

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Work Experience/Career Insight Policy

Effective: August 2011

Review: July 2013

1 Introduction

The Trust is committed to supporting work experience/shadowing opportunities/ career insights for individuals, utilising all appropriate clinical and non-clinical areas to provide a broad spectrum of work based experience. Recognition is given to the dual benefits of facilitating individuals to gain insight to inform their choice of career pathway and to promote the Trusts involvement in community links, and the need for this to be managed in a way that supports the individuals and ensures patient safety and integrity is recognised. This policy also supports the NHS Careers initiative 'step into the NHS' (DH 2008).

N.B. This policy does not cover student placements on pre qualifying programmes, volunteers, job seekers/equivalent, clinical access or secondment. There may be bespoke work that falls under the policy such as the Learning Disability Scheme.

The process of application and approval of work experience placements must be adhered to at all times thus ensuring the safety of learners, patient and staff as well as ensuring fairness and equity of access.

2 Definitions

2.1 Work Experience

An agreed period of time spent within a Department under the supervision of a qualified member of staff, to observe or carry out tasks as appropriate; to experience a range of activities, as approved by the supervisor, to develop insight into the hospital environment. Learners receive no financial remuneration for this activity and the term work experience has no legal status.

2.2 Work Shadowing/Observation

An agreed period of time spent with a qualified employee, on a 1:1 basis to observe their practice, and gain an understanding of their job role and responsibilities. The placement is deemed observational, as the learners are not permitted to undertake activity due to the complexity of the tasks or for safety or security reasons. A member of staff must accompany the student at all times. Learners receive no financial remuneration for this activity and the term work experience has no legal status.

N.B the majority of work experience requests are for school age children and these experiences will be predominately observation. Year 10 – usually under 16 years of age will only have a career insight day with, Year 11/12 – study for A levels and aged 16+ being able to have an observational placement

Specific legislative requirements concerned with the protection of young persons include the MHSW 1999, and the Working Time Regulations 1998. The MHSW Regulations 1999 requires the Trust as the employer to carry out a risk assessment of the risk to young persons, ensure certain information is given to employees and to parents/guardians of children, and protect young persons from any risks at work.

2.3 Career insights/Placements Available

The Trust will make a range of career insight and placement experiences available across the spectrum of roles/careers in the health service. For school aged young people these will be available directly through the school, this applies equally to non-state funded establishments or FE Colleges. The categories available will be:

1. Year 10 Introduction to a career in the NHS placement
2. Year 11/12 profession specific placement
3. Mature students - One day educational visit (directly to Work Experience Coordinator) Minimum of 8 weeks' notice required.

Year 10 career insight days will only be available to learners who attend schools in the Newcastle area, Year 11/12 placement experience will be available to Newcastle, North Tyneside as priority areas, with Northumberland/Cumbria dependant on supervisor availability and school/college support/indemnity provision. Mature students will be accommodated for educational/career visit (maximum one day) subject supervisor/placement availability and will need to provide a minimum of 8 weeks notice of a placement request. Priority will be given to individuals actively seeking a health related career path.

3. Process for application for placement

- 3.1 The Trust welcomes applications for work experience placements regardless of disability, race, gender, marital status, and sexuality, ethnic or national origin. There are some legislative requirements with regard to minimum age that are addressed through this policy.
- 3.2 In order to promote equity of access, **all** requests covered by the remit of this policy are to be managed through the Work Experience Coordinator within the Education and Training Department. Individuals **cannot** directly request a placement from a member of staff, nor can a member of staff individually agree a

placement. Administration for mature students visiting will be managed by the directorate who agrees to facilitate this, using the agreed documentation

- 3.3 Only schools/colleges from the agreed catchment areas will be able to access placements within the Trust, and they will need to provide indemnity.
- 3.4 Due to placement capacity requirements there will be set number of available school aged placements each year, coinciding with school curriculum requirements
- 3.5 Placements must not exceed 10 days (DfES 2006) in duration as these are then deemed extended placements and require additional safeguarding checks
- 3.6 These placements should not include substantial lone/sole working with a supervisor, unless the supervisor has a valid enhanced CRB
- 3.7 All state schools placement requests and confirmations will be managed in conjunction with the Connexions Service¹. For the other schools and colleges, placement requests will be via a nominated contact within the school or college.
- 3.8 Mature students are required to write directly to the Work Experience Coordinator detailing the reason for their request.
- 3.9 Learners will not be permitted to have a placement in an area where a relative is working.
- 3.10 NHS Careers have issued paperwork to be used as guidance. Work experience placements must not go ahead without the following paperwork requirements:
 - Application for work experience or observation placement – which includes the parental consent and medical declaration form
 - The application form must be sent out and returned completed prior to any offer of placement. If there is a medical condition declared, then this must be referred to the Trusts Occupational Health service. The placement will not go ahead unless there is clearance by Occupational Health.
 - The Agreements will detail supervision arrangements and dates of placement in particular.
 - Work Placement Agreement/ Honorary Contract Work Placement Agreements/Honorary Contracts need to be signed and returned prior to the start of any placement.
 - Two copies of the Agreement must be issued to and signed by the student and returned to the Human Resources Department. One copy to be kept

¹ Connexions are a confidential advice and support service, dealing with a wide range of lifestyle issues including education, training, work experience, careers, employment, health and personal development. The service is aimed at 13 to 19 year olds (up to age of 25 for young people with special needs).

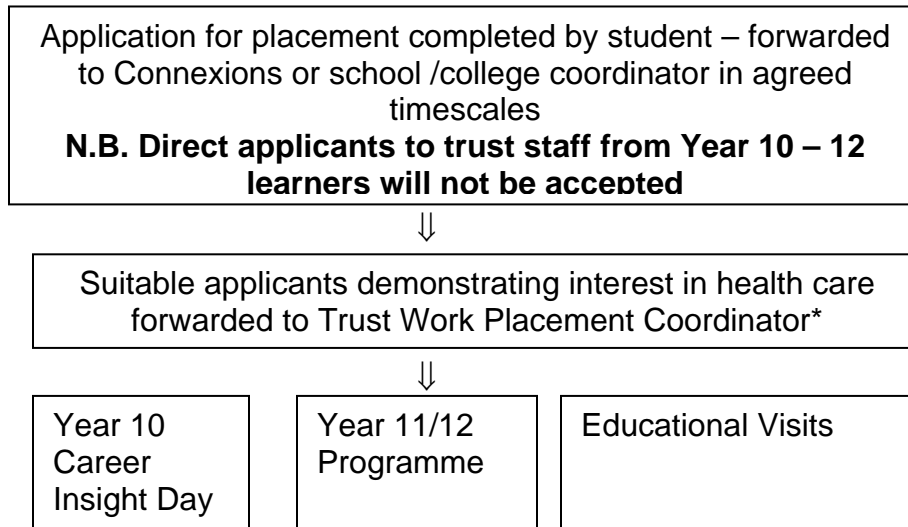
by the Work Experience Coordinator, and one should be passed on to the manager of the department where the placement will take place.

- Risk Assessments
- A copy of any important information relating to department risk assessments must be made available and be sent out with the Work Placement Agreement/Honorary Contract. It is important that parents/guardians have read the risk assessment.

3.11 Evaluation Form

At Induction all students will be issued with an Evaluation form to be completed during placement and sent to the Work Experience Coordinator when completed.

Application Process and Programmes:



* Year 11/12 learners will need to provide evidence of an active UCAS application to a relevant professional programme.

Applications to be received by following timescales:

Placement Date Required	Application to School	Application to Trust	Approval by Trust
March	November	December	January/February
July	January	February	April/May

Programmes Available

Year 10 Placements	Year 11/12 Placements	Other requests
Careers Insight Day	Introduction to Medical Careers available in June/July	Mature learners (non course related)
	Introduction to nursing available in March	
	Individual programmes for other careers options – available on request and subject to supervision availability	

Numbers of places available will be determined through placement mapping process with the Trust and Connexions/schools.

Department specific programmes will be available on request, though it is likely that this will mainly for mature students or those not covered by the profession specific programmes.

4 Placements (Health and Safety)

- 4.1 Under the Health and Safety at Work Act 1974, organisations offering work experience placements have a responsibility for ensuring, so far as reasonably practicable, the health and safety of young people on work experience, including those young people who find their own work experience placements.
- 4.2 Under the Health and Safety (Training for Employment) Regulations 1990, the provisions of the Health and Safety at Work Act 1974 apply to people receiving “relevant training”. This means that all people receiving training or work experience with the Trust are deemed to be employees for the purposes of health and safety legislation.
- 4.3 A young person as defined in Health and Safety law is anyone under 18 years old, a child is anyone who has not yet reached the official age at which they may leave school, just before or just after their 16th birthday. Work experience is

viewed as an essential pre-requisite for individuals applying to Medical School and for most University health related courses. It can be a way of allowing keen individuals to have a “taster” of a job before applying for employment and thus help recruitment

- 4.4 A number of legislative and health and safety requirements have to be met as part of the process in agreeing to take a student on placement.. Learners/schools who do not return this correctly completed will not be able to take up a placement.
- 4.5 In line with Health and Safety requirements, all work experience students must have an induction before starting a placement. During induction students will be issued with local induction checklists which will be signed off by the Manger to provide evidence in line with requirements. At induction ID badges will be issued. Young people must wear their ID badge at all times.
- 4.6 Local Induction at departmental level must be carried out using the checklist on the first day of placement and will cover:
- Introduction to relevant people/ colleagues.
 - Tour of department including fire exits, instructions for evacuation(s), first aid procedures.
 - Department information where appropriate
 - Awareness of any potential local health and safety risks
 - Any required standards of etiquette
 - Need for confidentiality
 - Once complete, copies need to be kept at departmental level and a copy returned to the Work Experience Coordinator.
- 4.7 Under the Management of Health and Safety at Work Regulations 1999 (MHSW) Regulations the Trust must protect young persons from any risks to their health and safety, which are associated with the young person’s lack of experience, lack of awareness of existing risks, or immaturity. Therefore there must be no hands on patient contact during work experience placements; they must be of an observational nature only.

5. Supervisor responsibilities/support

- 5.1 Learners will require supervision at all times, guidance notes included in Appendix 2 are to be adhered to. All work experience students must have a nominated supervisor responsible for:
- Arranging and monitoring them whilst on placement to ensure an appropriate and safe experience
 - Ensuring that local induction is carried out

- Reporting any problems relating to behaviour or non-attendance to the Work Experience Coordinator, and any accidents/incidents to the Risk Manager as per Risk Management Arrangements
- Ensuring appropriate clothing is worn.
- Ensuring that if a work experience student moves out of the department to another area that supervision is arranged and maintained.

5.2 It is anticipated that an observational placement in an appropriate Health Centre, Practice or Department will provide a useful insight into the organisation for those who are planning a medical or nursing career. For clinics, prior approval of the Consultant(s) whose clinic is to be observed, must always be obtained; the consent of patients must always be obtained in order to preserve patient confidentiality in line with the consent policy.

5.3 Young people to whom this applies to will normally be studying A-levels and be seriously contemplating a career in medicine, nursing or allied health profession. All young people must be given sufficient information and instruction by the department in which they are placed to enable them to comply with Trust Risk Management Arrangements. Every effort must be

6 Student responsibilities/support

Learners are required to follow the application process included in this policy and will be supported in their learning experience. They will be required to adhere to trust policies including health and safety, infection control, dress code and confidentiality requirements. Failure to do so could lead to immediate suspension from placement. Supervisors have the right to remove a student from an area/experience that they consider is unsuitable, and should notify the Work Experience Coordinator, who will advise the school/college.

7 Placement Selection

Placement areas will be agreed with the relevant managers, placement coordinators and the Education Centre. It should be noted that work experience learners are **not** to undertake tasks for which they have not be trained to do, and for year 11/ 12 learners the placement is predominately observational. They can undertake some tasks as indicated in Appendix 3, at the discretion of the supervisor and in accordance with Trust clinical protocols/policy.

Risk assessments must be undertaken in areas accepting learners, taking into account the immaturity, inexperience and likely inquisitiveness of some learners. Advice as to what the risk assessment should include is available from the Trust's Health and Safety advisor or Risk Management Department.

7.1 Theatre and Mortuary Experience

The Health and Safety Young Persons Regulations (HSE1997) identify young workers as being particularly at risk because of their exposure to experiences that they do not have the maturity or experience to deal with. The perioperative and mortuary environments are considered high risk for these learners. It is therefore not deemed suitable to allow Year 10 learners to observe surgical procedures within Theatres or mortuaries. This is based on two principles; the protection of the student and preserving the privacy and dignity of patients undergoing surgical procedures.

Consideration is to be given to the contribution of undertaking theatre experience to the learning outcomes of the work experience/educational visit should be made and alternative approaches to facilitating theatre experience are to be used. Year 11/12 learners will only have access to theatre experiences or mortuaries through the designated work experience programme, which forms part of this policy and in consultation with the relevant Theatre Manager or Mortuary Manager.

Access to interventional/some treatment areas would be restricted (e.g. radiology) to 16 plus students and under this age only at the discretion of the local manager.

8 Patient Consent

Patients need to be made aware that there is a work experience student present, and provided with the option to ask that they do not observe their care. In the case where patients are unable to consent then the supervisor should exercise professional judgement in accordance with safeguarding principles.

9 Parents

Parents/legal guardians will be required to give consent for year 10 – 12 aged learners as part of the application process. Any queries by parents regarding the placements must be directed to the schools liaison or the Connexions service, **not** the Work Experience Coordinator

10 Mature/Other Learners

Applications are welcomed for mature learners for work experience placements as part of a career choice process. Applications must be made in writing to the Workplace Coordinator at least 8 weeks prior to a placement is required. Placements will be no longer than 10 days duration and dependant on placement and supervisor availability. Requests for additional placements will not be supported in order to ensure equity of access.

For any mature learners who are college/university students over the age of 18 years, they will require a recent CRB check. If they have an existing recent check via their University, and we can receive confirmation on the following, we will be agreeable to engage with this activity.

- a) Receive confirmation there was nothing untoward on their CRB, and confirmed in writing by the University
- b) Confirm they can only attend for observational work experience for no more than 10 days and no hands on work
- c) They are fully supervised monitored at all times
- d) The University covers full indemnity
Indemnity can be provided through CNST arrangements for non-college/university individuals providing the learner is over 16 and on a programme in accordance with this policy.

Individuals/students wishing to work during a placement will be managed in accordance with the clinical access policy through the Human Resources Department/Medical staffing as appropriate and agreement must be sought from the practice placement facilitators for nursing related experience.

Students on a health related programme are welcome to apply via this policy, but placements are subject to availability, and would be observational and no more than 10 working days in duration. Indemnity is required from the University/College.

11 Specific Placements

Due to the nature of the patient care provision, women's, Children's, radiology and rehabilitation services will provide local guidance on access student numbers and availability of programmes, with the remaining processes continuing in line with this policy.

The policy will be maintained by the Head of Education and Development and monitored via the Trust Education Board through annual reporting of placement activity and evaluations from students, supervisors and schools/connexions service.

12 Monitoring

All students must return any uniform and ID badges before they leave the Trust. The paperwork relating to the work experience placement will be kept by the Work Experience Coordinator until the work experience student has reached the age of 21 years. If a Health & Safety incident occurred whilst the student was on placement then these records will be kept for a further 7 years.

The Head of Education and Development will monitor compliance through an annual report, which will include evaluation of the placement experiences, student numbers and adherence to the processes outlined in the policy. This information will be presented to the Trust Education and Training Group which will develop action plans as required

addressing any areas of non compliance and continuing to monitor the action plan until issues are completed.

Author: Head of Education and Development

13 References

DfES (2006) Safeguarding Children and Safer Recruitment in Education
DfES publications, Nottingham, UK

Newcastle Learning Partnership (2006) Key Stage 4 Work related learning: Guidance for Schools and Providers. Skills. Pure Design (Newcastle) Limited

DH (2008) Work Experience in the NHS: A toolkit for teachers and work placement organisers NHS Careers Department of Health. March 2008.

HSE (1997) Health and Safety Executive (1997) The Health and Safety (Young Persons) Regulations. London, HSE Books

The Newcastle upon Tyne Hospitals NHS Foundation Trust

DRESS CODE FOR WORK EXPERIENCE/EDUCATIONAL VISITS

1. Acceptable Staff Clothing

Examples include shirts, blouses, dresses, dress shorts, culottes, suit, dress trousers, shirts, dress-type trousers and sports jackets. Male employees who regularly come into contact with the public/clients should wear a tie. All individuals are expected to be clean, tidy, well presented and professionally dressed.

The Trust recognises the diversity of cultures, religions and abilities of its individuals and will take a sensitive approach when this affects dress and uniform requirements.

2. Non-Acceptable Clothing

For those who regularly come into contact with the public/clients, denim jeans, overly tight or revealing clothing, leggings and clothing bearing inappropriate slogans are not acceptable.

3. Footwear

Footwear must be safe, sensible, in good order and clean with a rubber slip resistant sole. It is not permissible to wear trainers, croc style shoes, plimsolls, flip flops and/or stilettos (pencil thin, high heels).

4. Appearance

4.1 Guidance is provided here on the general standards of appearance that are expected. Additional, more specific standards may also apply for certain groups of staff e.g. those issued with a uniform and those employed in direct patient care. Details can be found in the relevant appendices attached to this policy.

Nails	Nails should be clean, nail polish & nail extensions should not be worn.
Hair	Hair must be neat, tidy and worn off the collar, Hair longer than shoulder length must be secured away from the face.
Make up	Make up must be of a natural appearance. Strong perfume should be avoided.
Bare below the elbow	Prior to any form of clinical contact with patients, including routine clinical examination in an in-patient or an out-patient setting, all staff, including medical and dental staff and students must be bare below the elbow. Please refer to the Trust's Dress and Appearance Policy

4.2 **Jewellery**

One pair of ear-studs or earrings only is acceptable. It is acknowledged that employees who have their ear(s) pierced may have to wear small sleepers for a limited period. Other visible body piercing jewellery is not acceptable. Wrist watches should not be worn in a clinical area.

4.3 **Tattoos**

Visible tattoos are not acceptable; the exception being tattoos on the arms if they are not considered likely to cause offence.

Guidance notes for supervisors

Supervisor Responsibilities

- Departments/individuals accepting learners for work experience/shadowing have a duty to provide effective supervision and a programme of activities appropriate to the work environment. Learners must be supported in meeting their own identified learning outcomes.
- The supervisor will ensure that all criteria detailed within the health and safety guidelines are covered during the first morning of the placement and adhere at all times to the objectives and guidelines for managers/supervisors.
- The supervisor is responsible to ensure that the student is not present during any patient related procedure, which may compromise the privacy and dignity of that patient. Student visits to any other area within the Trust must be agreed with the person in charge of that area, and with the consent of the patient/s.
- If a student fails to report for their placement, or is to be absent any time during the placement, then the supervisor must report this to the Workplace Coordinator, who will contact the school/college.
- A supervisor can suspend the student from placement if they consider that they have not met health and safety, confidentiality or privacy/dignity requirements. The supervisor must report this to the Workplace Coordinator, who will contact the school/college. The student must return to college/school.

Student Observation/Tasks

Work experience is predominately designed to be an observational placement; however it may be feasible for students under supervision to undertake some duties, as outlined on page 38 of 'Work Experience in the NHS'. It is essential to note the requirement for risk assessment by the supervisor and adherence with Trust policies in this process.

THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST
IMPACT ASSESSMENT – SCREENING FORM A

This form must be completed and attached to any procedural document when submitted to the appropriate committee for consideration and approval.

Policy Title:	Career Insight Work Experience Policy	Policy Author:	Karen Pearce Senior HR Manager
		Yes/No?	You must provide evidence to support your response:
1.	Does the policy/guidance affect one group less or more favourably than another on the basis of the following: (* denotes protected characteristics under the Equality Act 2010)	No	Policy applies to all employees of the Trust. It is underpinned by Trust's overriding policy on Equal Opportunities. Only age restrictions apply
	• Race *	No)
	• Ethnic origins (including gypsies and travellers)	No)
	• Nationality	No)
	• Gender *	No)
	• Culture	No	As above
	• Religion or belief *	No)
	• Sexual orientation including lesbian, gay and bisexual people *	No)
	• Age *	Y	Policy is aimed as specific audience – school age students but also covers mature students. There is a minimum age limit of 15 years due to indemnity requirements. Also limit of 16 years of age for theatre/mortuary access in response to Young Persons Act
	• Disability – learning difficulties, physical disability, sensory impairment and mental health problems *	No	Reasonable adjustments will be made where appropriate and possible, identified at application process
	• Gender reassignment *	No)
	• Marriage and civil partnership *	No)
2.	Is there any evidence that some groups are affected differently?	No	There was no evidence to support any group was affected differently
3.	If you have identified potential discrimination which can include associative discrimination i.e. direct discrimination against someone because they associate with another person who possesses a protected characteristic, are any exceptions valid, legal and/or justifiable?	Yes	See above
4(a).	Is the impact of the policy/guidance likely to be negative? (If "yes", please answer sections 4(b) to 4(d)).	No	No negative impact in that access will be improving and should promote equality
4(b).	If so can the impact be avoided?		
4(c).	What alternatives are there to achieving the policy/guidance without the impact?		None to age limit that are legal or appropriate in relation to patient and young person safety/ethics. Mitigated through more accessible planned programme for wider range of students
4(d)	Can we reduce the impact by taking different action?		New policy addresses current/previous inequality of access issues within limits of placement resources available.

Comments:	Action Plan due (or Not Applicable): N/A
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Name and Designation of Person responsible for completion of this form: Karen Pearce Senior HR Manager (Projects) Date: ... 28 July 2011

Names & Designations of those involved in the impact assessment screening process: The Employment Policies and Procedure Consultative Group

..(If any reader of this procedural document identifies a potential discriminatory impact that has not been identified on this form, please refer to the Policy Author identified above, together with any suggestions for the actions required to avoid/reduce this impact.)

For advice on answering the above questions please contact Frances Blackburn, Head of Nursing, Freeman/Walkergate, or, Christine Holland, Senior HR Manager. On completion this form must be forwarded electronically to Steven Stoker, Clinical Effectiveness Manager, (Ext. 24963) steven.stoker@nuth.nhs.uk together with the procedural document. If you have identified a potential discriminatory impact of this procedural document, please ensure that you arrange for a full consultation, with relevant stakeholders, to complete a Full Impact Assessment (Form B) and to develop an Action Plan to avoid/reduce this impact; both Form B and the Action Plan should also be sent electronically to Steven Stoker within six weeks of the completion of this form.