

## Procedure HR:01.03 Student, volunteer and external contractors



### Policy – Recruitment

Area – People and Culture

#### Document Control

Responsible Officer: General Manager People and Culture	Procedure Number: HR : 01.03
Contact Officer: Recruitment Manager	Policy Area: Recruitment
Effective Date: 1 December 2015	Review Date: 1 December 2016

#### Scope

This procedure provides a framework to guide all actions for the C&K board, C&K staff, C&K central, C&K branch services, C&K family day care services, C&K family support services, children, parents, volunteers, contractors and any visitors to C&K services.

This procedure excludes C&K affiliate and associate members.

Failure to adhere to this policy, or any of its associated documents, may result in disciplinary action being taken up to and including termination of employment for employees, refusal of service for customers, and/or the dissolving of contractual agreements with suppliers, partners and individuals outside of C&K.

#### Introduction

C&K values the contributions made by students, volunteers and external contractors who spend time at and contribute to C&K services and programs. Students, volunteers and external contractors can enrich learning programs, improve children's learning and developmental outcomes and strengthen the delivery of quality C&K programs. Additionally, students, volunteers and external contractors assist with building connections with the community and supporting families. Supporting students is also important to the sustainability of a strong and capable future early childhood education and care workforce.

C&K is also committed to maintaining a safe and supportive environment for children, staff and all visitors. For this reason, it is vital that all students, volunteers and external contractors undertake a comprehensive induction and appropriate checks are completed before commencing working with children / undertaking duties.

#### Definitions & acronyms

<b>External Contractor</b>	<p>For the purposes of this procedure, an external contractor is a guest of C&amp;K, is a person working directly with children (e.g. speech therapists, health professionals etc.) and meets or goes beyond the following frequency test:</p> <ul style="list-style-type: none"> <li>• Eight consecutive days, or</li> <li>• Once a week, each week, over four weeks, or</li> <li>• Once a fortnight, each fortnight, over eight weeks, or</li> <li>• Once a month, each month, over six months</li> </ul> <p>BAS contractors do not come under scope of this procedure. (A BAS contractor covers a range of bookkeeping and BAS activities and includes providing BAS advice, reconciling, preparing or lodging activity statements or representing clients to the ATO). An External contractor who does not meet the above frequency test does not come under the scope of this procedure and is defined as a C&amp;K visitor. Please follow <i>SO: 01.23 Procedure Visitors</i>.</p>
----------------------------	--

**Procedure HR:01.03**  
**Student, volunteer and external contractors**



Policy – Recruitment

Area – People and Culture

<b>Student</b>	<p>For the purposes of this procedure a student is a person:</p> <ul style="list-style-type: none"> <li>• Associated with a Registered Training Organisation (RTO) and is a guest of C&amp;K / service <b>and will be</b></li> <li>• Observing or supplying information to ten or more people, <b>and</b></li> <li>• The activity is for ten days or less on no more than two occasions per year, <b>and</b></li> <li>• Will not be alone with a child without another adult present.</li> </ul> <p>A student who does not meet the above frequency test does not come under the scope of this procedure and is defined as a C&amp;K visitor. Please follow to <i>SO: 01.23 Procedure Visitors</i>.</p>
<b>Volunteer</b>	<p>For the purposes of this procedure a volunteer is a person:</p> <ul style="list-style-type: none"> <li>• Is a guest of C&amp;K / service <b>and will be</b></li> <li>• Observing or supplying information to ten or more people, <b>and</b></li> <li>• The activity is for ten days or less on no more than two occasions per year, <b>and</b></li> <li>• Will not be alone with a child without another adult present.</li> </ul> <p>A volunteer can be a parent / guardian or family member of a child enrolled at a service. A volunteer who does not meet the above frequency test does not come under the scope of this procedure and is defined as a C&amp;K visitor. Please follow to <i>SO: 01.23 Procedure Visitors</i>.</p>
<b>Visitor</b>	<p>Any guest (not employed by C&amp;K or at the service / site) of C&amp;K at a service / site that does not meet the criteria / definition of an external contractor, student and volunteer. A visitor can be a parent / guardian or family member of a child attending at a service. Visitors do not come under the scope of this procedure. Please follow <i>SO: 01.23 Procedure Visitors</i>.</p>

For further definitions and acronyms please see the overall C&K definitions and acronyms glossary.

**Procedure**

**1.0 Before commencing work**

**1.1 The Student / Volunteer / Contractor cannot commence work until the following tasks have been completed:**

- a. Determine if person is a student, volunteer or external contractor (refer to definitions above). If the person is defined as a visitor please follow *SO: 01.23 Procedure Visitor*.
- b. The Manager sends an email to [recruitment@candk.asn.au](mailto:recruitment@candk.asn.au), stating they are wanting to register a student/volunteer/external contractor and provides the following information:  
**Contractor:** Company name/Contractor name  
**Student:** Surname/First name/Education institute  
**Volunteer:** Surname/First name
- c. C&K recruitment team registers the student/volunteer/external contractor and then sends the registration, kiosk log-in details (policy access), induction presentation link and the volunteer/student/external contractor induction checklist to the Manager of the

## Procedure HR:01.03 Student, volunteer and external contractors



### Policy – Recruitment

#### Area – People and Culture

service or business unit where they will be working. The Manager works through the Student/Volunteer/External Contractor Induction checklist with the prospective volunteer/student/external contractor. This can be done on site or some parts the student/volunteer/external contractor may choose to do at home

- d. The student/volunteer/external contractor views the *C&K Student, Volunteer and External Contractor Induction Presentation (as per link on checklist)*
- e. The student/volunteer/external contractor completes an onsite induction covering all items listed on the HR:01.03.F1 Form – *Student/Volunteer/External Contractor Induction checklist*
- f. The student/volunteer/external contractor and Manager signs the HR:01.03.F1 Form – *Student/Volunteer Induction checklist* to confirm that Induction has been completed
- g. All required documents (e.g. blue card records, reference checks, signed induction checklist) are scanned and sent back to the C&K recruitment team at [recruitment@candk.asn.au](mailto:recruitment@candk.asn.au)
- h. The recruitment team updates the online student/volunteer/external contractor register on the intranet and confirms back to the Manager that the student/volunteer/external contractor is now approved to work
- i. The recruitment team creates a personnel file for the student/volunteer/external contractor and electronically files the information. A personnel file is not required for a parent / guardian volunteering at their child's service
- j. The ongoing management of the student/volunteer/external contractor is the accountability of the Manager at the service or business unit where they are working

#### 1.2 Blue card records

- If a \*student, \*volunteer or external contractor **has** a valid blue card, an Authorisation to confirm a valid card / application must be completed. Please refer to HR: 01.02 Procedure Blue Card Records
- If a student, volunteer or external contractor **does not** have a blue card, they **cannot** commence child related work **until** they receive / hold a valid blue card

Note: \*A high school student completing work experience or parent / guardian volunteering at their child's services do not require a blue card.

#### 1.3 Reference checks

- The nominated supervisor / manager (or delegate) must complete a minimum of one (1) reference check (via HR:01:03.T1Template Student and volunteer reference check) for all students and \*volunteers. A referee can be a representative from the training / education provider
- Branch service - The nominated supervisor / manager will return the completed reference check with all other documentation as listed in the above procedure

\*A reference check is not required for an external contractor or parent / guardian volunteering at their child's service

## Procedure HR:01.03 Student, volunteer and external contractors



### Policy – Recruitment

Area – People and Culture

---

#### **1.4 Induction**

- Before commencing child related activities all students, volunteers and external contractors must undertake a comprehensive induction. The induction will cover key C&K policies and procedures and onsite / service information
- Services / sites are encouraged to create / maintain a student / volunteer / external contractor induction folder with key induction information and supporting documents (including this procedure and key policies listed below)
- The nominated supervisor / manager (or delegate) will complete an onsite induction covering all items on HR:01.03.F1 Form – *Student / Volunteer / External Contractor Induction Checklist*
- The student / volunteer / external contractor will view the *C&K Student, Volunteer and External Contractor Induction* presentation available on the C&K intranet
- The student / volunteer / external contractor will be provided time to read key C&K policies and procedures listed on the student/volunteer and external contractor checklist.
- The student / volunteer / external contractor are encouraged to ask the nominated supervisor / manager if they have any questions regarding C&K policies and procedures during induction and throughout their association with C&K / the service
- The nominated supervisor / manager will sign the HR: 01.03.F1 Form – *Student / Volunteer / External Contractor Induction Checklist* to acknowledge all items of the induction have been completed
- The student / volunteer / external contractor will sign the HR : 01.03.F1 Form – *Student / Volunteer / External Contractor Induction Checklist* to acknowledge all items of the induction have been completed and the student's / volunteer's / external contractor's compliance to C&K policies and procedures whilst at the service

#### **1.4 Communication**

- Before commencing the nominated supervisor / manager (or delegate) will inform children, parents / guardians and team members the student / volunteer / external contractor will be commencing

#### **2.0 Whilst working at the service**

##### **2.1 Responsibilities of the nominated supervisor / manager**

- Student, volunteer or external contractor must never be left in sole charge of children
- Student, volunteer or external contractor is always supervised by a paid employee
- Student, volunteer or external contractor consistently implements C&K policies and procedures and service / site local protocols. When required, provide the student, volunteer or external contractor with advice, support and direction to meet C&K policies and procedures and service / site local protocols
- The allocated supervising educator / staff member meets with the student daily to discuss their progress and practicum requirements
- Introduce the student, volunteer or external contractor to children, families and staff

##### **2.2 Responsibilities of the student, volunteer and external contractor**

## Procedure HR:01.03 Student, volunteer and external contractors



### Policy – Recruitment

Area – People and Culture

- Consistently implement C&K policies and procedures and service / site local level protocols
- Follow the directions of C&K employees
- Respectfully interact with C&K children, families and staff
- Maintain confidentiality of personal information of children and families:
  - Do not share personal child, family and/or staff information with others outside the service
  - Parents volunteering at their child's service must ensure any personal child and family information learnt whilst volunteering must not be shared with other service families
  - Do not take images of children or make sound recordings of children's voices unless prior written parent / guardians authorisation has been obtained and do not share on any social media streams
- Be punctual and complete visitor sign in and out register daily. If absent, contact the nominated supervisor / manager as soon as practical
- Share ideas and contribute to the program / team
- Demonstrate initiative
- Seek the guidance and direction of the nominated supervisor / manager / other staff
- Immediately report / escalate concerns (including suspected / allegation of child harm inside and outside the service / site) or grievances to the nominated supervisor, manager and children's services manager
- **Do not:**
  - Administer children's medication or first aid
  - Use a mobile phone whilst working with children / families or completing work tasks. Mobile phones must be stored with other personal items in secure location
- **Do not** complete the following unless supervised by a staff member:
  - Undertake children's toileting and nappy change routines
  - Communicate with parents / guardians or clients

#### Links to associated documents

<i>C&amp;K publication</i>	<i>Presentation - C&amp;K Student, Volunteer and External Contractor Induction</i>
<i>HR :01:03.T1</i>	<i>Template - Student and volunteer reference check</i>
<i>HR: 01.02</i>	<i>Procedure - Blue Card Records</i>
<i>HR : 01.03.F1</i>	<i>Form - Student/Volunteer/External Contractor Induction checklist</i>
<i>SO:01.23</i>	<i>Procedure - Visitors</i>