

# Work Experience Policy

## HWHR19

### Document Reference Information

<b>Version:</b>	1 (Joint H&W)
<b>Status:</b>	Ratified
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<b>Directorate Lead:</b>	Hana Taylor / Mike Emery
<b>Ratified by:</b>	Joint Commissioning Committee
<b>Date Ratified:</b>	25 <sup>th</sup> February 2020
<b>Date Effective:</b>	25 <sup>th</sup> February 2020
<b>Date of next formal review:</b>	3 years from effective date
<b>Target audience:</b>	All Staff

### Version Control Record

Version	Description of change(s)	Reason for change	Author	Date
1	New policy template & CCG name	To reflect new merged organisation	HR	May 2020

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## **1. Introduction**

- 1.1** Work experiences are a vital part of the transition from education into the world of work, or to experience a new/different job role, and are an important and affordable investment in the quality of the future workforce. The NHS “has an important role to play in raising awareness amongst young people of the wealth of career opportunities that are available within the NHS” (NHS Employer, 2014).
- 1.2** Furthermore, work experience opportunities can be a valuable means of supporting the development of the future healthcare workforce, improving recruitment, and supporting a workforce demographic that reflects our community.
- 1.3** This policy is designed to enable staff to support work experience opportunities, in their own working environment, for non-CCG staff. It is necessary to ensure that all individuals undertaking work experience do so in a safe manner which provides appropriate learning opportunities.
- 1.4** Providing work experience supports recruitment and retention of staff and partnership working with our local population and organisations. It also promotes careers such as contracting or service improvement as well as job roles that are not commonly associated with the NHS.
- 1.5** The procedures and documentation for the implementation of work experience within the Work Experience tool kit is intended to support all CCG employees to provide placements through formal or informal routes.
- 1.6** This policy relates only to any individuals who spend a period of time within the CCGs working environment either as part of a formal/informal Work Experience or Work Shadowing placement.

## **2. Equality Statement**

- 2.1.** The Herefordshire and Worcestershire CCG aim to design and implement policy documents that meet the diverse needs of our services, population, and workforce, ensuring that none are placed at a disadvantage over others. It takes into account current UK legislative requirements, including the Equality Act 2010 and the Human Rights Act 1998, and promotes equal opportunities for all. This document has been designed to ensure that no-one receives less favourable treatment due to their personal circumstances, i.e. the protected characteristics of their age, disability, sex, gender reassignment, sexual orientation, marriage and civil partnership, race, religion or belief, pregnancy, and maternity. Appropriate consideration has also been given to gender identity, socio-economic status, immigration status and the principles of the Human Rights Act.
- 2.2.** In carrying out its functions, Herefordshire and Worcestershire CCG must have due regard to the Public Sector Equality Duty (PSED). This applies to all the activities for which Herefordshire and Worcestershire CCGs are responsible, including policy development, review, and implementation.

### **3. Policy Statement**

- 3.1** Work experience is an important element in assisting individuals to make appropriate career choices. The CCG supports this concept and wishes to play its part in attracting new recruits to the NHS through offering individuals, school, and college students, who may be considering a career in the NHS placements tailored to their needs.
- 3.2** Through working with young people and more mature individuals, the CCG is forging partnerships with the local community, improving opportunities for local people, and helping to address the issues of inequality of opportunity and access to healthcare related professions.
- 3.3** Placements provide a valuable means of raising the community profile of the CCG and help to create a positive image amongst students, teachers, parents, employees, and the wider community.

### **4. Scope**

- 4.1** This policy relates to:
- Students undertaking full / part-time education from 14 years upwards.
  - Individuals interested in a change of career to the NHS.
  - Education providers (i.e. colleges) requesting on behalf of their student groups.
- 4.2** This policy does not relate to:
- Students or learners from outside of the UK.
  - Students/learners wanting to undertake a period of work experience (3 months or longer) as part of a university course which relates to their learning needs of the course, sometimes described as 'year out' or work placement.
- 4.3** This guidance applies to all CCG staff members, including Governing Body Members and Practice Representatives, involved in the CCG's policy-making processes, whether permanent, temporary or contracted-in (either as an individual or through a third-party supplier) and all categories of work experience. If a student is going to attend the CCG on a work placement this policy must be followed. Failure to follow this policy correctly when a placement is requested could put both the student and the CCG at risk.
- 4.4** The CCG views the offer of high-quality work experience as a positive opportunity to contribute to the local community. Work experience provides an opportunity for students to consolidate work-based learning skills and to help them to make an informed career choice. Reasonable adjustments will be made in order to ensure students with a disability are able to actively participate in work experience opportunities within the CCG.
- 4.5** Work experience is undertaken as a voluntary activity; therefore, the individual does not receive a financial reward or remuneration and is not considered an employee or worker. Anyone undertaking work experience will be afforded all the rights of protection regarding health and safety as any member of the public entering the CCG's premises.

- 4.6** Priority for work experience will be given to those students studying towards vocational training programmes and those applying for relevant or appropriate Further or Higher Education courses. If several students wish to undertake a placement within the same area a selection process may take place. An area should only have one student on placement at a time.
- 4.7** The CCG has put in place the following age restrictions regarding placements. These restrictions are to protect students from inappropriate placements, where they may not be able to cope with the physical or emotional elements of the placement. Students aged 14 - 16 will be restricted to placements within administrative and clerical areas only.

## **5. Guidelines**

- 5.1** Full guidelines on the employment of people under the age of 18 can be found on the Health and Safety Executive website:  
<https://www.hse.gov.uk/youngpeople/workexperience/placeprovide.htm>
- 5.2** Children under 13 are generally prohibited from any form of employment.
- 5.3** In England, a young person must be in part-time education or training until they are 18.
- 5.4** The following activities are suitable for students. All activities must be undertaken with clear guidance and supervision:
- Attending staff training sessions.
  - Work handover.
  - Helping with errands e.g. visit another department / organisation.
  - Observation of meetings / interviews.
  - Helping with photocopying.
  - Helping with filing.
  - Answering the telephone (with clear guidance).
  - Greeting visitors / clients.
  - Supervised project work.
  - Attending meetings

Activities students must not be involved in:

- Any activities for which specialised training is required i.e. Manual Handling.
- Any activity involving contact with clinical waste products / by-products.
- Any activity which may jeopardise the safety of patients or students.
- Inappropriate or unsupervised access to patients' Medical Records / staff records.
- Inappropriate or unsupervised access to computers.
- Any unsupervised contact with patients.

## 6. Definitions

Work Experiences	This term refers to both Work Experience and Work Shadowing and is used as a descriptor for the whole opportunity.
Work Experience	Specifically refers to a short unpaid placement in the workplace for untrained (in that area of work) individuals to gain experience of practicing (when appropriate) and observing the work in that environment.
Work Shadowing	Refers to the process whereby a person 'shadows' or follows someone in their work role for a period of time no longer than 2 days. They would not undertake any work-related duties, for example 'bring your child to work day'.
Placement	This is the environment and experiences that an individual will encounter for the purposes of education and training.
Student	Used to refer to individuals undertaking formal education within higher education such as Universities.
Learner	Used to refer to individuals undertaking formal education within further education colleges, vocational qualifications but in this document, it will also include students, and also individuals on work experience not part of a formal education Programme.
Direct Supervision	Where the student/learner is at no point left on their own within the work environment. All work they undertake is planned, observed and within the abilities of the learner.
Placement Supervisor	An employee who provides supervision of learners/students whilst on work experience/shadowing. They are accountable for all actions made by the learner/student and for ensuring all necessary documentation is completed and any learning objectives are identified.
Due Regard	Having due regard for advancing equality involves: Removing or minimising disadvantages suffered by people due to their protected characteristics. Taking steps to meet the needs of people from protected groups where these are different from the needs of other people. Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

- 6.1** Those on Work Experience have a responsibility to attend work when they are able to do so, to be aware of the procedure and to follow the specified procedure when they are not able to attend work. They should conduct themselves in a manner, which is consistent with their absence and will not impede their recovery.
- 6.2** Human Resources are available to support and advise managers in the application of the policy and procedure.

## **7. Work Shadowing**

- 7.1** Work Shadowing refers to the process whereby a person 'shadows' or follows / observes someone in their work role for a period of time no longer than 2 days. These learners / students must be under direct supervision at all times.
- 7.2** Although work shadowing does not require formal monitoring and reporting it is still essential that it undertaken in a safe manner which supports the learner.
- 7.3** Criteria for Work Shadowing:
- 2 days duration within a year or less.
  - Learner observing practice only.
  - No expectation to undertake any duties that could be consider work.
  - Learner must be under direct supervision at all times.
  - Learner must be accompanied at all times.
  - Supervisor is accountable and responsible for learner's experience and actions at all times whilst on placement.
  - Work Shadowing Agreement must be completed by the placement supervisor.
- 7.4** Examples of Work Shadowing include:
- 'Bring your child to work'.
  - Individuals wishing to experience a different job in the NHS prior to applying or further training.
  - Individuals experiencing a different organisation to their own.
- 7.5** In all cases the Work Experience Toolkit must be completed including risk assessments and these must be kept as per information governance requirements.

## **8. Application Process**

- 8.1** On receipt of an enquiry from a school, college or individual applicant, the CCG will respond with a letter and application form.
- 8.2** All applications must be made in writing using the application form together with Curriculum Vitae (if available). If the applicant requires support to complete an application form and Curriculum Vitae due to a disability they should contact HR to discuss any reasonable support required and make the CCG aware of their individual needs.
- 8.3** Upon receipt of an application, the Corporate Business Manager will check that the application is acceptable, that the experience requested is suitable for the applicant and if work experience opportunity is deemed appropriate.
- 8.4** The Manager will confirm the placement in writing and ask an applicant to complete the necessary preplacement clearance forms. The applicant will also be informed in writing if the CCG is not able to offer a placement.
- 8.5** Managers may arrange to interview the student to assess their suitability for the placement, to arrange start and finish times and to discuss responsibilities while on placement such as uniform / dress code, confidentiality, and attendance. This can be carried out by telephone if necessary. Interviews form part of the work experience in some areas.

**8.6** Please note that a start date cannot be agreed until all the preplacement forms provided within the Work Experience Toolkit have been returned and assessed. If they are under 18, the forms must also be signed by a parent or guardian.

## **9. Work Experience**

**9.1** This is a short unpaid placement in the workplace for untrained (in that area of work) individuals to gain experience of the work in that environment. Appropriate activities can be undertaken under direct supervision and at the discretion of the member of staff who will take full responsibility for these actions.

**9.2** Work experience placements are arranged by individual staff / departments.

**9.3** In all cases the Work Experience Toolkit must be completed including risk assessments and these must be kept as per information governance requirements.

**9.4** The following must be in place if individual staff / departments wish to provide work experiences:

- That all checklists, risk assessments and agreements are completed (see Work Experience Toolkit).
- That the Corporate Team are informed of the work experiences including:

1. Date of placement
2. Duration of placement
3. Name of student/learner
4. Placement area
5. Education provider if appropriate
6. Named supervisor or manager

**9.5** The Department of Education recommends that two weeks of work experience is good practice for 14 to 16-year olds.

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/299597/Not\\_just\\_making\\_tea.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/299597/Not_just_making_tea.pdf)

**9.6** A copy of the CCG's Public Liability Insurance certificate is available on request.

## **10. Disclosure & Barring Service Check**

**10.1** Students / Learners - It is not necessary for work experiences students to complete a DBS service check as they must be directly supervised at all times during their placement. However, the supervisor / manager can insist on a check prior to accepting a student if the work experience opportunity meets the normal requirements for DBS assessment.

**10.2** Supervisors / Managers – A DBS check is not compulsory for staff supervising people aged 16+. However, a DBS check may be required for a person who supervises a student under the age of 16. This will be required where the person providing the training or supervision to the child is unsupervised and is providing the training or supervision frequently (at least once a week or on more than three days in a 30-day period). In these circumstances, the work is likely to be regulated activity and the education provider may request a DBS check for that placement supervisor.

## **11. Health & Safety**

**11.1** There are very few work activities someone on work experience cannot do due to Health and Safety law. However, it is important to remember that when providing work experiences, the individual's supervisor has primary responsibility for the health and safety of the student / learner and should be managing any significant risks by:

- Explaining the risks during induction, checking that they understand what they have been told and know how to raise health and safety concern.
- Ensuring your checks are proportionate to the environment the experience will be in.
- Simplified health and safety guidance - make it clear that if you already employ young people in the same area you will not need to repeat risk assessments for all work experience placements.

**11.2** If the department does not currently employ a young person or have not done so in the last few years or are new to providing work experiences, they should Review their risk assessment before the placement starts.

## **12. Young People**

**12.1** There are activities that all young people are legally prohibited to do.

- Exposure to harmful substances that are toxic, can cause cancer, can damage, or harm an unborn child, or can chronically affect human health in any other way.
- Be in environments at risk of accidents that cannot reasonably be recognised or avoided by young people due to their insufficient attention to safety or lack of experience or training.
- Exposed to extreme cold, heat, noise, or vibration.

**12.2** Supervisors / managers need to consider whether the work the young person may do is beyond their physical or psychological capacity. This does not have to be complicated; it could be as simple as checking a young person is capable of safely lifting weights and of remembering and following instructions.

**12.3** Supervisors / managers should consider the need for tailored training or closer supervision. In most cases, young people will not be at any greater risk than adults and for workplaces that include these hazards it is likely there will already be control measures in place.

### **13. Supervisors / Managers Responsibilities**

- 13.1 For promoting and preparing their work areas as placements for work experiences.
- 13.2 To act as the accountable supervisor / manager or delegating this responsibility to an appropriate member of staff.
- 13.3 To ensure that the student / learner has completed Work Experience or Work Shadowing Agreement pre commencement of placement.
- 13.4 To review Health Assessment questionnaire from student / learner and approve their fitness to Work Experience.
- 13.5 To plan suitable learning experiences and opportunities for work practice for the learner / students.
- 13.6 To work in partnership with education provider and learner to ensure they meet any objectives.
- 13.7 To act as Supervisor and to be accountable for all student/learner actions.
- 13.8 Submit details of Work Experience offered to the Corporate Team.
- 13.9 The Manager must ensure that the student is given a tour of the department and a general local induction at the start of the placement.

### **14. Due Regard**

- 14.1. This policy has been reviewed in relation to having due regard to the Public Sector Equality Duty (PSED) of the Equality Act 2010 to eliminate discrimination, harassment, victimisation; to advance equality of opportunity; and foster good relations between the protected groups.

### **15. Implementation and Dissemination of the Document**

- 15.1. This document has been fully ratified by the Joint Commissioning Committee and will be published and made available to all employees via the CCGs intranet/ internet.

### **16. Monitoring and Review**

- 16.1. The policy will be reviewed in line with the review date or before in the case of where there are legislative changes. Monitoring of the policy will be carried out by Corporate Governance.