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Operations Manual/Employee Handbook

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Welcome

Welcome to AARAS Education. AARAS Education is a local business that has been established to provide opportunities for young learners to engage in meaningful play that ignites their curiosity and provides them with resources for an engaging and experiential learning. You will be playing a critical role in facilitating this process and we look forward to working with you.

Our Programs

- Our programs make use of LEGO® Education resources and provide recreational and educational activities in a range of settings. Our programs are designed for children from 3-18 years of age.
- Our programs are designed to engage children through real-life application of Science, Technology, Engineering, Maths (STEM) principles and problem solving in a fun, guided and non-competitive environment
- Each workshop will focus on one of the focus areas where children will be presented with a project or a problem and will be asked to develop a solution with assistance from the instructors
- Our programs run during school terms and school holidays. During school term, we run programs after school hours, late afternoon or early evenings. We also run workshops during weekends and school holidays. School holiday workshops are longer in duration and either be a full or half day.
- In addition, we run special workshops from time to time at local venues as well as birthday parties.

Your Role

- Facilitate workshops and birthday parties with pre-school and school age children using LEGO® Education and other resources.
- Transport, store, clean and safeguard workshop resources.
- Develop workshop programs and provide feedback from children and parents.
- Promote workshops to current and new customers.
- Promote safe work environment and follow operational guidelines.
- Identify, remove, reduce and report risks, hazards and incidents.
- Communicate with parents and other staff as required.
- Other reasonable tasks as directed from time to time.

Your Responsibilities

Working with AARAS Education is fun but also comes with responsibility. You will be representing the company and you are required to adhere to the following guidelines at all times.

- Professional Conduct – You must always present yourself in a professional manner with children, parents and other staff. This includes being courteous, polite, punctual at all times.
- Working with Children’s Check (WWCC) – You must maintain a current and valid WWCC and notify us of any change in the circumstances or incidents immediately.
- Risk Management and Incident Reporting – You must at all times be aware of and manage risks proactively. This includes identifying and removing potential hazards and reporting all incidents. See Risk Management section for more information.

- Follow the program structure and operational guidelines.

Dress Code

- You are expected to wear smart casuals or uniform if provided.
- You must also wear covered shoes at all times.

Shifts

- Whilst shifts will be confirmed a week in advance, you may be asked to work at a short notice at times to cover other staff.
- You are required to provide at least three days' notice if you are not going to be able to work at your allotted shift.
- Please provide as much notice as possible if you will not be able to work during your allotted shift due to sickness.

Payment & Superannuation

- Timesheet will be maintained to match your roster. Please notify us in writing if additional hours were worked and the circumstances.
- You will be paid once a fortnight in your nominated bank account. Payslips will be emailed to you.
- Expenses will not be reimbursed unless otherwise authorised in writing prior to incurring them.
- You have a choice of your super fund.

Before, During and After the Workshop

Before

- Arrive early to ensure you have enough time to pick up and organise the kits. Check that you have collected the first aid kit as well.
- Wait for the class and teacher to vacate the room before entering.
- Scan for potential hazards or risks and take appropriate action.
- Sign in all the kids as they arrive.
- Start the workshop on time.

During

- See Dealing with Children section below.
- Do not leave children unsupervised at any point.
- Photographing children is only permitted where their parents or guardian has provided consent or in a way where children cannot be identified.
- Use of personal phones should be limited to emergencies only while the workshops are in session.

After

- Account for and pack up all equipment neatly.
- All children must be signed out by a parent/guardian or an authorised person.
- Use emergency contacts if a child is not picked up in time.
- Lock the premises as per instructions provided.
- Return the kits as per instructions provided.

Dealing with Children

Always remember, your role is to facilitate and not to direct. Participate as equals, rather than superiors.

DO

- Do interact and listen to the children as they arrive from school. This is when they have the greatest need to share their day with a special adult.
- Do learn each child's name and use it. Do smile!
- Do allow the children to learn and grow with their own hands-on experience. When we take over a project or change it, we are telling the child it is not good enough.
- Do learn to tell a child you were wrong or sorry, when or if you made a mistake; be sincere with your apology.
- Do observe for the isolated or wandering child who struggles with personal interactions and provide them encouragement or redirection.
- Do remind the children to clean up the "old" before starting the "new". Do help them in learning to put away as they go along.
- Model appropriate behaviour and remember to do this yourself! It demonstrates courtesy and respect for property.

- Do be aware if you are promoting gender-bias. Don't have all-boy/all-girl line-ups or encourage stereotypical games and stories. Appreciate the differences in everyone!
- Limit physical contact with children.

DON'T

- Don't yell at a child or use body language that can intimidate them. Do go over and manage the problem. If necessary, go to a private area to talk; this will help with any discomfort or embarrassment the child may experience.
- Don't provide timeouts or any punishment, use redirection or incentives if required. Discuss potential behavioural issues with us or with parents.
- Don't do the children's work! Provide encouragement and support. Help break it into manageable parts and make sure they understand what you are doing so they will use that approach next time. If a child says they 'can't do something-ask them if they did know-how would they start?
- Do not routinely sit with just one child. Do be aware of the rest of the room when you are playing or working with a group; keep ahead of potential problems.
- Do not ever let a child be verbally or physically aggressive towards another child.

Complains and Compliments

- You must notify us of any complaints and compliment received.

Risk Management and Incident Reporting

Risk Management

Risk Management is an integral part of your role and applies equally to children as well as yourself and other staff. You must proactively identify, minimise and report risks and potential hazards. The table below lists known risks and actions required.

Risk/Hazard	Action Required	Who	When
LEGO® pieces are very small and can present choking hazard to children	At the beginning of every session, you must remind children of this risk and continue monitoring throughout the workshop.	Facilitator	On day of workshop
	Limit access to kits and other resources depending on group of children at any particular time. Facilitator will need to assess individual skill levels and abilities at all times.		
	Children to be given clear instructions for safe use. Children appropriately supervised at all times.		
Paper cuts or similar cuts	Children to be given clear instructions for safe use. Children appropriately supervised at all times.	Facilitator	On day of workshop
Trips and falls are common causes of workplace injury	Scan the facilities to identify any potential hazards and take steps to secure or minimise the hazard. e.g. Check for any loose cables or similar items that may be a hazard	Facilitator	On day of workshop
	Inform, notify suitable authority or contact of the hazard immediately.		
	Advise and remind children of any residual risks related to the hazard. If possible, isolate the area and prevent children from accessing the area. If required, create a sign that reminds every one of the hazard.		

	Ensure the floor is clear of obstacles that could cause tripping. Ensure adequate lighting. Checked throughout the experience and hazard removed as needed throughout activity.		
Carrying equipment	Please bend your knees to carry and drop off any load including LEGO® kits. See Appendix for more information.	Facilitator	On day of workshop
	Make use to trolleys or other equipment if available.		
	Never carry more than 2 LEGO® kits at a time.		
	Take additional care when carrying equipment on stairs.		
Shock/electrocution while working with robots, micro: controllers, and another computer/electronic equipment	Check the equipment at the start of each workshop and remove any equipment that may pose a risk	Facilitator	On day of workshop
	Administer First Aid, notify parents, and call Emergency Services if appropriate		
Accidents or injury while walking to the venue / Crossing the Road / Collision with vehicular traffic	Students will be given an appropriate briefing regarding hazards and required behaviour e.g. remain on pavements unless instructed otherwise, only cross the road on Green pedestrian light, hold hands with a partner, etc	Facilitator	On day of workshop
	All journeys, especially road crossings, will be closely supervised by staff		
	One staff member (or appropriate group member) will be at the front of the group, one at the back		
Sunburn -- students assembling, playing (during school holiday program breaks), or waiting	Students will be encouraged to remain/play in shaded areas and use sunscreen/hats as appropriate.	Facilitator	On day of workshop

outdoors could receive sunburn as a result	Sunscreen/hat to be provided by parents		
Protruding sharp or blunt edges -- students or visitors are injured due to a protruding sharp or blunt edge	Potential for students or visitors to be injured by protruding sharp or blunt edges are monitored, noted, and reported by the team members to the facility managers (e.g. School Office)	Facilitator	On day of workshop
	First Aid is applied, or Emergency Service will be called if required		
Unauthorised photography/videography of students or visitors during workshops	Photographs/Videos are only to be taken in such a way that students' identities/faces are not disclosed for the purpose of reporting the workshop activity to parents, schools, AARAS team, and for promotional purposes	Facilitator	On day of workshop
	Express permission will be sought when students' or visitors' faces will be captured in the photographs/video		
Dangerous behavior -- students or visitors causing injury to themselves or others through dangerous behavior	Students will be supervised at all times - except when going to/from restrooms. Students and visitors will be approached and warned about any dangerous behavior	Facilitator	On day of workshop
	First Aid and Emergency Services to be called if appropriate		
Use of unacceptable language -- students and visitors could be exposed to and offended by the use of the inappropriate language during the workshops	Students and visitors are expected to follow the same standard of behavior/use of language while at a School	Facilitator	On day of workshop

	Students will be warned of any inappropriate use of language and their parents informed or called to collect their child if required		
Physical/sexual abuse -- student or visitor being physically/sexually abused	Students will be supervised at all times - except when going to/from and using the restrooms. Students will be sent to restrooms in pairs as much as possible	Facilitator	On day of workshop
	Staff to follow up if a student has not returned from the restroom at a reasonable time		
	Students will be handed over to the after-school care staff if students are going to after-school care at the conclusion of the workshop		
	Incidents will be reported to appropriate authorities and parents		
Child abduction -- a person who is not a parent or guardian taking a child away	Students will be supervised at all times - except when going to/from and using the restrooms. Students will be sent to restrooms in pairs as much as possible	Facilitator	On day of workshop
	Staff to follow up if a student has not returned from the restroom at a reasonable time		
	Students are signed in at the start of the workshops and signed out by a parent or a guardian at the end of the workshop		
	Students will be handed over to the after-school care staff if students are going to after-school care at the conclusion of the workshop		
	Incidents will be reported to appropriate authorities and parents		

Allergies and allergic reactions	Communicate our nut-free policy to parents and children.	Facilitator	On day of workshop
	Move children in a separate area if they want to consume food.		
	Identify and notify if any children have any allergies.		

Additional risks, hazards and action required will be updated from time to time. It is your responsibility to familiarise yourself with new risks, hazards and action required.

All staff members are required and expected to routinely view the company websites for any updates/changes to policies (<https://www.welovestem.com.au/>).

Incident Reporting

- You must report all incidents regardless of the nature or the severity to us immediately through the Risk/Incident Register. The obligation may include but is not limited to the following:
 - a. Health-related incidents - Medication was administered to the child; the child was transported to a hospital or his or her parents were advised to take the child due to health reasons.
 - b. Medical attention was provided onsite.
 - c. Information that the child may have been exposed to domestic violence.
 - d. Allegations that a child has been or is at risk of being physically or sexually abused or ill-treated.

First Aid

- You may be required to administer first aid as per your training.
- You may need to contact parents/guardian to seek their permission to administer first aid and/or to notify them that first aid was administered.

What to do in an emergency?

Depending on the emergency, you can use the following contacts:

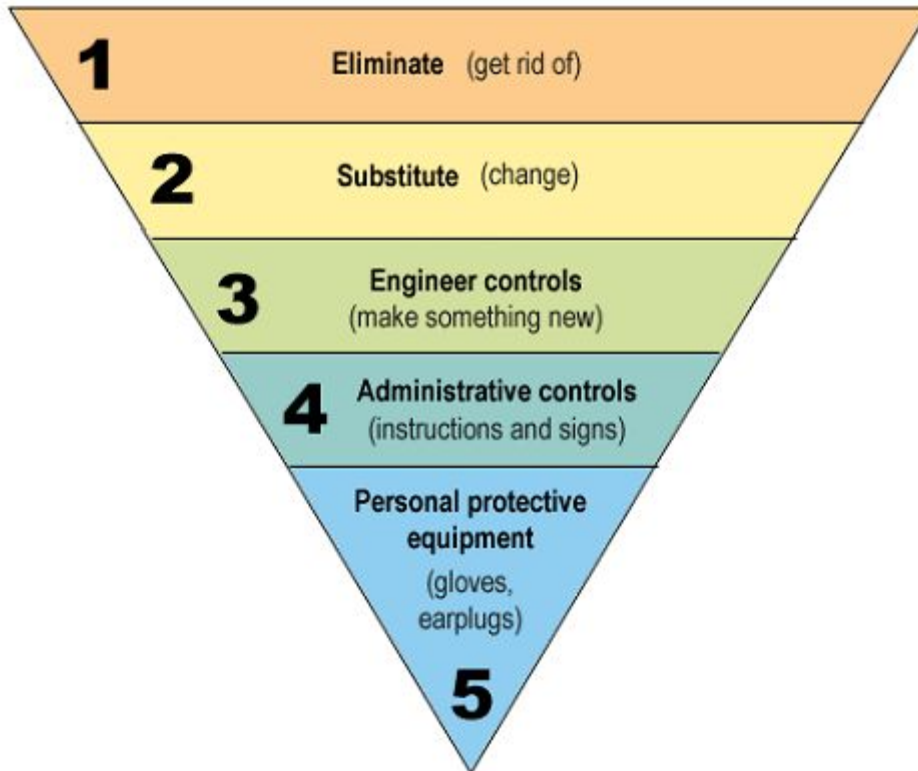
- Parents / Guardian
- AARAS Education Director
- School Contacts
- Local Emergency Contacts - Medical Centre, Police Station
- Emergency – 000

See appendix for list of emergency contact numbers.

Appendix A – Emergency Contact Numbers

Name	Phone Number	Address
Girraween Public School - School Office	9631 3650	9 Bando Road, Girraween
Glenn Walker – Girraween Principal	0477325454 / 96319632	
Darcy Road Public School – School Office	9631 3067	98A Darcy Road, Wentworthville
Pendle Hill Medical Centre	9688 1724	113 Pendle Way, Pendle Hill
Civic Park Medical Centre	9688 3744	2-12 Civic Park Ave, Pendle Hill
Wentworthville Medical Centre	8868 3800	122 Station Street, Wentworthville
Toongabbie Family Practice	9636 2337	52 Aurelia St, Toongabbie
Wentworthville Police Station	9688 8499	81 Wentworth Ave, Wentworthville
Chintan Shah	0459757872 / 0468 386 362	
Emergency	000 / 112 from mobile	

Appendix B – Hazard Analysis



Source: JobSafe SA

Appendix C - Safe Work Practices – Manual handling

Manual handling tips

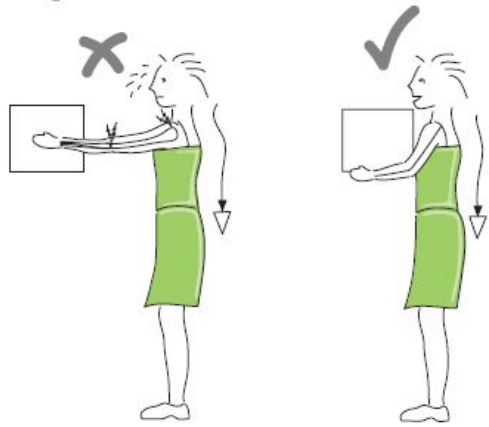


Tips for manual handling!

1. Plan - assess the load and determine if you need assistance

2. Clear the path

3. Move in close to the load



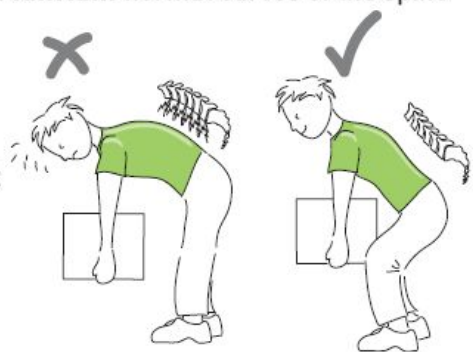
4. Place your feet shoulder width apart

5. Secure your grip and hold the load close to your body

6. Maintain normal curves of the spine

7. Hold your head upright

8. Power the lift with legs and body weight



9. Don't twist

10. Use smooth, controlled movements

For further information, visit the
 Safety & Wellbeing web site at:
www.safetyandwellbeing.uts.edu.au

Manual Handling 09/13

