

# Work Experience and Work Related Activities Policy and Procedure

## Version 1.0

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## **1 Introduction**

- 1.1 NHS Hull is committed to raising the aspirations of people within the city of Hull through positive and relevant experiences. Work experience and work related activities are part of the Government's education and employment policies, with an emphasis towards the 14-19 year old agenda. The experiences and relating activities support the training and education of individuals as:
- Future NHS employees
  - Service Users
  - Members of local communities
  - Raising awareness of the variety of career opportunities within the NHS
  - Raise the profile of the Trust as a quality healthcare provider
- 1.2 The opportunity to take part in this experience helps to ensure individuals are motivated and well prepared to fulfil their potential within employment and life. It is important to provide the learner with the opportunity to gain experience of a workplace and an appropriate environment. This experience and insight can be gained inside and outside of the actual workplace.
- 1.3 This Policy and Procedure will establish a clear system for the management of work related activities and work experience placements within NHS Hull. This Policy and Procedure ensures that all learners' experiences will be productive, well managed and supportive of their current and future development and is compliant with all local and national requirements.
- 1.4 This Policy and Procedure will identify the Health and Safety and Risk Management requirements of the work related activity/work experience offer and the expectation. Learners are designated as employees for the purpose of Health and Safety legislation and NHS Hull must provide them with the same health, safety and welfare protection as received by other employees. The provision of work experience is governed by the Education (work experience) Act 1996.

## **2 Purpose**

- 2.1 The purpose of this document is to provide guidance to staff on:
- The responsibilities of all partners in the management and delivery of work experience and work related activities
  - The process by which work experience is managed, from application through to the commencement of the placement and all necessary stages in between.
  - To ensure each stage of the work experience process is carried out lawfully (Education Act 1996).

## **3 Scope**

- 3.1 This Policy and Procedure applies to all employees of the NHS, any staff who are seconded to the NHS, contracted and agency staff and any other individual working on NHS premises.

3.2 This Policy and Procedure covers all aspects relating to work experience and work related activities for people of any age who undertake the experience as part of their education or training. For the purposes of this Policy and Procedure, all people undertaking work experience or work related activities will be referred to as learners. This Policy and Procedure is **not** intended to cover:

- Existing Trust employees undertaking development activity
- Paid employees of the Trust who take up posts to gain experience as part of a professional or pre-registration programme
- Students on any other educational programmes which are commissioned or sponsored by the NHS or other government departments and which are covered by a separate agreement
- Volunteering initiatives which are not primarily for the purpose of learning.

## 4 Responsibilities

### 4.1 All Staff

4.1.1 All staff must follow usual Trust Policies, Procedures and Guidelines in relation to Health and Safety responsibilities regarding learners. The Management of Health & Safety at Work Regulations 1999 requires employers to assess, eliminate, or control those risks that may have special significance for young people. Young people are known to be at greater risk from workplace accidents, for example:

- Physical and psychological immaturity and inexperience of work
- Lack of awareness of health and safety risks
- Being eager to impress or please other people

4.1.2 In the process of offering work experience or work related activities to learners and adults. NHS Hull has a duty to protect the dignity and rights of service users as well as those who are undertaking a placement.

4.1.3 All employees have a responsibility to abide by this policy and any decisions arising from the implementation of it. If they are concerned over any health and safety issues they should report them to their manager as well as the work experience co-ordinator.

### 4.2 Managers

4.2.1 Managers have a responsibility to implement this Policy and Procedure to ensure that workplaces within their remit, provided for the use of work and work related experiences, are provided in accordance with this Policy and Procedure. All reasonable steps are taken to maintain and, where necessary, improve Health and Safety standards, informing risk management when this is not possible.

4.2.2 On the first day of a work experience placement, the manager is responsible for completing a local induction or ensuring an induction is provided and carried out. The induction checklist must be completed which will be provided by the Work Experience Co-ordinator.

4.2.3 It is the responsibility of the manager / co-ordinator to ensure that the appropriate level of supervision is maintained at all times.

### **4.3 The Work Experience Co-ordinator**

4.3.1 It is the responsibility of the work experience co-ordinator to:

- Liaise with learners, schools, colleges, educational establishments and partners during the planning and delivery of provision.
- Ensure all checks e.g. health and safety are complete
- Provide initial induction details / information to learners
- Monitor and oversee the provision of placements
- Ensure the welfare of learners is maintained and provide support as required
- Ensure the learner can be identified during the placement with an I.D. badge and practices are in place to highlight their presence in the workplace.
- Ensure that an appropriate dress code is followed in accordance with the Trusts 'Uniform Policy and Corporate Dress Code'.

4.3.2 The Work Experience Co-ordinator is responsible for ensuring that learners placed with them are made fully aware of how, and who to report any concerns regarding the protection of vulnerable adults and young people.

## **5 Equality and Diversity**

5.1 The PCT is committed to:

- Eliminating discrimination and promoting equality and diversity in its Policies, Procedures and Guidelines, and
- Designing and implementing services, policies and measures that meet the diverse needs of its population and workforce, ensuring that no individual or group is disadvantaged.

5.2 To ensure the above, this Policy and Procedure has been Equality Impact Assessed.

5.3 Details of the assessment are available on the PCT's website or by calling the PCT on (01482) 344700.

## **6 NHS Constitution**

6.1 The PCT is committed to:

- the achievement of the principles, values, rights, pledges and responsibilities detailed in the NHS Constitution, and
- ensuring they are taken account of in the production of its Policies, Procedures and Guidelines.

- 6.2 This Policy and Procedure supports the NHS Constitution by ensuring that all learners adhere to the rights and pledges in relation to patients and the public. Equally it ensures that the rights and pledges relating to NHS staff will apply to the learner wherever possible.

## 7 Definitions

**Work experience** - A placement on employer's premises in which a student carries out a particular task or duty, or a range of tasks or duties, more or less as would an employee, but with the emphasis on the learning aspects of the experience (DfES 2004)

**Work related activities** - These are activities which are different from work experience in that they must not involve any 'hands on' activity except simulated activities. These may include the following:

**Work shadowing** - Where a student is assigned to 'shadow' and closely observe a particular employee going about their usual activities.

**Observational visits** - Where individuals or groups of students are guided around the workplace to observe a range of employee activities and work processes.

**Work based projects** - Where individuals or groups of students carry out projects on work premises, usually with the guidance or support of Trust employees.

**Briefings and educational events/'Safari'** - Where groups of students attend lectures, information sessions, training or teaching events on Trust premises, facilitated or supported by Trust employees.

**Career guidance / events** - Where groups or individuals are given advice and guidance on careers in the NHS and support in applying for jobs in the NHS.

**Mentoring** - Where schoolchildren in Years 10 and 11 are mentored by Trust staff.

**Young person/Learners** - A child is defined as anyone who has not yet reached the official age at which they may leave school (currently just before or after their 16<sup>th</sup> birthday). Students in Year 10 or 11 on a properly approved and organised work experience programme are considered to be a young person (not a child) for the duration of the placement (1996 Education Act as amended by Section 112 of the School Standards and Framework Act 1998).

**Organising Body** - Students who are 16+ and applying for a work experience placement are expected to be pursuing a recognised training/education programme. For the purposes of this policy, the education/training provider will be referred to as the Organising Body as they have a responsibility to organise placements to meet health and safety requirements.

Further information on the NHS Hull work experience and work related activities offers can be found in Appendix A.

## **8 Requests for the Provision of Work Experience**

- 8.1 The Earning and Learning Team will review all requests for work related activities and deal with them appropriately by only considering requests for work experience from individuals on an approved education or training programme from within the NHS Hull catchment area. Where a work experience placement does not fall within the NHS Hull remit, learners will be directed to the relevant organisation and provided with the necessary support. Liaison must take place with the Organising Body to facilitate the placement.
- 8.2 Work experience placements will not be assigned to learners in the locality of the school or home of the student to protect the confidentiality of service users. All applications for work experience will be vetted by the Earning & Learning Team in accordance with this Policy and Procedure and will liaise with work placement supervisors within the Trust.
- 8.3 Any staff receiving individual requests for work experience or work related activities should refer them to the Earning and Learning Team so that appropriate responses can be made subject to the nature of the request.

## **9 Work Placement Area/Team**

- 9.1 Within each placement area, it will be at the discretion of the team manager to ensure an individual is assigned to the learner in order to supervise, and if necessary, mentored during their placement. All supervisors/mentors will be issued with the 'Employers Placement Supervisors Pack' issued by the Earning and Learning department which includes:
- Workplace induction guidelines and checklists
  - Suggested tasks/learning opportunities as appropriate
  - Schedule of work template
  - Contact details and reporting mechanisms
  - Evaluation forms
  - Any additional information
- 9.2 As practise and evaluation take place this pack may be modified. When modified or amended, all staff will be notified and guided to the templates and forms which will be made available on the NHS Hull Intranet.

## **10 Work Experience Placement- Description/Agreements**

- 10.1 NHS Hull aim to provide work experience opportunities that will be realistic, valuable and will support the learner within their personal and academic development.
- 10.2 All work experience placements must be given a work experience placement brief which must provide details of the placements and the type of work that will be undertaken.
- 10.3 All learners will be provided with a person specification which will enable them to be aware of the skills, knowledge and characteristics required of them within a specific job role. This will be prior to the specific placement, provided by the Earning and Learning department.

- 10.4 All learners will be responsible for making their own way to specific work placements unless deemed otherwise by the Work Experience Co-ordinator. The learner will not receive any reimbursement for travel or meal expenses from NHS Hull unless deemed otherwise by the Work Experience Co-ordinator.
- 10.5 The Trust has the same general health and safety responsibility, duty of care and liability in relation to work experience and associated work related activities as for other paid employees. Allocation of activities will be kept free of any kind of discrimination, except where the law and other Trust policies, procedures and guidelines may require it. Work experience participants will not be eligible for any remuneration in respect of the work placement.
- 10.6 In all circumstances work and work related experience provision must be authorised by NHS Hull's Work Experience Co-ordinator based within the Earning and Learning department.
- 10.7 Placements and Work Related Activities will enable learners to experience real situations within a working environment that will support their current studies, such as:
- Work Based: Learners research, analyse and produce work for an assessed part of their studies within NHS Hull.
  - Awareness Talks / Expert Input: Information provided by presentations and talks relating to the required outcomes of the learners studies.
  - Career Guidance: An essential factor to provide assistance for people when making an informed decision on a career within the NHS. Information of careers is not always known along with entry criteria's.
  - Career Talks: Providing presentations, talks etc about NHS career options and pathways.
- 10.8 The Work Experience Co-ordinator will co-ordinate all work based projects and expert input and will liaise with relevant individuals and monitor the level of provision. It is recommended that schools or institutions of further and higher education do not contact individuals directly.

## **11 Work Experience Environment**

### **11.1 Realistic Work Environment**

- 11.1.1 Work experience opportunities for learners of secondary school age, within a healthcare setting are complex. The type of work within the NHS is varied and can bring people into contact with a range of individuals carrying out a variety of job roles, and some in vulnerable positions. Therefore, NHS Hull must carefully consider the type of placements offered along with considering the social and legal requirements such as protecting people, data and young people in the workplace.

- 11.1.2 Realistic work experience programmes delivered over a period of time within a constructive environment will provide a sound learning experience to support study and qualification requirements along with enhancing individuals' personal development.
- 11.1.3 All activities must take place during School, College or Education Establishment term times.
- 11.1.4 Programmes are coordinated and overseen by the Work Experience Co-ordinator located within the Earning and Learning department, NHS Hull.

## **11.2 Real Healthcare Environment**

- 11.2.1 Placement opportunities fall into three types:
- Block not exceeding 1 week (14-16yrs)
  - One day per week over a period of up to ten weeks (16+)
  - One day per week over a period more than ten weeks but not exceeding one academic year (16+)
- 11.2.2 All placements are arranged in relation to local, national and legal requirements which may apply restrictions on certain areas e.g. placements within a healthcare environment are available to learners aged 18 and over.
- 11.2.3 The Work Experience Co-ordinator will co-ordinate all work based projects and expert input and will liaise with relevant experts and monitor the level of provision. We recommend that schools or institutions of further and higher education do not contact individuals directly.

## **12 Contracts**

- 12.1 All learners will be required to sign a Work Experience Supervision Agreement. The agreements outline what is expected of the learner during their placement within NHS Hull and what the learner can expect from NHS Hull.
- 12.2 All learners will be issued with a Work Experience Honorary Contract which relates to their work experience placement with NHS Hull. The purpose of such contracts will enable both parties to gain an understanding of mutual expectations but must also provide the learner to be covered legally by NHS Policies, Procedures and Guidelines. Each learner will be able to undertake an NHS induction.

## **13 Induction and Training**

- 13.1 Learners will receive information regarding their placement before they begin. This information will be filtered through the appropriate means for the learner.
- 13.2 Learners must receive an induction on their first day which will enable them to gain an understanding of NHS Hull and the career opportunities within the organisation. The general induction will be lead by the Work Experience Co-ordinator.

## **14 Attendance, Discipline and Performance**

- 14.1 The learner is expected to adhere to the policies, procedures and guidelines of NHS Hull while on placement. Learners will be treated with respect and should manage their attendance and performance in the same way other staff members do.
- 14.2 Unacceptable behaviour will not be tolerated within the workplace and may result in termination of the work experience placement. It will be at the discretion of the Work Experience Co-ordinator to implement the actions arising from the Trusts Code of Conduct.
- 14.3 Should any disciplinary issues arise while a learner is on placement, appropriate action will be taken in accordance with the Trusts Disciplinary Procedure. Schools, Colleges and Educational Establishments concerned will be notified along with the parents/guardians of any individual who is undertaking a work experience placement from a school.
- 14.4 Learners who are unable to attend or leave their placement for whatever reason (e.g. illness) hold a responsibility to contact both their designated placement co-ordinator and their teacher/tutor within their educational establishment. If the learner is under 16 years of age the educational establishment should seek confirmation from their parent or guardian. Similarly, NHS Hull staff should contact the Work Experience Co-ordinator as soon as possible if a non-attendance occur.

## **15 Quality and Evaluation**

- 15.1 The Work Experience Co-ordinator will monitor and evaluate the quality of work experience placements along with measuring the impact towards the learner. Schools, Colleges or educational establishments may be required to provide some feedback or evidence to support the evaluation process.
- 15.2 Following completion of a work experience placement, learners will be required to complete a 'Learner Evaluation Form' available from the Work Experience Co-ordinator. The Work Experience Co-ordinator will be required to complete a 'Placement Supervisor's Report'. When both documents are complete they will be held by the Work Experience Co-ordinator.

## **16 Legal Framework**

- 16.1 NHS Hull has a responsibility to work in accordance with the following legislation and guidelines in relation to work experience.
- The Health & Safety at Work Act (1974)
  - The Management of Health and Safety at Work (1999) Regulations Paragraph 11: Capability and Training
  - NICE Clinical Guidelines which includes reference to the Management of Health & Safety at Work Regulations (1992)
  - Safety Representatives and Safety Committees Regulations 1977
  - Health & Safety (Consultation with Employees) Regulations 1996
  - The Employments Rights Act 1996
  - Reporting of Injuries, Disease and Dangerous Occurrences Regulations (RIDDOR) 1995

- Education Act 1996 as amended by section 112 of the School Standards & Framework Act 1998
- Sexual Offences Act 2003 ( Chapter 42, sec 21,22)

## **17 Risk Management**

- 17.1 Placements provided will be appropriate to the need of the learner and the programme of study which they are undertaking, ensuring that all local, national and legal requirements are met. Consideration in terms of aids and adaptations for the learner will also be met where appropriate, for example relating to individual needs such as religious and/or disability requirements.
- 17.2 All known hazards should be identified and risk evaluated with factors contributing to risk eliminated where possible. In other cases risk will be reduced to the lowest practical level. Some placements may have restrictions placed on them and only people with the correct training and meet specific requirements will be eligible to take part. Risk assessments will be undertaken to eliminate potential situations where a member of staff and a learner would be working without the presence of other employees, but in rare cases where this is unavoidable an enhanced CRB check may be required.
- 17.3 All necessary assessments to be completed are the responsibility of the Work Experience Co-ordinator and relating departments.
- 17.4 NHS Hull will ensure that all necessary assessments are undertaken and in particular relating to the area where the learner will work. The following factors will be considered:
- Workplace and site layout
  - Equipment to be used in the workplace
  - Organisation of work and processes involved
  - Health and Safety training
  - Violence in the workplace
  - Bullying in the workplace
  - Victimisation / Discrimination in the workplace
- 17.5 Copies of completed risk assessments relating to the specific work experience placement are to be made available to the learner if appropriate. These will also be made available to the School, College or education establishment for their legal responsibilities.
- 17.6 A learner will not be expected to work beyond their capabilities (physical and psychological) and/or perform work that involves:
- Harmful exposure to radiation
  - Harmful exposure to noise, vibration or extremes of hot and cold
  - Harmful exposure to any agents with a toxic and carcinogenic effect
  - The risk of an accident
  - Any duty exposing the learner to a risk of ill health or injury

## **18 Protection of Service Users**

- 18.1 Learners will not participate in, or observe any intimate or personal information of service users unless they are over 18 and the service user has given their permission. Further/Higher education learners may be requested to hold a relevant CRB check should there placement involve coming into contact with patients/service users.
- 18.2 Learners will be directly supervised at all times, the supervisor should assess the appropriate level and depth required of the following:
- Introduction to the workplace and people they may come into contact with
  - Basic health and safety information
  - Opportunity to discuss any concerns or apprehensions of the student
  - Examples of what to do in specific circumstances that may be anticipated.
- 18.3 The safety and wellbeing of all learners during work experience or work related an activity is paramount. Placements for learners will only be agreed when any potential risks have been identified and reduced to the lowest level.

## **19 Co-ordination and Monitoring of Work Experience and Work Related Activities**

19.1 The Earning and Learning Team will:

- Organise work related activities on behalf of NHS Hull and in liaison with Trust staff, and, where applicable, other NHS organisations or governing bodies.
- Liaise with departments in the Trust to identify suitable placement opportunities for work experience
- Guide and advise on risk assessments for young people in the workplace
- Liaise with the organising bodies to identify suitable placement opportunities
- Screen and interview work experience applicants
- Carry out placement preparation and induction with each applicant according to the level of 'hands-on' experience in the work place
- Monitor and evaluate each work experience opportunity offered and act as a single point of reference for supervisors for advice, guidance and reporting to external agencies

## **20 Monitoring Compliance with and Effectiveness of this Policy and Procedure**

20.1 Compliance with and the effectiveness of this Policy and Procedure will be monitored by the Work Experience Co-ordinator via the submission of an Annual Report to the Assistant Director of the Earning and Learning.

## **21 References**

*Health and Safety at Work Act (1974)* Available at: [www.opsi.gov.uk](http://www.opsi.gov.uk)

*Management of Health and Safety at Work (1999) Regulations* Available at: [www.opsi.gov.uk](http://www.opsi.gov.uk)

*The Education (Work Experience) Act 1996* Available at: [www.yorksandhumber.nhs.uk/document.php?o=385](http://www.yorksandhumber.nhs.uk/document.php?o=385)

*The Health and Safety (Training for Employment) Regulations 1990* Available at: [www.opsi.gov.uk](http://www.opsi.gov.uk)

*Children and Young Persons (Amended) Act 2000* Available at: [www.opsi.gov.uk](http://www.opsi.gov.uk)

*Work Experience in the NHS (March 2009)* Available at: <http://www.cegnet.net/content/default.asp?PageId=2462&searchcmd=search&noisapi=true&txtSearch>

*The Work-Related Learning Guide – First Edition (2008)* Department for Children, Schools and Families, Available at: <http://www.dcsf.gov.uk/14-19/documents/work-relatedlearningguide.pdf>

*Work Experience. A Guide for Employers DfES (2004)* Available at: <http://publications.teachernet.gov.uk/default.aspx?PageFunction=productdetails&PageMode=publications&ProductId=DFES-1471-2005&>

*School Standards and Framework Act 1998* Available at: [www.opsi.gov.uk](http://www.opsi.gov.uk)

*The Management of Health and Safety at Work (1999) Regulations Paragraph 11: Capability and Training* Available at: [www.opsi.gov.uk](http://www.opsi.gov.uk)

*NICE Clinical Guidelines which includes reference to the Management of Health & Safety at Work Regulations (1992)* Available at: [www.nice.org.uk](http://www.nice.org.uk)

*Safety Representatives and Safety Committees Regulations 1977* Available at: [www.opsi.gov.uk](http://www.opsi.gov.uk)

*Health & Safety (Consultation with Employees) Regulations 1996* Available at: [www.opsi.gov.uk](http://www.opsi.gov.uk)

*The Employments Rights Act 1996* Available at: [www.opsi.gov.uk](http://www.opsi.gov.uk)

*Reporting of Injuries, Disease and Dangerous Occurrences Regulations (RIDDOR) 1995* Available at: [www.opsi.gov.uk](http://www.opsi.gov.uk)

*Education Act 1996 as amended by section 112 of the School Standards & Framework Act 1998* Available at: [www.opsi.gov.uk](http://www.opsi.gov.uk)

*Sexual Offences Act 2003 (Chapter 42, sec 21, 22)* Available at: [www.opsi.gov.uk](http://www.opsi.gov.uk)

## **22 Associated Documentation**

22.1 The following associated documents can be found on the NHS Hull intranet:

- Code of Conduct for Confidentiality and Training
- Health and Safety Policy
- Risk Management Policy
- Bullying and Harassment Policy and Procedure
- Violence and Aggression Policy
- Disciplinary Procedure
- Uniform Policy and Corporate Dress Code

## **23 Review**

- 23.1 This Policy will be reviewed every two years from the date of implementation.
- 23.2 Minor amendments (such as changes in title) may be made prior to the formal review, details of which will be monitored/approved by the Associate Director of Corporate Affairs in consultation with the Equality and Diversity Co-ordinator and HR where relevant. Such amendments will be recorded in the Register and a new version of the PPG issued.

## Appendix A

### NHS Hull Work Experience and Work Related Activities

#### Activities

- Work Experience
- Work shadowing
- Observational visits
- Work based projects
- Briefings and educational events/'Safari'
- Careers guidance/events
- Mentoring

#### Target groups

- School children Year 7 – 8
- School children Year 9 – 11
- Post 16 further education students 16 -19 years
- Post 16 further/adult education students 19+ years
- Employability – 19+

#### Work experience/Work related activities offer

Activity	Target groups				
	Yrs 7 - 8	Yrs 9- 11	Ed 16 - 19 yrs	Ed 19+ yrs	Emp 19+
Work experience (clinical areas)			Yes	Yes	Yes
Work experience (non clinical areas)		Yes	Yes	Yes	Yes
Work Shadowing			Yes	Yes	
Observational visits		Yes	Yes	Yes	
Work based projects		Yes	Yes	Yes	
Careers guidance/events	Yes	Yes	Yes	Yes	Yes
Mentoring		Yes			

### **Acronym List:**

<b>ACRONYM</b>	<b>WHAT DOES IT STAND FOR?</b>	<b>WHAT IS THIS?</b>
PCT	Primary Care Trust	
DPH	Director of Public Health	
PEC	Professional Executive Committee	
SHA	Strategic Health Authority	
PPI	Patient and Public Involvement	
NED	Non-Executive Director	
LIFT	Local Improvement Finance Trust	
GP	General Practitioner	
AGM	Annual General Meeting	
SSDP	Strategic Service Delivery Partnership	
PAID	Performance Appraisal Individual Development	

### **Work experience**

Work experience, as defined in the Work Experience and Work Related Activities Policy, should be delivered in non clinical areas. These are areas identified as having different degrees of risk for participants and involvement with service users.

### **Work based projects**

Work based projects may require the involvement of Trust staff with specialist expertise or visits to Trust premises which need to be supervised by Trust staff.

### **Briefings and educational events/'Safari'**

These may take place on or off Trust premises. The 'Safari' is designed to be able to showcase NHS careers and offer an opportunity to engage with young people at school. These events will involve collaboration with other NHS organisations in the local Health Community.

### **Careers, guidance and events**

May include careers fairs, careers talks, mock interviews, support with job applications and CV writing, and familiarisation and use of the NHS Jobs website.

### **Mentoring**

This refers to the project which is designed specifically where Trust staff mentor individual pupils in year 11 to raise aspiration and achievement levels at school.

## Appendix B

### Work Experience Opportunity Flowchart

