

## Volunteers and Student Policy

Quality Areas: NQS 4 Staffing Arrangements

Policy Owner: Professional Learning

Why this is  
*important*

### 1.0 Introduction and Purpose

We hold a deep appreciation for the contributions of volunteers and students within our community. Their presence enriches our environment, providing valuable learning opportunities and fostering connections with the broader community.

Our commitment to providing a safe and nurturing environment for all children is unwavering. To ensure the safety and well-being of every child entrusted to our care, we recognize the importance of establishing clear guidelines and practices for the engagement of volunteers and students.

This policy serves as a cornerstone in our efforts to maintain a safe and supportive environment for children, families, volunteers, and students alike. It outlines our commitment to upholding the highest standards of safety, professionalism, and ethical conduct in all interactions within our centres.

By adhering to the principles outlined in this policy, we reinforce our dedication to creating environments where every child can flourish, and every volunteer and student can contribute positively to their growth and development.

### 2.0 Who does this policy apply to:

ALL Team Members, students and volunteers

### 3.0 What is our Policy:

We are dedicated to implementing and upholding Child Safe Standards to ensure the well-being and safety of all children in our care. Volunteers and students are expected to adhere to all Guardian policies, including the Child Safe (Organisation) Policy, Code of Conduct, Suitability to Work and Child Protection and Mandatory Reporting Policy. This includes compliance with the following requirements:

- All volunteers and students must possess a valid Working with Children Check (WWCC) or its state-based equivalent before commencing their participation at the centre. This information must be verified by each centre team.
- Volunteers and students must not be included in ratio and must not be left unsupervised at any time.
- If a student is employed by Guardian and their practicum placement agreement states they can work in ratio, they may be rostered in the staffing ratio. Where this is the case, this should be communicated to teams and families.
- Volunteers and students must complete the Visitors Log each day they attend a centre and complete the Educator Log when they move between rooms
- All volunteers and students must take direction from the team they are working with and the Responsible Person on Duty
- Volunteers and students must clearly communicate their days and hours of attendance and ensure they are identifiable within the centre environment.

- By reporting any concerns related to a child's welfare or observations of conduct that breaches Guardian's Code of Conduct, Zero Tolerance Poster, or policies and procedures to a Responsible Person. Students and volunteers who witness child harm incidents must report the incident immediately to the Responsible Person on duty immediately.
- Interacting positively with children and involving them in decision-making processes as appropriate, with guidance from team members.
- Maintain confidentiality and privacy requirements with children, families, and team information. This includes always maintaining confidentiality and managing documents and information sensitively and as directed by the Lead Educator, Centre Manager or Responsible Person.
- All students and volunteers will to be provided with an induction that this specific to their role. It will include information about Child Safe Standards, how to raise concerns and other relevant centre information to support their inclusion at the centre.

#### 4.0 Volunteer and student participation

The Lead Educator/teacher in the room where the student/volunteer is completing their placement/visit is responsible for ensuring they clearly understand their role and responsibilities. For students this should be in alignment with those indicated by the Secondary or Tertiary institution.

Students and volunteers are expected to conduct themselves professionally at all times and use their judgement to take appropriate action in support of our policies, particularly those relating to the safety and wellbeing of children and adults.

#### 5.0 Responsibilities

The **Approved Provider** will

- Develop systems, policies and processes to support our centres to safely engage students and volunteers
- Where applicable, establish partnership agreements with tertiary institutions and sector bodies to ensure an effective placement program in our centres
- Communicate and support our centres where there are changes to tertiary institutions (e.g. cancellation or suspension of an RTO) that may impact student placement
- Provide information regarding Guardian employed team members who are undertaking a practicum placement in one of our centres
- Determine if centres can effectively support students and where this is the case will communicate to the tertiary institution and Nominated Supervisor (Centre Manager)

**Centre Managers / Nominated Supervisors** will:

- Ensure all students/volunteers meet the requirements of our Suitability to Work Policy
- Ensure students/volunteers have access to all policies and procedures, including all Child Protection policies, related processes and the Code of Conduct
- Ensure they and their team provide ongoing supervision, guidance, and support to ensure students/volunteers understand and consistently follow these expectations
- Ensure volunteers/students and parents/guardians do not work alone with children and are well supervised (unless they are a Guardian Team Member and their practicum placement agreement allows them to complete their practicum in ratio)

- Communicate to families and team members where a Guardian Team Member undertaking a practicum is rostered in ratio
- Ensure a thorough induction for volunteers/students, covering safety, identifying hazards, communication, and emergency procedures is completed
- Ensure all volunteers/students know about children with special needs or medical conditions and offer necessary support.
- Ensure all volunteers/students sign the Visitors Log on the days they attend, complete the Educator Log when they move between rooms and take direction from the team members they are working with.

We recommend **Centre Managers/Nominated Supervisors (NS)**:

- Ensure volunteers are only family members and volunteering only occurs in their child/s room
- Make the final decision about who and when a person can join the centre as a student or volunteer

**Team Members** will:

- Communicate to families in advance any volunteers supporting teams in rooms or attending excursions. This communication must include the date, time and the group of children and teams they will be with.
- Ensure volunteers/students and parents/guardians are never left alone with children and are not included in ratio.
- Know which practicum students work with Guardian and their placement agreement allows them to be rostered and work in ratio
- Maintain professionalism when interacting with volunteers/students.
- Ensure students/volunteers understand their role and responsibilities
- Ensure a student/volunteer does not provide first aid unless they have a valid First Aid qualification and it is under the direction and supervision of a team member or is an emergency.
- Ensure a student/volunteer does not undertake personal care routines unless they have read and understood the relevant policy/process and they are under the direction and supervision of a team member.
- Escalate any concerns where they believe a student/volunteer does not meet the requirements of our Suitability to Work Policy

We recommend **Team Members**:

- Offer guidance and support to volunteers/students whenever necessary
- Ensure where families are volunteering this occurs only in their child/s room
- Ensure all students have a completed Student Profile Card on display in a location visible to families prior to their commencement
- Communicate the student's role and responsibilities during the placement, especially if they may be involved in care routines (e.g. nappy change, putting a baby to sleep etc). This gives families the opportunity to ask questions or let us know if they prefer that the student not participate in care routines with their child

**Volunteers and Students** will:

- Adhere to our policies, procedures and the Code of Conduct
- Provide required personal information for record-keeping

- Undertake any training as required prior to or during their placement/visit
- Complete a Working with Children Check (WWCC) or state-based equivalent before starting placement, in line with our Suitability to Work Policy
- Complete the induction process and checklist before starting at the Centre
- Complete a student profile card prior to the commencement of their placement and provide this to the centre for display. This requirement does not apply to volunteers.
- Sign in and out of the Visitors Log each day of attendance and complete the Educator Log when moving between rooms
- Respect confidentiality regarding children, teams, and families
- Refrain from removing confidential documents from the Centre.
- Follow instructions from team members to maintain child and adult safety.
- Not provide First Aid unless they have a First Aid qualification, are directed and supervised by a team member or in emergency.
- Not undertake personal care routines (e.g. nappy changing, showering, putting a baby to bed etc) unless they have been shown the relevant policy/procedure and are being supervised by a team member
- Report and assist with any incidents, observation or concern where a child is harm, injured or where supervision is compromised

#### Family and Community will:

- Who attend our centres in the role of a student/volunteer will follow our policies, related procedures and our Code of Conduct
- Follow directions of Guardian Team Members

### 6.0 Tools and Resources

The most important documents I need are:	Other supporting documents will include:
<ul style="list-style-type: none"> <li>• Child Safe Organisation Policy</li> <li>• Code of Conduct</li> <li>• Child Protection and Mandatory Reporting Policy</li> <li>• Suitability to Work Policy</li> <li>• Student Record and Induction Checklist</li> <li>• Volunteer Induction Checklist</li> </ul>	<ul style="list-style-type: none"> <li>• Guardian Student Training Log</li> <li>• Student Teacher Prac Guide for Centre Leadership Teams</li> <li>• FAQs Student Teacher Practicum Mentor</li> <li>• Guardian Student Training Checklist</li> <li>• Student Practicum Centre Self-Assessment</li> <li>• Student Teacher Practicum Cheat Sheet</li> </ul>

### 7.0 Sources

[National Law | ACECQA](#)

[National Regulations | ACECQA](#)

[Guide to the National Quality Framework 2018](#)

#### VERSION CONTROL

<b>Policy owner</b>	Chief Quality and Curriculum Officer		<b>Content author</b>	National Safety and Compliance Manager	
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