



## **Guidelines for Student Community Service Volunteers**

### **Induction of Student Volunteers**

The Community Service Coordinator prepares student volunteers for their placement through information sessions held during Year Meetings. Students are also provided with a booklet outlining information pertinent to their service. Areas include:

- Rights and responsibilities of being a student in a workplace
- Roles of the volunteer and the supervisor
- Personal grooming and hygiene
- Communication strategies and courtesy protocols
- Accident procedures
- Student travel to and from the workplace
- Interpersonal skills

Students are encouraged to find suitable activities that will enable them to give back to the community by way of time, effort and/or expertise and skill. Students are required to read the Student Community Service booklet that contains instructions and also the relevant information pertaining to the activity sent to them via email, hardcopy or from the College portal.

### **Assessing and Minimising Risks for Students**

Prior to volunteer placement organised by the College, a risk analysis of the following is carried out:

- environment;
- transport arrangements;
- level of each student's capacity in relation to activities to be conducted;
- special needs of the students;
- capabilities of the supervisor/supervisory team; and
- Involvement of external providers.

## **Parental Consent for Student Volunteer Placements**

The parent / guardian is required to sign a consent form for each placement. Information is provided to the parent/guardian to enable them to make an informed decision about their daughter's participation in the volunteer placement. On occasion, if the activity is off campus during school hours, a letter is sent home to the parent/guardian that details:

- The volunteer program and how it fits in with the school values
- Location of the placement
- Days and dates of placement
- Student contact arrangements during the placement
- Supervision to be provided
- Special clothing or other items that may be required
- Procedures in case of student illness or accident whilst on the placement

A signed parent / guardian consent relating to the details of the placement is retained by the College. These records are retained by the College for a period of seven years after the student turns 18 years of age.

Once the placement has been confirmed with the parent/guardian the College then sends the following to the supervisor:

- Confirmation of the placement
- Insurance details
- Details of the College contact person
- Details of the days and dates of the student placement
- Emergency contact and relevant health/medical details for the individual student

## **Student Transport to Volunteer Placements**

The coordinator must ensure that arrangements for the safe transport of workplace learning participants have been made.

1. During School Hours -Students are transported on school bus which are maintained and serviced under the maintenance department.
2. After School Hours -Students may travel independently to the volunteer organisation. The parent/guardian is made aware of the necessity to arrange the travel of their daughter to and from the organisation. Before placements are allocated a check is made on whether the student can travel to the organisation with ease.

Vehicles driven by students must comply with the Road Licensing requirements and the student must have a current driver's license.

## **Assess a Student's Capacity**

Students have the opportunity to nominate the industry area in which they would like to complete their volunteer placement. The parent/guardian also has the opportunity to be involved, either by discussing volunteer possibilities with the Community Service Coordinator or by arranging their own volunteer placement.

In order to assess a student's capacity to be involved in workplace volunteering, the Coordinator should follow the following steps.

### **Student Selection**

The following stages are involved in student selection:

- complete an Application Form if required or sign up in Student Services
- complete a parental consent form if undertaking an activity organised via the College

The following points are taken into consideration when assisting students with volunteer placement:

- the student's age, experience, maturity, capabilities and suitability in the context;
- the student's prior experience and knowledge of the industry;
- information about any special needs of the student; any disabilities, special needs or health (special needs students, including students with physical or intellectual disabilities, may require other considerations and additional support at the beginning of the volunteer placement);
- Emergency/Health Care requirements;
- preferences or particular interests expressed by the student;
- cultural needs; and
- access to transport.

## **Assessing the Workplace Environment**

The College establishes the appropriateness of a volunteer placement by assessing the suitability of the premises in which the student is to volunteer. Criterion used to judge the suitability include but are not limited to:

- assess the suitability of the premises in which the student is to volunteer. The Coordinator must be satisfied that the workplace is acceptable and suited to the student's needs and abilities and will not involve activities likely to cause injury;
- assess the workplace learning supervisor's suitability to be entrusted with supervision, taking into account work practices including workplace policies on bullying and harassment, safety procedures and the preparedness of workplace staff to support the student;
- that the placement is confirmed in writing; and
- that all legislative requirements are adhered to in terms of the student's placement.

The College assists organisations with the volunteer placements once appropriate procedures have been followed as outlined by the Community Service Coordinator. Other volunteer placements may be nominated or organised by a student's family. In this instance, the parent/guardian has the responsibility to ensure that the placement is suitable. This is communicated via the Penrhos Community Service Portal page and also in the student Community Service Booklet.

During the placement the organisation supervisor has emergency contact details for the student, either via their service booklet or the Community Service Coordinator. The supervisor is responsible for signing off on a student's booklet once she has completed her volunteer session. The Community Service Coordinator will manage any issue relating to the placement raised by the student, parent/guardian or organisation.

Observation and questions to ascertain if this is a suitable placement for a student could include, but are not limited to:

- Is there an Occupational Safety and Health induction program tailored to students?
- Is the workplace clean and tidy?
- Are there any obvious hazards present?
- Are there emergency exit signs displayed?
- Are emergency exits clear?
- Is an evacuation plan clearly displayed throughout the workplace?
- Is the evacuation plan legible and easy to understand?
- Are there fire extinguishers present in the workplace?
- Is there a first aid kit?
- Premises have clean and accessible amenities?

### **Assessing the Skills of the Supervisor / Supervisory Team**

The College determines the suitability of the supervisor to supervise the volunteer student on placement. If there is a problem the College acts swiftly to remove the student from the placement and no other student will be allocated to this organisation.

The College owes a duty of care to all students and has processes in place to ensure that the supervisor of the volunteering activity has the appropriate experience, skills and knowledge to:

- identify and establish a safe workplace learning environment; and
- monitor and assess the well-being of the student.

The Coordinator or agent must determine a safe working environment for students and monitor and assess the well-being of the student.

Where non-teaching staff, external providers or volunteers agree to supervise students in the absence of a member of the teaching staff, the coordinator should consider the suitability of that adult to supervise students, taking into account the:

- number of students involved;
- age of the students, experience and capabilities;
- activities to be undertaken;
- characteristics of the workplace; and
- skills and experience of the supervising adult.

## **Assess the involvement of external agency**

When an external agency is involved, the coordinator must check that:

- all necessary processes are in place to ensure that the external agency and staff are competent and possess the necessary police clearances and Working with Children checks;
- the roles and responsibilities of the relevant parties within the external agency are identified and documented;
- the external agency has the appropriate level of public liability insurance.

## **Emergency Response Planning Processes**

Emergency response procedures follow the College crisis management plan.

All details relating to any critical incident need to be fully recorded and filed; all relevant parties need to be informed in writing and notes of any telephone contact made.

## **Insurance Details and Processes**

Employers are provided with a letter indicating details of insurance cover held by the school on behalf of the student.

It is not essential for the school to request a copy of the employer's insurance policy or certificate.

All insurance claims must be processed after appropriate liaison with the insurer; all appropriate records must be maintained.

At the conclusion of the volunteer placement feedback is sought and a student has the opportunity to rate the suitability of the placement. If it is indicated the placement is unsuitable – the Community Service Coordinator meets with the individual and the organisation is removed from the database and feedback provided to them.

## **Establishing Supervision Strategies**

Where applicable, students are visited while they are on their volunteer placement by a member of the teaching staff. If a problem arises in the placement the supervisor will be contacted as soon as possible to resolve any issue. If a student requires assistance they are also phoned as soon as possible.

## **Developing a Means of Student Identification in the Workplace**

Students are all required to wear a badge/clothing to identify they are a volunteer student from Penrhos College. If the organisation has its own preferred method of identification the students are informed they need to comply with the requirement of the organisation.

## **Developing Communication Strategies**

When off campus, a student is to carry the telephone number of their supervisor, the Community Service Coordinator and the Student Services Administrator. They are advised to phone these numbers if there is an issue that needs to be resolved. If the volunteer placement is organised by a parent/guardian, then it is the responsibility of the parent/guardian to inform the student and supervisor of their contact details.

## **Retaining records**

Records of a student's participation in volunteer activities must be retained by the school for seven years.

Of particular importance in the records management process are signed approval forms from parents, details of volunteer visits by the school, records of any comments about the safety or otherwise of the workplace, any critical incident reports and any medical records or insurance claims.