sufficiently supported and supervised while undertaking the placement. This should include:

- Taking time to introduce the student to other workers and to orient them with the work environment, including daily schedule, breaks and expected tasks,
- Adequate supervision, particularly if the student is aged under 18 years,
- Regular check ins to ensure the student is feeling supported and occupied, and
- The appointment of a 'buddy' or supervising teacher or educator if needed.

Where there are concerns about a teaching practicum student's progress, the following steps should be taken:

- The lead educator alerts the nominated supervisor of the concerns,
- The nominated supervisor and lead educator meet with the student to discuss the concerns,
- The nominated supervisor organises a meeting with the relevant teacher from the student's educational institution to identify strategies to improve progress, and
- Complies with any decision made by the student's educational institution.

Termination of a practicum placement can only be made by the student's educational institution unless there are substantiated allegations of serious misconduct or repeated misconduct.

The nominated supervisor ensures that a record is kept of the student's placement in line with Regulation (149) and includes:

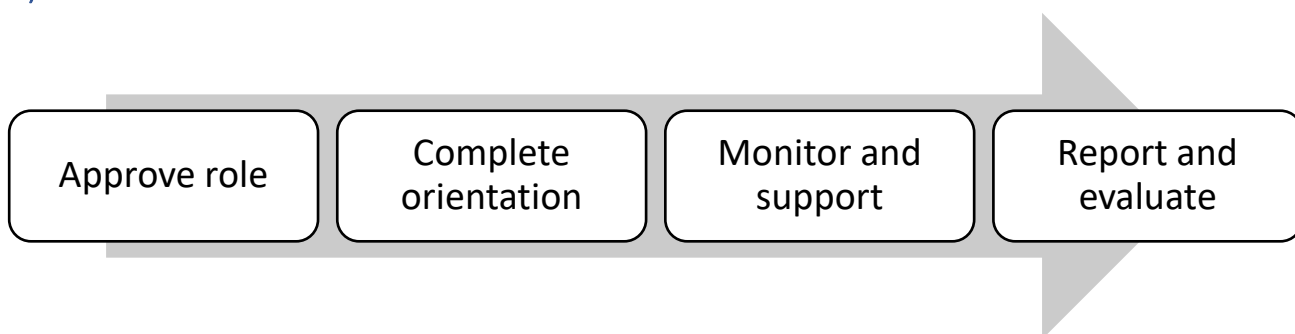
- Full name, address, date of birth, and
- dates and hours of attendance.

### Report and evaluate

The General Manager consults with the nominated supervisor and:

- Completes any evaluation and/or reporting requirement of the student's educational institution, and
- Files a copy of the report in the student's file.

## b) Volunteers



### Approve role

The General Manager:

- Conducts a risk assessment to determine any new volunteer role and any actions needed to mitigate risk,
- Creates and approves a role profile that details expected skills, tasks, and behaviours,
- Consults with nominated supervisors and managers to determine the suitability of a volunteer placement and their capacity to support and monitor the volunteer,
- Consults with nominated supervisors and managers to identify appropriate hours and dates for volunteer placement and supports them to provide a pre-placement visit if needed,
- Approves the appointment of a volunteer, and
- Verifies the volunteer's NSW Working with Children Check if they are aged 18 or over and includes in their personnel file.

The nominated supervisor:

- Informs families and educators of the volunteer placement, including the name of the person, the dates and hours of placement and the tasks the volunteer will be undertaking.

### Complete orientation

The General Manager completes an orientation, or delegates this to another appropriate person. Orientation can be guided by *NQS4.3 A1 Orientation Checklist*.

The person undertaking placement should:

- Complete a *NQS2.62A Student and Volunteer Emergency Information Form*, and *NQS7.6 A1 Confidentiality Agreement*,
- Read and acknowledge key organisational policies, including:
  - Code of Conduct Policy
  - Child Safety and Protection Policy
  - Privacy and Confidentiality Policy
  - Work Health and Safety Policy
  - Interactions with Children Policy
  - Code of Dress Policy
  - Tobacco, Drug and Alcohol Policy
  - Acceptable Use of Electronic Media Policy
- Be given an orientation to safe work practices and workplace safety, including safe lifting, the location of fire safety equipment, shelter-in-place locations and assembly points, evacuation and emergency response procedures and incident and hazard reporting.

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- Be given an orientation to child safety and child protection response, including Code of Conduct, confidentiality of information, supervision of children, how to recognise abuse and neglect, and mandatory reporting obligations and procedures.

### Monitor and support

The nominated supervisor or manager, and/or educational leader as delegated, is responsible for ensuring that the volunteer is sufficiently supported and supervised while undertaking tasks. This should include:

- Taking time to introduce the volunteer to other workers and to orient them with the work environment, including daily schedule, breaks and expected tasks,
- Adequate supervision, particularly if the volunteer is aged under 18 years,
- Regular check ins to ensure the volunteer is feeling supported and occupied, and
- The appointment of a 'buddy' if needed.

The nominated supervisor ensures that a record is kept of the volunteer's placement in line with Regulation (149) and includes:

- Full name, address, date of birth, and
- dates and hours of attendance.

### Report and evaluate

The General Manager consults with the nominated supervisor and:

- Completes any evaluation and/or reporting requirement for the volunteer, and
- Files a copy of the report in the volunteer's file.

## 8. Relevant Legislation, Regulations and Standards

Legislation	
170	Children (Education and Care Services) National Law 2010 – Offence relating to unauthorised persons on education and care service premises
NSW	Children and Young Persons (Care and Protection) (Child Employment Regulation 2015 (NSW)
Cth	Fair Work Act 2009 (vocational placement)
Education and Care Services National Regulation	
149	Volunteers and students (records)
120	Educators who are under 18 to be supervised
National Quality Standards	
2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
6.2.3	The service builds relationships and engages with its community.
7.1.3	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.
Child Safe Standards	

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3	Families and communities are informed and involved
5	People working with children are suitable and supported

### 9. Related Documents

<b>Doc #</b>	<b>Attachments</b>
NQS7.62A	Student and Volunteer Emergency Information Form

<b>Doc #</b>	<b>Intersections with other key documents</b>
NQS4.39	Study Time Policy
NQS4.3 A1	Orientation Checklist
NQS7.6 A1	Confidentiality Agreement

### 10. Document Control

<b>Doc #</b>	<b>Doc Title</b>	<b>Version</b>	<b>Approved</b>	<b>Next Review</b>
NQS7.62	Volunteer and Student Policy	1	February 2014	February 2017
NQS7.62	Student and Volunteer Policy	2	August 2020	August 2023
NQS7.62	Student, Volunteer and Visitor Policy	3	September 2023	September 2026
NQS7.62	Student, Volunteer and Visitor Policy (minor change due to name change)	3a	January 2024	September 2026