

Policy Document Control Page

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Originator

Originated By: Trevor Lewin

Designation: HR Officer - Resourcing

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Where policy deemed relevant to equality-

EIA undertaken by: Trevor Lewin

EIA undertaken on: 31 January 2013

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Executive Directors

Referred for approval by: JNCC

Date of Referral: 24 July 2014

Approved by: JNCC

Approval Date: 24th July 2014

Date Ratified at Executive Directors Meeting

Executive Director Lead: Director of Operations

Circulation

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Circulated by: Performance and Information

Issued to: An e-copy of this policy is sent to all wards and departments

Policy to be uploaded to the Trust's External Website? YES

Review

Review Date: July 2017

Responsibility of: Bev Worthington

Designation: Director of Workforce and Organisational Development

This policy is to be disseminated to all relevant staff.

This policy must be posted on the Intranet.

Date Posted: 19th August 2014

WORK EXPERIENCE POLICY

1. POLICY STATEMENT

- 1.1 The Trust recognises the importance of work experience, not only to provide individuals with an insight into potential NHS careers, but also as a means of initial contact with potential future employees. As such, the Trust is committed to supporting local employment support services, schools, colleges, adult training organisations and any other individuals requiring work experience within the Trust's service areas, including ad-hoc requests.
- 1.2 Offering work experience opportunities has the benefit of providing the opportunity to introduce individuals to potential career choices in the NHS and provides the opportunity for the Trust to promote the image of being a good employer.

2. AIM

- 2.1 This policy provides a consistent framework for the use of all work experience placements within the Trust and should be used in conjunction with the Trust's policies and procedures, including the Equal Opportunities Policy and Health & Safety Policy.

3. RESPONSIBILITIES

3.1 Responsibilities of the Trust Board

- 3.1.1 The Trust Board recognises the value of work placements, as an aid to recruitment and retention and forging partnerships within local communities. The Trust Board has corporate responsibility for work placements.
- 3.1.2 The Trust recognises the value of engaging with local employment support services, schools and colleges and encourages and recognises the involvement of these establishments in career development.

3.2 Responsibilities of the Human Resources Department

- 3.2.1 The Human Resources Department has responsibility for overseeing the application process and assessment of the appropriateness of the work experience placement.
- 3.2.2 The Human Resources Department has responsibility for advising and supporting the Recruitment Administrator in relation to the relevant pre-

placement checks and declaration forms that may be required for the identified placement.

- 3.2.3 The Human Resources Department has responsibility for monitoring the feedback sheets received from individuals who have been on work placements. The Human Resources Department will be required to provide a report on the numbers of placements within the Trust and any feedback received in relation to these placements to the Trust Board as agreed.

3.3 Responsibilities of the Recruitment Administrators

- 3.3.1 The Recruitment Administrators have the responsibility for liaising with the Human Resources Department in relation to the application process and the assessment of the appropriateness of the work experience placement within the service area identified.
- 3.3.2 The Recruitment Administrators have the responsibility for liaising with the Service Managers within their Borough in relation to the application process and the assessment of the appropriateness of the work experience placement within the service area identified.

3.4 Responsibilities of Managers

- 3.4.1 Managers are responsible for ensuring that work placement opportunities are identified within their service area.
- 3.4.2 Managers are responsible for liaising with the Recruitment Administrator; local employment support services; schools; colleges or other individuals in relation to any other ad-hoc requests in relation to work placement opportunities and requests.
- 3.4.3 Managers are responsible for supporting and implementing the work experience placement policy within their service area.

3.5 Responsibilities of Employees

- 3.5.1 Employees are responsible for supporting individuals who are partaking in work experience placements within the Trust.

4. DEFINITION OF WORK EXPERIENCE

- 4.1 Work Experience is a placement, which occurs on Trust premises in which the individual carries out a particular task or duty, or a range of tasks or duties, more or less as an employee would, but with an emphasis on the learning aspects of the experience.
- 4.2 The 'hands on' nature of work experience makes it different to work shadowing, which involves individuals merely observing employees carrying out particular tasks.

5. OTHER WORK-RELATED ACTIVITIES

- 5.1 There are a number of ways other than work experience placements that can be used by individuals to enable them to gain useful insights into working life.
- 5.2 All of these activities require appropriate planning with the Service/Department Manager and activities are determined by the support and resources available within the Department/Borough and with the needs of the individual in mind.
- 5.3 These activities include:
 - 5.3.1 Work Shadowing – an individual shadows an employee going about their normal work activities. This allows close observation of a job that due to the complexity or for safety and security reasons cannot be done by the individual.
 - 5.3.2 Work Observation or Visits – individuals or groups of students are guided round the workplace to watch a range of employee’s activities or work processes.
 - 5.3.3 Work Based Projects – individuals or groups of students can carry out projects on Trust premises (e.g. work related problem solving exercises set by the Trust or course work assignments).
 - 5.3.4 Take your Daughter/Son to Work Day – parents working in non-clinical areas can arrange to bring their child into work for the day, children must be aged **14** years and over.

6. STATEMENT OF INTENT

- 6.1 Work experience should be designed so that the individuals can relate their experience back to their study and/or assist them with their choice of career.
- 6.2 Although the Trust is not obliged to provide placements it is a legal requirement for schools and colleges to ensure that students undertake work experience in the final year at school. The Trust is therefore committed to helping local schools and colleges to meet this requirement.
- 6.3 Most placements will be provided to coincide with the dates of their work experience week as set out by the school or college or as agreed through discussions with the local employment support service or other service. The placement length will be according to the course requirements or as agreed with the local employment support service or other service. For example this could consist of one or two days per

week for a 12-week block or an agreed arrangement for a specific period as agreed.

- 6.4 It is important that the work experience pattern agreed between the Service/Department Manager and the school/college or the local employment support service meets the requirements of the individual and is in line with the Trust's business needs.
- 6.5 The Boroughs can maintain contact with their local employment support services, other support services and schools/colleges to develop working relationships so as to support and promote any opportunities for work experience opportunities available within the Borough.
- 6.6 The Trust requires that specific conditions be applied to all placements being provided by the Trust.
 - 6.6.1 Placements for individuals aged 14 years and over can be provided in non-patient areas (e.g. Medical Records, IT, Administration, HR, Finance).
 - 6.6.2 Placements for individuals aged **16** years or over can be provided in patient areas (e.g. on wards, in clinics).
 - 6.6.3 Placements which are for a set period of time will be required to have a honorary contract issued covering the duration of the placement.
 - 6.6.4 Placements cannot be offered for individuals to shadow Doctors.
 - 6.6.5 Placements must be designed to best meet the needs of the student whilst taking into account the safety, security and complexity of the work area.
 - 6.6.6 The Borough Manager will be responsible for ensuring that an Risk Assessment of their service/department is completed as a matter of course.
 - 6.6.7 In some areas, tasks may be undertaken under the supervision of a member of staff, although in other areas it may be appropriate for the individual to only observe tasks.
 - 6.6.8 Individuals should work normal hours as far as is possible and must not work more than 37.5 hours per week. **(European Working Time directive)**
 - 6.6.9 To safeguard the Trust's service user interests, individuals are never permitted to become involved in the treatment or the intimate care of patients.
 - 6.6.10 Confidentiality is paramount and all individuals must sign the Work Placement Agreement, thereby committing to their responsibility not to divulge any information on service users that they might have access to during their placement.
 - 6.6.11 The Trust expects that staff at all levels will work positively with students, and where appropriate actively seek to involve them in their work as appropriate.
 - 6.6.12 Individuals will be given satisfying work, which will aid their personal development.

7. PRE – PLACEMENT SCREENING

- 7.1 All individuals on work experience placements for a specific period of time will be required to undergo pre – placement screening. Following the receipt of satisfactory pre – placement checks, the work experience placement can go ahead. Pre – placement screening will consist of:
- 7.1.1 A Medical assessment with Occupational Health prior to the commencement of the placement. Occupational Health will be able to advise the Trust if there is a legal duty to make a reasonable adjustment to enable the individual to partake in the work experience placement.
- 7.1.2 Under the Rehabilitation of Offenders Act (1974) Exemption Act, individuals who will have direct contact with the Trusts service users are required to declare all previous criminal convictions and must undergo a CRB Check. This information will be confidential and will not necessarily prejudice the individual being accepted for a placement. The individual has a duty to inform the Service/Department Manager of any subsequent convictions.
- 7.1.3 Details of two references should be provided on the application form to enable the Trust to pursue these references prior to arranging the work experience placement.
- 7.2 Individuals who are accessing the Work Shadowing; Work Observation; Work Based Projects or the Bring your Daughter/Son to Work Day are not required to provide references or undergo occupational health or CRB clearance. They will however be required to complete the Candidate Declaration Form before a placement activity can be arranged for them.

8. INDUCTION PROGRAMME

- 8.1 The Service/Department Manager will ensure that all individuals on work experience placements undergo a local induction programme. This will include making each individual is aware of the relevant aspects of the hospital/service structure; local and Trust policies and procedures; lines of communication; Health and Safety; confidentiality; child protection and any other relevant information. Identity badges will be issued where appropriate.

9. INSURANCE

- 9.1 All individuals on work experience placements will be indemnified through the Trust's Employers Liability Insurance arrangements. Any work experience placements, which are for a set period of time, will be

required to have a honorary contract issued covering the duration of the placement.

10. PROFICIENCY SCHEMES

- 10.1 Candidates undertaking the Duke of Edinburgh Award or other proficiency schemes within an organised youth programme, may be accommodated by the Trust for their community service placement as appropriate.

11. EQUAL OPPORTUNITIES

- 11.1 Pennine Care NHS Foundation Trust is committed to making equal opportunities a natural and integral part of employment practices and policies, thereby ensuring that no employee or potential employee suffers less favourable treatment on the grounds of age, sex, sexual orientation, gender reassignment, disability, HIV status, race, colour, language, religion, political, trade union or other opinion or belief, material or social origin, association with a minority, domestic circumstances, property or offending background. Cases of discrimination will be dealt with fairly, confidentially and in accordance with the appropriate Trust policies.

12. COMMUNICATION

- 12.1 The Service/Department Manager will ensure that adequate channels of communication are established to enable staff and individuals on work placement to enhance their working relationships, identify possible problems and to support individual's commitment. Employment support services, schools and colleges are encouraged to contribute to discussions in relation to the work placement experience.

13. MONITORING OF WORK EXPERIENCE PLACEMENTS

- 13.1 The HR Department will keep a record of work placements that take place within the Trust to support Trust reporting procedures on work placement activity levels.
- 13.2 Feedback forms will be filtered through to the HR Department to enable a continual review of the work placement scheme to take place.

14. REVIEW

This policy will be reviewed after 12 months.

Appendix A

Arranging work experience placements

1. Accessing work placements
 - Individuals wishing to access a work experience placement opportunity within the Trust must complete an Pennine Care NHS Foundation Trust application form
 - If an individual is under 18 years of age their parents/guardians need to provide their consent for the student to undertake the work experience placement, this letter of consent must be attached to their application form
2. Assessing requests and pre placement checks
 - The completed application form must be returned to the HR Department, who will assess the suitability of the placement request and co-ordinate the work experience placement with the local Recruitment Administrator
 - The HR Department will advise the local Recruitment Administrator about the placement and about the appropriate risk assessments, declaration form completion, pre placement checks (e.g. references, CRB, Occupational Health screening) and honorary contract, which are required as appropriate for the placement before the placement commences
3. Co-ordinating the placement
 - Following receipt of all necessary checks, the Recruitment Administrator will co-ordinate the work experience placement with the relevant Service/Department Manager
 - Schools, colleges and local employment support agencies will have a nominated Work Placement Co-ordinator who will co-ordinate the students' activities and communicate with the Service/Department Manager as required
4. Commencement and management of the placement
 - The Service/Department Manager will be responsible for:-
 - issuing the individual with a job description for the role and completing the work experience agreement with the individual
 - ensuring that the Confidentiality Statement is signed by the individual
 - ensuring that the local Induction is provided and the Trust's Induction checklist is completed
 - The Service/Department Manager should ensure that the individual and the line manager of the area where the individual is placed are aware of their responsibilities towards each other and that the

individual adheres to the duties set out in the outline job description and work placement agreement

- The Service/department manager is responsible for ensuring that adequate supervision and support is in place for the individual during their work experience placement
- If any conduct or capability issues arise, these issues will be dealt with in accordance with the relevant Trust policies and in liaison with the individuals' Work Placement Co-ordinator (i.e. the local employment support service or school/college)

5. Concluding the placement

- At the end of the placement, the Service/Department Manager will be responsible for the following:-
 - issuing the individual with an evaluation form, which should then be returned to the HR Department
 - completing a Supervisors Report Form for the individual, which should be given to the individual, the school/college or the local employment support agency through which the placement was arranged

Appendix B

WORK EXPERIENCE PLACEMENT AGREEMENT

Pennine Care appreciates your involvement and we strive to ensure that your service is both enjoyable and satisfying.

This agreement describes Pennine Care's commitment to you and your commitment to the Trust during your work experience placement. This agreement is intended to ensure that you fully understand the arrangements put in place to ensure the safety and well being of yourself and that of the staff, service users and visitors with whom you will work.

Intent

This agreement is not intended to be a legally binding document and does not in any form constitute paid employment.

Role as a volunteer

You have agreed to undertake work experience within Pennine Care NHS Foundation Trust. If you are undertaking work experience within one of the clinical areas, you will have a specific role within that area. This will have been agreed with you, your supervisor and the Service/Department Manager. This is to ensure that everyone is aware of your role and contribution.

Likewise if you are working in other areas of our services, for example in the community your role within this process will also be identified. If at any time you feel that your role is changing or you are being asked to undertake tasks that are not within your role, please approach your supervisor for advice.

Supervision and support

You will be provided with a named supervisor who will support you and will arrange for you to have regular supervision time and, if you so choose, will work with you to complete a personal development plan.

Hours of attendance

Your hours of attendance will be agreed with yourself and your supervisor. Please contact your supervisor if you wish to alter your agreed hours of attendance.

Induction programme

The Service/Department Manager will ensure that you undertake an induction programme. This will include making you aware of the relevant aspects of the hospital/service structure; local and Trust policies and procedures, lines of communication; health and safety; confidentiality; child protection; diversity and any other relevant information.

On the job training

This will be offered as and when necessary to equip you with the knowledge that you will need.

Identity badge

You will be issued with an identity badge and you will be required to wear it at all times during your work experience placement. The loss of an identity badge must be reported to your supervisor as soon as possible.

Health and safety

The Management of Health and Safety at Work Regulations 1999 require that a written risk assessment should be made for work placement roles and this will be arranged by your supervisor.

The terms of the Health and Safety at Work Act 1974, and supporting regulations, provide that it shall be your duty whilst on our premises:

1. To take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions.
2. To cooperate within the Trust so far as is necessary to enable it to meet any legal duties and to carry out any arrangements for health and safety.

Insurance

In accordance with the requirements of the NHS Litigation Authority, you will be covered by the Trust's Employer's Liability and Public Liability insurance at all times when carrying out duties assigned to you during your work placement.

If you are using your own vehicle as part of your work placement you are responsible for confirming that this use is covered by your own insurance policy.

Confidentiality

In the course of your duties you may have access to confidential information about patients, members of staff or other health service business. On no account are you to divulge any such information outside of your work.

If you are asked for any information with your work environment and you are in any doubt about the authority of the person asking for the information, you must seek advice from your supervisor.

Expenses

Travel expenses to and from the placement base will not be refunded nor the cost of car parking. However where the placement requires any travel to and from another base, as required by the placement, travel expenses and parking charges will be refunded.

Funding for any protective clothing will be provided.

Personal property

The Trust cannot accept responsibility for articles of personal property lost or damaged on its premises.

Disclosure of a criminal conviction

You are required to undertake a Criminal Records Bureau (CRB) check and are asked to declare any details of convictions present or pending. You also have a responsibility to inform the Service/Department Manager of any subsequent convictions.

Occupational Health check

You will be required to attend an appointment with the Occupational Health Department. This appointment covers areas such as health history and immunisation as it is important that you are not asked to undertake any tasks that may compromise your health.

No Smoking

Please note that the Trust operates a No Smoking policy at all its sites.

Commitment

You will be expected to show commitment to your work by being reliable and punctual. Your supervisor will give you a telephone number to contact if, for any reason, you cannot work as planned.

Conduct

You will be expected to conduct yourself in line with the Trust's values of dignity and respect at all times.

Financial affairs and gratuities

Under no circumstances will you become involved in the financial affairs of clients, their relatives or carers. You may not accept gifts, gratuities or hold clients' belongings in your possession.

WORK EXPERIENCE PLACEMENT AGREEMENT

Borough	
Individual's Name	
Individual's Address	
Individual's Contact Number	
Supervisor Name	
Supervisor Contact Number	
Work Experience Placement Service Area	
Work Experience Role <i>please give outline of role to be undertaken</i>	
Hours of Attendance	
Date of Induction Training	
My signature below shows that I have read, understood and agree to the Work Experience Placement Agreement and that I am clear about the role that I will be undertaking	
Individual's Signature	
Witnessed on behalf of Pennine Care NHS Foundation Trust	
Supervisor Signature	
Supervisor Position	
Date	

Appendix C

Work Experience Placement Evaluation Form

To enable Pennine Care NHS Foundation Trust to assess how useful you have found your work experience placement/activity, it would be very helpful if you could answer the following questions. This information may be used to develop the programme for future individuals requesting work experience placements.

1. What did you hope to learn from your placement at Pennine Care NHS Foundation Trust?

2. Has this been achieved?

Yes / No

If no please give details:

3. Do you feel your placement has given you a better understanding of the work that is undertaken in Pennine Care NHS Foundation Trust?

Yes / No

If no please give details:

4. Do you feel the structure of your work experience placement was:

Satisfactory / Unsatisfactory

5. Do you feel the length of your work experience placement was:

- a. Satisfactory
- b. Too Long
- c. Too Short

6. Which aspects of your work experience placement did you find most interesting?

7. Which aspects of your work experience placement did you find least interesting?

8. Are there any other aspects/areas that you feel should be included in future work experience placements?

9. Do you feel that you should have been provided with any more information before your work experience placement?

10. Has your placement influenced your choice of career in any way?

11. Please add any other comments you feel would be helpful?

Thank you for your help in completing this questionnaire.

Please Return to:
Pennine Care NHS Foundation Trust
Human Resources Department
225 Old Street
Ashton-under-Lyne
OL6 7SR

Fax: 0161 604 3050

Appendix D

Work Experience Placement Supervisors Assessment Form

Individual's Name: _____

Work Placement Address: _____

Supervisors' name: _____

Supervisors' job title: _____

	Excellent	Good	Acceptable	Less than Acceptable
Attendance				
Punctuality				
Reliability				
Ability to work under supervision				
Ability to work on own				
Use of initiative				
Communication skills				
Relations with staff				
Relations with client group				
Enthusiasm				

Comments:

Supervisor's signature: _____ Date: _____

Individual's signature: _____ Date: _____