

Background

Students from universities, TAFEs and RTOs need to spend time working in early childhood 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 Services 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 always follow the Services policies and procedures. 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. The induction places special emphasis on confidentiality, health and safety, and respectful relationships with others. It concludes with a walk through of 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 always adhere to the Services policies and procedures. In addition, they are required to sign a Confidentiality Agreement and complete Child Protection Training. Refer to the Services 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
 - A written statement on what is expected of them by their university, school, or training organisation
 - 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 immediately.
- 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, volunteers and visitors are to complete the Students, Volunteers and Visitors Sign-in Sheet. Details to be provided in the book are the date, printed name, address and phone number, brief reason for visiting, time in and time out, and signature. Students and regular volunteers also provide blue card details, and their actual hours of participation in the Service.
- The Approved Provider or Nominated Supervisor maintains a record for each day on which the student or volunteer participates in the Service, and the dates and hours of participation.
- Students and volunteers are to always remain within sight and sound of an educator, including excursions, when in the presence of children i.e., they are not to be left alone with a child. Students and volunteers are not to be included in educator-to-child ratios at any time.
- The placement of students or visitors at the Service will be terminated if they do not adhere to the Services policies and procedures or for conduct deemed by the Nominated Supervisor/Approved Provider as inappropriate.

Visitors

- Visitors can only enter the Service with the permission of the Nominated Supervisor and are always accompanied by a staff member they are in the Service.
- 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.
- 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.

Additional safe practices for babies

- To ensure students understand and adhere to the Services 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 Services 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 Training
- Students, Visitors and Volunteers Sign-in Sheet
- Student and Volunteer Induction Checklist

Links to other policies

- Child Protection and Risk Management Policy
- Excursions and Incursions 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

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

QA	2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
	2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented
	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
	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
	4.2.2	Professional standards guide practice, interactions and relationships
	7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service
	7.1.3	Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service

Sources

- Education and Care Services National Regulations 2011 (current version)
- Guide to the National Quality Standard 2018 (latest update available from ACECQA website)

Further reading and useful websites

- Australian Children's Education and Care Quality Authority (ACECQA). (2023). Guide to the National Quality Framework. <https://www.acecqa.gov.au/nqf/about> accessed 24 June 2025
- Department of Education (Australian Government). <https://www.education.gov.au/> accessed 24 June 2025
- Queensland Government – Early Childhood Education and Care. <https://earlychildhood.qld.gov.au/> accessed 24 June 2025

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	Kaylene Harper	Updated to changed NQF requirements 1 February 2018.	January 2019
2	6 February 2019	Kaylene Harper	Reviewed policy. Accessed sources and further readings.	February 2020
3	31 January 2020	Kaylene Harper	Reviewed policy. Accessed sources and further readings	January 2021
4	25 September 2020	Kaylene Harper	Reviewed policy. Accessed sources and further readings.	September 2021
5	10 September 2021	Kaylene Harper	Reviewed policy	September 2022
6	7 October 2022	Linda Hollard	Reviewed policy	October 2023
7	23 August 2023	Grace McKinstry	Reviewed Policy Accessed sources and further readings.	August 2024
8	9 July 2024	Tiffany Boeske	Reviewed policy Accessed sources	July 2025
9	24 June 2025	Gen Mahaki	Reviewed policy. Updated sources and further reading.	June 2026