

Shropshire Community Health



NHS Trust

Policies, Procedures, Guidelines and Protocols

Document Details		
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Local Ref (optional)		N/A
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Who is the document aimed at?		All staff
Owner		Human Resources
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Who has been consulted in the development of this policy?		Selection of Managers and Joint Negotiating Partnership (JNP)
Approved by (Committee/Director)		HR and Workforce Group, Quality and Safety Committee
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2	July 2022	Section 6 Duties- amended job titles Recruitment Team contact address updated. Document reviewed- no further amendments.
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1. Introduction

- 1.1 Shropshire Community Health NHS Trust (SCHT) is committed to the provision of work experience placements to students and other individuals in order to enable them to enhance their knowledge and gain insight of the work and careers that are offered through employment with the NHS.
- 1.2 The Trust receives a number of requests to accommodate students from schools, colleges and universities on “work experience” placements across the various departments of the Trust.
- 1.3 The Trust also links with Job Centre and Enable to provide work experience opportunities to out of work individual and those with particular needs.
- 1.4 The Trust recognises that to become an employer of choice and to ensure that young people are encouraged into future health care careers it should provide appropriate placement opportunities. The Trust supports the Widening Participation 14-19 agenda to promote and expand access to healthcare careers and subsequent progress within the NHS.
- 1.5 It is hoped that managers and members of staff will welcome students and other individuals on work experience within their areas and become involved with the work experience agenda.
- 1.6 The purpose of work experience is to help individuals gain entry to higher education health profession programmes and to support the individual to gain future paid employment.

2. Scope

- 2.1 The purpose of this policy is to ensure that there is a consistent approach to providing work experience placements and that all staff involved with offering, providing, co-ordinating and work shadowing participants fully understand the process by which work experience is managed, from application through to the commencement of the placement and all the necessary stages in between. It is also intended to help managers and staff involved with participants on work experience placements.
- 2.1 This policy applies to all staff involved in offering, co-ordination, provision and supervision of placements at the Trust.
- 2.2 This policy applies equally to all staff in permanent, temporary, voluntary or contractor roles acting for or on behalf of the Trust.
- 2.3 This policy applies to:
 - School age students (young people aged 14-19 in full-time education who attend schools or colleges) for a work experience placement in a non-clinical setting or all 19+ students (not listed above) and other individuals (via Job Centre or Enable) who wish to gain an unpaid placement with the aim of obtaining a work related learning experience.
 - All 17+ students are eligible for work experience placements in a clinical setting.

- All 16+ students if in their last 2 years of school/college undertaking a health care course are eligible for work experience placements in a clinical setting.

2.4 This policy does not apply to:

- Volunteers – members of the public who volunteer for unpaid work in the Trust, with no offer of work related learning. The Trust has a separate volunteers policy
- Undergraduate students on programmes that lead to a clinical professional registration
- Postgraduate students
- Observers or clinical observers – such as qualified professionals who are on unpaid placements / clinical courses.
- Clinical attachments

2.5 Reasonable adjustments will be made to ensure that students with a disability are able to actively participate in work experience

2.6 Work experience is voluntary; the individual will not receive financial remuneration and is not considered an employee.

2.7 Priority for work experience will be given to those students studying towards vocational training programmes and those applying for relevant further or higher education courses.

2.8 Requests for work experience should be supported by an educational establishment e.g. School or college or intermediary i.e. Education Business Partnership link. The trust also accepts applications from over 18s who are not sponsored by an educational establishment.

2.9 Clinical work experience is for a fixed period, generally not longer than 2 weeks. In exceptional circumstances a placement may be for a prolonged period e.g. 2 days per week for 6 months.

2.10 The trust is a member of the risk pooling schemes operated by NHS Resolution, a Special Health Authority run by the NHS. These schemes are: Clinical Negligence Scheme for Trusts, Liabilities to Third Parties Scheme, Property Expenses Scheme. These schemes cover all personnel working within the NHS, including those who are students, those on work experience and those directly working voluntarily for the Trust.

3. Benefits to the Trust

3.1 Offering work experience enhances the image of the Trust as a potential employer and demonstrates a commitment to working with the local community, fulfilling the Trusts corporate responsibility in line with the widening participation agenda.

3.2 Strengthens the links between the Trust and educational establishments.

3.3 Promotes the broad range of careers and employment opportunities at the Trust and NHS as a whole.

3.4 Provides developmental and learning opportunities for staff within the Trust and allows

staff that do not have line management responsibility to develop new skills in supervision and mentoring, as part of their CPD.

- 3.5 Encourages staff to reflect on their own practice and how others perceive the work they do.
- 3.6 Increases staff engagement, giving staff the opportunity to share their enthusiasm for their work and inspire participants.

4. Benefits for Participants

- 4.1 Participants will have a positive experience of a complex NHS organisation, enhancing their understanding of issues within an NHS environment and the role of the employee within it.
- 4.2 Gain first-hand experience of the world of work, and improve basic life skills such as time management, interpersonal communication and networking skills.
- 4.3 Develop self-confidence and an opportunity to set learning objectives with regards to future employment.
- 4.4 Develop and enhance their understanding of professional practice in an organisational context.
- 4.5 Enhance their professional development plan and reflect their own goals and objectives
- 4.6 Gain an increased awareness of NHS careers and specifically careers at the Trust.

5. Definitions

- 5.1 **Work experience** is a placement on employers' premises in which the student or other individual carries out a particular task or duty, or a range of tasks or duties, more or less as an employee would, but with the emphasis on the learning aspects of the experience.
- 5.2 The term work experience is used in this document to cover 'hands-on' for non-clinical placements as well as work shadowing and work observation in areas where the task cannot be performed by the student or other individual.
- 5.3 Clinical work experience is undertaken through observation of work practice by qualified staff with patient contact.
- 5.4 For the purpose of this document the member of the public on placement will be called '**the participant**'.
- 5.5 For the purpose of this document the administrative contact for the placement will be called the '**coordinator**'.
- 5.6 **Placement** – refers to the location, department/ward of the participant.
- 5.7 **Child** – anyone under the age of 16 and who has not yet reached the minimum school

leaving age.

- 5.8 **Young person** – person under the age of 18.
- 5.9 **Departmental Managers** – refers to the manager who has agreed to offer the work experience placement and is responsible for the work programme, welfare and supervision of the work experience participant.
- 5.10 **Work Experience Supervisor** – refers to the member of staff who is responsible for the day to day supervision and activity of the work experience participant.

6. Duties

- 6.1 The **Chief Executive** has overall responsibility for procedural documents. Delegated responsibility for the implementation of this policy lies with the Trust Secretary/ Director.
- 6.2 The **Deputy Director of People** has the responsibility to ensure that this policy is implemented in a fair and consistent manner.
- 6.3 **Human Resources** is responsible for the development and review of this policy in accordance with either legislation or national guidance. To advise and provide expertise and support in relation to employment law and other related issues as and when required.
- 6.4 The **Recruitment team** is responsible for the coordination of applications for work experience to the Trust and keeping the associated records in line with the Data Protection Act. To liaise with successful applicants and ensure all forms and checks are completed and signed. Confirm arrangements with the participant.
- 6.5 **Departmental Managers** will ensure that a departmental health and safety risk assessment is conducted and retain a copy within the department and a copy sent to the recruitment team. Ensure that there will be adequate supervision for the duration of the work experience.
- 6.6 **Supervisors** will maintain the overall arrangement and monitor of the placement to ensure an appropriate and safe experience and ensure the participant is supervised at all times.
- 6.7 **Participants** must ensure they complete and return all the relevant documentation within the timelines stipulated prior to placement commencing.

7. Process

- 7.1 **The Recruitment Team**
- 7.1.1 Follow the process as per the flow chart **Appendix 1**.
- 7.1.2 On receiving a request for work experience send an Application Form – **Appendix 2** and trust confidentiality form – **Appendix 3** to the applicant for completion. The completed application is then returned to the Recruitment Team.
- 7.1.3 Keep a central register of applicants for auditing and monitoring following SCH NHS Trust's Policies and procedures.
- 7.1.4 A Trust Risk Assessment (**Appendix 4**) Check List needs to be completed using responses provided in the completed application form. If a formal risk assessment is

indicated the recruitment team will need to liaise with the appropriate manager to complete the Trust Risk Assessment tool found at **Appendix 5** and a copy provided for the applicant.

- 7.1.5 **Clinical Placement** - Forward the application to the clinical work experience co-ordinator
- 7.1.6 **Non Clinical Placement** – Forward the application to the facilitator
- 7.1.7 Update the central register on completion of the placement
- 7.1.8 Evaluate the post placement evaluation and provide feedback to the work experience placement provider as appropriate.
- 7.1.9 File documentation on completion of the work experience for 12 months.

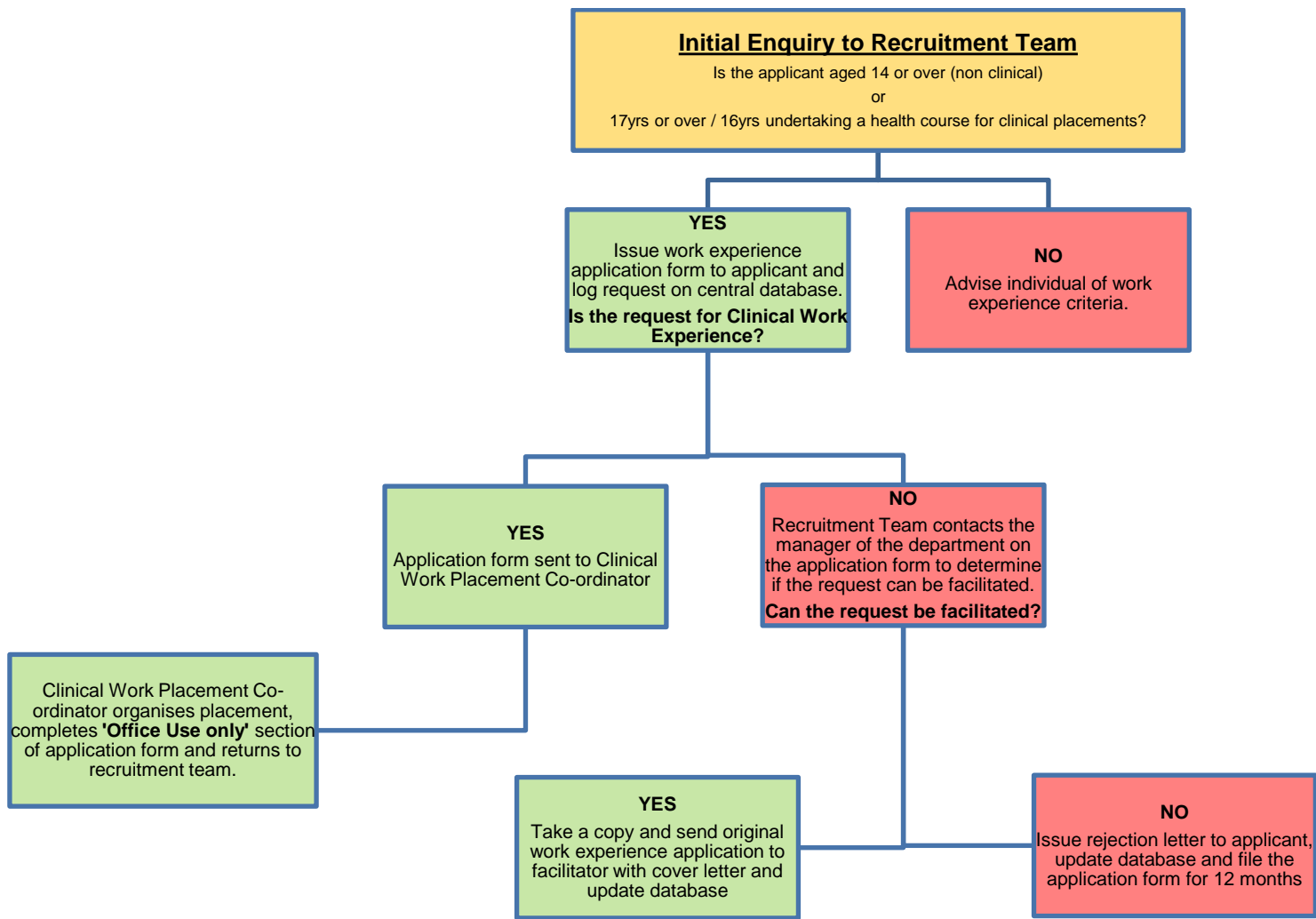
7.2 Applicant

- 7.2.1 The applicant is requested to complete the Application Form – **Appendix 2**
- 7.2.2 Complete the Declaration of Confidence Form - **Appendix 3** and forward to Recruitment Team.
- 7.2.3 Completes the post placement evaluation found at **Appendix 6**

7.3 Manager

- 7.3.1 Managers should ensure that all staff within their team are clear about the role of the individual undertaking the work experience placement.
- 7.3.2 The standards of care and conduct of work experience candidates should be the same high quality as staff.
- 7.3.3 The Manager should ensure that individuals on work experience placement receive detailed information about their work area and their responsibilities to the Trust.
- 7.3.4 The Manager should provide individuals on work experience placement with a local induction and the required training in the specific tasks to be undertaken.
- 7.3.5 The Manager must ensure that individuals on work experience placement have a clear understanding of the duties of care and confidentiality attached to working in a healthcare environment and that they have the necessary levels of supervision if required.
- 7.3.6 The Manager may wish to appoint another member of staff within the area of work to act as a supervisor. This person will have delegated responsibility for the work experience placement individual in particular regard to supervision on a daily basis and will be responsible for providing support and guidance.

Appendix 1: Flowchart of Process



Appendix 2: Work Experience Placement Applicant Form



Shropshire Community Health **NHS**
NHS Trust

WORK EXPERIENCE PLACEMENT APPLICATION FORM

All details will be treated in confidence in line with the Trust Data Protection Policy. Please complete all relevant sections, sign & return to Ptarmigan House, Shrewsbury Business Park, Shrewsbury, Shropshire, SY2 6LG.

Are you applying for work experience in a Clinical or Non-Clinical setting?	<input type="text" value="CLINICAL"/>
1. Personal Details	
Full Name	
Date of Birth	
Home Address (including post code)	
Contact Number.	
Email address	
Emergency Contact Details:	
Contact Name	
Contact Tel.No	
Relationship to contact:	
GP Surgery Name:	
Previous experience and relationship to employees:	
Have you previously had any work experience in the NHS?	Choose an item.
If so, which department / Hospital / Trust?	
Are you related to an employee of SCHT?	Choose an item.
If yes, name of person and Job Title	
Relationship to this person	
2. School / College / University details	
Name of School/College/University:	
Address:	
Contact Name:	
Contact Number:	
Details of relevant courses/subjects being followed/completed (eg GCSEs, A Levels, NVQ, Degree)	
Career aspirations (detail what you would like to do in your future work)	

3. Placement Details			
Date(s) placement required		From:	To:
How many days per week:	Choose an item.	Preferred Days:	
Please specify the department(s) of choice to complete work experience or clinical placement			
Please provide details of any contacts you have already made with potential placements:		Name of Contact:	
		Placement:	
		Was provisional agreement gained:	Choose an item.
Reference Details (To be completed by appropriate professional)			
Please comment on student's suitability for the placement requested:			
Signature*:		Print name:	
Job Role:		Relationship to applicant:	
*By signing you are also confirming that the information contained in this application is, to the best of your knowledge, accurate.			

4. Monitoring Information	
Please indicate your gender:	Choose an item.
Please indicate your ethnic origin:	Choose an item.
Do you have any health condition, disability or learning needs that we should be made aware of?	Choose an item.
	If Yes, please give details:

5. Declaration	
I understand that any placement offered will be subject to the information given on this form. If successful, I agree to work within departmental guidelines and follow instructions given.	
Signed:	Date:
FOR STUDENTS UNDER 18 YEARS OF 18	
(Agreement must be given by your parent or guardian)	
Signed:	Date:

6. FOR OFFICE USE ONLY			
Application form signed by Student & Referee:		ID Badge provided (for placements over 2 weeks):	
Application form signed by Parent or Guardian (if under 18):		Health and Safety issues covered:	
Risk Assessment carried out:		Working hours discussed:	
Confidentiality Form signed:		Lunch-time arrangements discussed:	
Date(s) placement required	Area:		
From:	Agreed by:		
To:			

Appendix 3: Confidentiality Form**DECLARATION OF CONFIDENTIALITY****To be completed by ALL applicants**

I, _____ hereby declare that I will hold in strict confidence any personal information concerning patients or members of staff which may become known to me verbally or by access to manual or computerised records during the exercise of placement with Shropshire Community Health NHS Trust and that I will not divulge such information to any unauthorised person nor discuss it with colleagues in any public place.

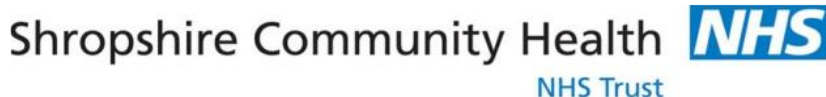
I understand that such confidential or personal information includes a patient's diagnosis and treatment, and any other particulars relating to his or her condition.

I understand that the disclosure to unauthorised persons of confidential information concerning patients or any members of staff is classified within the Trusts disciplinary rules as conduct which may warrant my removal from placement.

I further understand that information about the Trust's contracts with purchasers of its services, methods of delivery, staffing levels and costs may be regarded as commercially sensitive and of benefit to competitors or potential competitors. Such information will not be released by me or discussed other than with authorised Trust employees and I note that any breach may warrant my removal from placement.

I agree to abide by this Declaration of Confidentiality subject to the provisions of the Public Interest Declaration Act (This is the act that confers protection on people who feel they have to break confidentiality on the condition that their whistleblowing is not vexatious, malicious etc).

Signed	
Date	
Witness	
Post held	
Date	

Appendix 4: Risk Assessment Check List**Risk Assessment Check List for Work Experience Placements**

This Risk Assessment tool is intended to apply to work experience applicants who wish to attend a placement with SCHT. It is to be used in conjunction with SCHT Work Experience Placement policy.

Name Of Work Experience Applicant:	
Placement and Mentor / Supervisor details	
Dates Of Proposed Placement	
Person Completing The Generic Risk Assessment Check List	

Pre Work Experience Placement Health & Safety Check List	NO	YES
Will the student ever be unsupervised or left alone with a patient / client?		
Will the student be required to carry out any clinical procedures for which they have not received appropriate training / guidance?		
Has the placement reported any hazard or risk related to the learning environment?		
Will the student ever be exposed to a known risk or hazard in a patient /clients home?		
Will the student ever be required to manually handle patients / clients or inanimate objects?		
Will the student be required to handle very hot fluids or operate electrical or mechanical tools or equipment?		
Will the student be required to use any form of moving vehicle (except mentors own vehicle which is appropriately insured)?		
Has the student declared or disclosed any health condition than may be present during placement?		
Has the student declared or disclosed any physical disability?		
Has the student declared or disclosed any learning disability?		

Conduct a formal 'Placement Employers Risk Assessment' found at **Appendix 5** of the SCHT Work Experience Placement policy.
Consider contact with SCHT Risk Managers / Practice Placement Managers
TEL: 01743 277500

IF YES TO ANY RESPONSE



If NO to all responses, the placement can commence but a formal risk assessment must be undertaken if any aspect of the check list changes to YES or a risk or hazard is identified.

- Copy to be sent applicants school (POC)

Appendix 5: Risk Assessment

PLACEMENT EMPLOYERS RISK ASSESSMENT			
Learning activities:			
Learner's name		Department name:	
Name of School/College			

Key Considerations

When assessing the risks, the Department/team should ensure that they:

- Take into account the applicant's inexperience, immaturity and lack of awareness of risks.
- Give consideration to any other learning difficulties, disabilities or medical/health conditions.
- Consider the applicant's aptitude, ability and attitude initially and on an ongoing basis.
- Consider the need for adequate supervision and, where necessary, suitability checks for child protection purposes.
- Result in adequate control measures that are explained to the applicant and their supervisor.
- Determine the need for any personal protective equipment.
- Result in the provision of adequate information, instruction and training for the applicant.
- Identify any necessary prohibitions or restrictions relating to tasks, areas and work equipment.
- Consider any specific risks in relation to a young person

Key tasks. locations & areas	Hazards and significant risks	Risk control measures
Prohibited or restricted tasks, areas or work equipment:		

Detail any relevant learning / behavioural difficulties, disabilities or medical / health conditions that may be restrictive or require special consideration prior to the applicant starting their work placement:

(Use a continuation sheet if necessary)

GUIDANCE		
Hazard	Risk	Control Measures
<ul style="list-style-type: none"> • Use of general office/IT equipment 	<ul style="list-style-type: none"> ○ Electrocutation ○ General fatigue 	<ul style="list-style-type: none"> ○ Equipment PAT tested ○ Regular breaks ○ Regular inspection ○
<ul style="list-style-type: none"> • Slips, trips and falls due to • Spillages • Trailing cables • Obstructions • Uneven ground/floor • Adverse weather • Stairs, ramps and steps 	<ul style="list-style-type: none"> ○ Strains, pulls ○ General harm, physical injury, etc 	<ul style="list-style-type: none"> ○ Adequate lighting ○ Defined walkways ○ Department/team to maintain a safe & tidy working environment ○ Spillages cleared appropriately ○ Suitable footwear to be worn ○ Young person(s) informed of danger areas ○
<ul style="list-style-type: none"> • Manual handling • Lifting, pulling, moving etc 	<ul style="list-style-type: none"> ○ Strains, pulls, physical injury etc 	<ul style="list-style-type: none"> ○ Appropriate lifting and handling training given and young person(s) only to undertake manual handling tasks that are within their own acceptable capabilities ○ Load reduced to acceptable levels ○ Working environment/route free from obstructions ○ Provision of Personal Protective Equipment (if appropriate)

▪ Use of hand tools/equipment	○ Cuts, abrasions & bruises, physical injury, etc	○ Employer to assess and approve young person(s) competence through provision of training ○ Tools/equipment inspected prior to use ○ Provision of Personal Protective Equipment (if appropriate)
▪ Moving vehicles/traffic	○ Trapping, crushing, physical injury, etc	○ Dangerous areas identified to young person(s) ○ Visible warning signs & Audible warnings ○ Designated walkways
▪ Working on electrical equipment /apparatus	○ Electrocution ○ Burns ○ Fires	○ Employer to assess and approve young person(s) competence through provision of training ○ Young Person(s) will not work on live circuits or apparatus ○ Provision of Personal Protective Equipment (if appropriate)
▪ Hazardous substances and chemicals	○ Burns, ingestions, inhalation, absorption, irritation etc	○ Substances to be suitably stored ○ Used under controlled conditions ○ Restricted access ○ Provision of Personal Protective Equipment (if appropriate)
▪ Airborne dust and fumes	○ Inhalation ○ Allergic response ○ Asphyxiation	○ Assess suitability for young person(s) with certain allergic conditions ○ General ventilation ○ Local exhaust ventilation ○ Provision of Personal Protective Equipment (if appropriate)
▪ Stored energy ▪ Gas cylinders ▪ Compressed air	○ Injection, embolism, physical injury, ○ Propelling of foreign objects ○ Injury resulting from "horseplay"	○ Airlines/Tools inspected prior to use ○ Only to be used with appropriate supervision ○ Gas/air cylinders suitably stored ○ Provision of Personal Protective Equipment (if appropriate)
▪ Noise	○ Damage to hearing	○ Ear protection provided as appropriate ○ Visible warning notices
▪ Ionising radiation ▪ X-ray	○ Damage to health	○ Isolation from equipment whilst in use ○ Safe storage of radioactive sources
▪ Making and transporting hot drinks/food ▪ Hot equipment, materials & liquids	○ Burns ○ Scalds	○ Employer to assess and approve young person(s) competence through provision of training ○ Dangerous areas identified ○ Provision of Personal Protective Equipment (if appropriate) ○ Heat insulated gloves or material to be used where practicable

Appendix 6: Feedback Form

PLACEMENT FEEDBACK SHEET			
<p>We are constantly monitoring the effectiveness of our work experience placements throughout the Trust. We value your opinion and would be interested to hear your comments (both constructive and critical) on your placement with us.</p> <p>Your feedback is important as it will help us to improve the experience for future placements.</p>			
Your Name			
Site you were placed		Ward / Dept / Team	
Dates of Placement	From:	To:	
1. Overall, did you enjoy your placement?		YES	NO
<p>If 'No' please expand on why you did not enjoy your placement</p> 			
2. What 3 Aspects did you enjoy MOST about the placement?			
i)			
ii)			
iii)			
3. What 3 aspects did you enjoy LEAST about your placement?			
i)			
ii)			
iii)			
4. Were you told about the following within the Ward / Department? (✓)			
Fire Alarms		Health and safety	
Lifting and Handling		Confidentiality	

5. What sort of work did you do during your placement?

6. Was this what you expected to do during the placement?

YES

NO

7. Were you considering a career in the NHS before your Work Experience?

YES

NO

MAYBE

8. Would you now consider a career in the NHS in the future?

YES

NO

MAYBE

If not, please tell us why not?

9. Would you recommend the NHS/TRUST as a Work Experience/Placement Opportunity to your colleagues/school/college etc.?

YES

NO

MAYBE

10. What (if anything) do you feel could be done to improve placements within the Trust in the future? (please give details)

11. Please use this space for any further comments you wish to make about your placement.

Thank you for taking the time to complete this feedback sheet.

Please return your completed form to:

Recruitment Team
Ptarmigan House
Shrewsbury Business Park
Shrewsbury
Shropshire
SY2 6LG