

WORK EXPERIENCE POLICY

Wandsworth CCG

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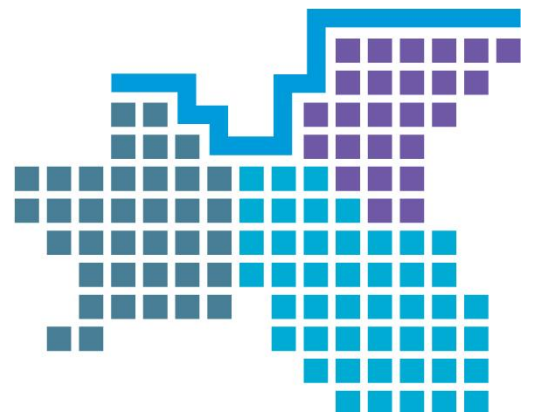
Review: Louise Adlam/Jane French

Author: *Based upon Wandsworth PCT Work Experience Policy*

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March 2014	V3	Approved by Fiona Stirling, Andrew McMyllor and Charity Mutiti; Pre-MT version.
31.04.14	V4	Approved by MT
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PEFACE

This policy is written with the assumption that work experience candidates will be young school/college students, possibly under age 18. However, all of the contents are applicable to whatever age and experience the candidate happens to be, and whatever experience of working they have. This includes candidates recruited under the Department of Work and Pensions (DWP) scheme (sub-contracted to Ixion Holdings). For more information, see the internet link below:

<http://www.ixionholdings.com/ixion-corporate/contract-management/dwp-contracts>

1. INTRODUCTION

Work experience is normally a two-week period spent in a workplace while engaged in full time education. In some areas this may consist of observing clinical sessions. Students are often required to undertake such placements by their schools and colleges. Employers receive requests for placement opportunities from both educational institutions and the students themselves.

2. THE BENEFITS OF TAKING WORK PLACEMENT STUDENTS

In accepting work experience placements, Wandsworth CCG (WCCG) is fulfilling a vital role in helping students to prepare themselves for a life after school/college. Such experience will assist with building their confidence in the working environment, developing vital skills and abilities in and gaining knowledge of the work environment and, in particular, the health service environment. There are also recognised benefits for WCCG:

2.1 Recruitment

Work placements can be an important recruitment source for the NHS, either directly from vocational courses/apprenticeships, or professional courses, or indirectly by informing school placement students of the range of career opportunities within the health service and WCCG in particular.

2.2 Publicity

Work placements can generate positive publicity and raise awareness of the work of WCCG.

2.3 Motivating Existing Staff

Work experience placements can provide important learning opportunities for WCCG staff to develop their coaching and supervisory skills. This can be extremely rewarding for mentors/supervisors and other staff working with them.

3. GETTING THE GREATEST BENEFIT FROM WORK PLACEMENTS

In order to get the greatest benefit, work placements need to be:

Targeted - each directorate/department needs to decide where it can best provide good quality placements, and target the appropriate student group, e.g. GCSE/'A' Level.

Planned - so as to provide real work opportunities that meet the type of learning objectives set out later in this document and may also be of assistance in areas with shortfalls in staffing. However, it should not be forgotten that the student will require input themselves.

Administered - information on the placement and a person specification/profile should be produced. This should be provided to the co-ordinating bodies (e.g. colleges, careers services etc.), and/or the individual student, to facilitate a successful placement. When a placement has been agreed, the manager needs to ensure placement details are confirmed in writing, by providing an honorary contract (Appendix B).

Co-ordinated - the mentor of the work placement student will meet them on their first day. They should go through the relevant paperwork with the student, ensure the honorary contract is signed, go through the programme and give them an abridged induction to the department. Once the student is introduced to their first selected work area, the designated lead for that area will become their first point of contact; however, the mentor will continue to be available to the student if contact with the work area lead is not available.

Monitored – each placement student will be assigned a mentor who they may contact throughout their placement and will meet them at the end, encouraging any questions about careers within the NHS and the WCCG. The mentor will ensure each work area lead completes an evaluation on the student, and will then collate these into a final overall evaluation. The placement students will also be given a questionnaire (see Appendix C), to comment on the effectiveness of placements.

4. LEARNING OBJECTIVES FOR WORK PLACEMENT STUDENTS

The student may identify their own individual objectives for each part of their placement. The following are generic and will apply to all placements.

- Demonstrate an ability to work independently and as part of a team, taking responsibility for your own work.
- Understand the demands and implications of working to time bound targets whilst consistently attaining required quality standards.
- Demonstrate an understanding of what constitutes good customer care and how important it is in the provision of healthcare services.
- Understand the range of possible careers/jobs within the National Health Service, what qualifications are required and how to apply for such posts.
- Be able to explain the relevance of school/college based learning to work.
- Behave and work to the standards expected by WCCG management and colleagues.

5. WORK PLACEMENT STUDENTS AND NHS INDEMNITY

Under NHS Indemnity, NHS bodies are vicariously liable at law for the negligent acts and omissions of their staff in the course of their NHS employment. NHS Indemnity also applies to work experience students supervised by NHS staff whether or not a letter of indemnity is provided by the education authority. This applies to any claims for Clinical Negligence, Employers Liability or Public Liability.

The Education Authority may provide a letter of indemnity, which covers injury to the work experience student during the work placement. The mentor must, however, ensure the Health & Safety of the work experience student at all times. A Letter of Indemnity does not prevent a work experience student from pursuing a claim for damages against the WCCG for personal injury suffered during the work placement.

6. HEALTH AND SAFETY

The WCCG is responsible for the Health, Safety and Welfare of all individuals on any of its premises. The duties and responsibilities of the WCCG, its managers and employees are clearly laid out in the Health and Safety policy.

However, in instances where the workplace student is under 18, there is further duty of care under the management of health and safety at work regulations 1999. Those under 18 may not have as much experience of life and the placement may be their first experience of work. It is therefore necessary to take extra vigilance when dealing with this age group.

An additional risk assessment is required for each selected work programme area and saved in the student's file prior to the placement. It is necessary to include and assess added risk from issues such as physical strain e.g. manual handling and work related stress. Also due to the limited experience of these students it is necessary to be aware that more than the standard levels of supervision may be required to ensure that the student and colleagues are working safely. Please complete risk assessment form (Appendix D)

7. SUPERVISION

Work placements cover selected programme areas provided by WCCG, the Commissioning Support Unit (CSU), the Joint Commissioning Unit (JCU) and Community Services Wandsworth (CSW). As such, students are expected to follow the individual policies of each of these placement hosting organisations. There is no legal guidance except those described above with regard to what students can and cannot do during their placements. However, managers are required to use their judgement when identifying suitable duties for work experience students. Special consideration needs to be given to issues of confidentiality and client/patient contact relating to any meetings the student may attend, and any exposure they may have to individual or organisational information.

Each selected programme area of the placement will identify a named supervisor who will be responsible for ensuring that the agreed itinerary is adhered to and will complete an evaluation on the student to be submitted to the placement mentor.

8. DUTY OF CONFIDENTIALITY TO THE EMPLOYER

(P.8. WCCG Confidentiality Code of Conduct, Oct 2014)

Staff have an implied and contractual duty of confidentiality to their employer. Any confidential information which is received during the course of your employment must not be divulged to any person or body. Information covered under the Freedom of Information Act 2000 or Environmental Information Regulations 2004 should be referred to the FOI Manager.

All staff, and those working on behalf of WCCG, are required to sign a copy of the Confidentiality Declaration (see Appendix E) which is held on their personal file as an addition to their contracted terms and conditions.

Employees (including students, trainees on temporary placements, and volunteers) should be aware that any breach of patient, staff or employer confidentiality may be regarded as gross misconduct under WCCG disciplinary procedures.

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STUDENT PROFILE

DESIGNATE EACH ENTRY AS 'E' (ESSENTIAL), OR 'D' (DESIRABLE)

Type of Student: (E.g. Pre GCSE/GCSE/A Level/Diploma etc.)	
Minimum Age of Student:	
Period of Placement:	
QUALIFICATIONS	E or D
KNOWLEDGE	
SKILLS	
EXPERIENCE	
PERSONAL QUALITIES	
CAREER AMBITIONS	
OTHER	

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PLACEMENT PROFILE

Student Name:	
Student contact details:	
Mentor Name:	
Mentor contact details:	
Departments where placements are offered: (Please include full details of location and designated Area Lead details)	
Programme Work Area 1:	
Basic function of department:	
Work Area Lead/contact details:	
Programme of Work: (Please include details of any changes to duties or manager during placement)	
Range of tasks to be undertaken by student: (Please give as much detail as possible)	
Programme Work Area 2:	
Basic function of department:	
Work Area Lead/contact details:	
Programme of Work: (Please include details of any changes to duties or manager during placement)	
Range of tasks to be undertaken by student: (Please give as much detail as possible)	
Programme Work Area 3:	
Basic function of department:	
Work Area Lead/contact details:	
Programme of Work: (Please include details of any changes to duties or manager during placement)	
Range of tasks to be undertaken by student: (Please give as much detail as possible)	
Any other information useful to student	

Confidential

Dear

HONORARY CONTRACT - WORK PLACEMENT STUDENT

I have pleasure on behalf of Wandsworth Clinical Commissioning Group (WCCG) in confirming your honorary work experience contract from until

The WCCG will observe all statutory requirements, in particular those required by the Health and Safety at Work Act 1974, and will ensure that you are not required to operate any hazardous machine or work in any unsuitable or objectionable nature. WCCG will at all times supply special or protective clothing required whilst performing the work. Your education authority may provide a Letter of Indemnity.

You will not receive payment for this work.

You will be responsible to and mentored by
Should any problems arise during your placement, you should bring them to his/her attention in the first instance. If an accident or any other incident occurs whilst you are working with us, it is your responsibility to inform a manager or your mentor immediately. You must at all times follow the instructions of your mentor. Under NHS indemnity, the WCCG is vicariously liable for the effects of your actions during your placement in respect of Clinical Negligence, Employer's Liability and Public Liability. WCCG has insurance cover for Clinical Negligence under the Clinical Negligence Scheme for CCGs. WCCG has insurance cover for Employer's Liability and Public Liability under the NHS Litigation Authority Liabilities to Third Parties Scheme (LTPS).

You will not be allowed to work outside the normal hours of the department as directed by

In accepting this placement you are undertaking not to disclose any confidential information without the WCCG's prior written approval, and to obey all safety regulations, security requirements and all lawful instructions given by the WCCG.

If you agree to accept the placement on the above conditions, I should be grateful if you would sign both copies of this letter and return one to me.

I hope you will enjoy your time with WCCG and find it a useful experience.

Yours sincerely

WCCG Student Work Experience Mentor

cc:

DO NOT DETACH

I accept the honorary contract placement under the conditions set out in this letter, and the conditions of the placement.

Signed: **Date:**

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WORK EXPERIENCE PLACEMENT QUESTIONNAIRE (student)

Name:	
School/college:	
Type of placement: (Pre-GCSE/GCSE/A Level/Other)	
Placement in (organisation):	Dates of Placement:
We hope that you found your placement enjoyable and helpful. This information is used to monitor the quality of placements in WCCG and to improve the placements for future students.	
1. Did the placement meet your expectations and/or objectives?	
2. If not, what expectations/objectives were not met?	
3. What did you gain most from the placement?	
4. What were the administrative arrangements for your placement like?	
5. What could be done to improve the placement?	
6. Are you interested in pursuing a career in the NHS?	YES/NO
7. Are you interested in joining the Youth Health Jury?	YES/NO
8. In what areas/jobs/careers are you interested within the National Health Service?	

Signed:

. Date:

Thank you for your help and co-operation.

WANDSWORTH CCG

WORK EXPERIENCE RISK ASSESSMENT

This form has been designed to assist managers in discharging statutory duties under the Health and Safety Regulations 1999

1. Identify the hazards Please indicate any hazards at your work.	2. Assessing the Risks Having established the hazards you should now indicate the likelihood of the hazard causing injury.	3. Control measures to Reduce Risk Please indicate any existing or new control measures for controlling hazards and risks identified.	4. Additional Information Please indicate any additional information such as prohibited activities or other hazards that may affect the work experience student.

Name of Manager:		Signature:		Date:	
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INFORMATION SECURITY AND CONFIDENTIALITY AGREEMENT

PLEASE RETAIN A COPY FOR YOUR INFORMATION

Form for all employees to sign – to include contracted employees, non- contract employees such as: bank, agency, volunteers, locums, student placements, suppliers (including window cleaners, maintenance engineers).

During the course of your time with Wandsworth CCG (WCCG), you may acquire or have access to confidential information which must not be disclosed to any other person unless in pursuit of your duties as detailed in the contract or terms agreed between WCCG and yourself. This condition applies during your time within WCCG and after that ceases. If you are found to have used any information you have seen or heard whilst working within WCCG you and/or your employer may face legal action

Confidential information includes all information relating to the business of the WCCG (corporate confidential) its patients/service users and employees.

Declaration

In addition to adhering to WCCG information security and confidentiality policies/procedures:

I, the undersigned, acknowledge, understand and agree to adhere to the following conditions of access to all information at WCCG:

- I will maintain the confidentiality and security of all WCCG information and I understand that unauthorised disclosure of any information may be an invasion of privacy and may result in disciplinary, civil, and/or criminal actions against me.
- I will not disclose any information to anyone other than those to whom I am authorised to do so.
- Should I be granted access to WCCG electronic systems, I understand that my Username is considered equivalent to my signature, and I am responsible for all activity conducted under my Username.
- I will only access WCCG information for the purposes for which I am explicitly authorised. I will not use WCCG information, including personal or corporate confidential information, for my personal interest or advantage or any other business purposes.
- Once my contract or legal duty is completed, all documentation owned by WCCG, including personal or corporate confidential information, will be returned or destroyed and I will confirm, in writing, that no copies have been made.
- Once my contract or legal duty is completed with WCCG, I understand that I will continue to be bound by this signed confidentiality agreement

PRINT NAME:	
SIGNATURE:	
DATE:	
ON BEHALF OF WCCG	
WITNESS/MANAGERS NAME:	
SIGNATURE	
DATE	

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WORK EXPERIENCE PLACEMENT QUESTIONNAIRE (supervisor)

Name of student:	
Name of supervisor	
Department / Directorate	
Organisation	Dates of Placement:
Please fill out your comments in the table below and forward to the student mentor. This will be used to inform the end of placement interview and any subsequent reference that WCCG may be asked to provide	
1. Student's punctuality	
2. Appearance/dress for work	
3. General attitude (work/colleagues)	
4. Manners	
5. Communication Skills	
6. Any other skills	
7. Any areas for improvement	

