



# Enabling Work Experience Procedure

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**Authors:** Emilie Gray, Senior HR Advisor  
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## DOCUMENT DEVELOPMENT COVERSHEET\*

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<b>Authors</b>	Emilie Gray, Senior HR Advisor	
<b>Executive Lead (NHS)</b>	Lorraine Hall, Director HR & Shared Services	

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Staff Governance Committee				
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Examples of reasons for presenting to the group	Examples of outcomes following meeting
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\*To be attached to the document under development/review and presented to the group

Please record details of any changes made to the document on the back of this form

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## **1. Introduction**

NHS Shetland is one of the largest single employers in Shetland and as such it is essential for the organisation to attract people to jobs and careers in tomorrow's National Health Service and to develop strong links with the local community. In particular this Procedure seeks to assist in the involvement and recruitment of School Pupils from our local communities, through Work Experience partnerships.

The Education (Scotland) Act 1980 (Section 123) as amended by the Self-governing Schools (Scotland) Act 1989, provides the legal basis to allow Pupils below the statutory school leaving age to participate in Work Experience towards the end of their compulsory education.

Local Education Authorities have Work Experience aims firmly embedded in their curriculum and seek to prepare young people for the world of work. An effective Work Experience partnership will provide an excellent opportunity for School Pupils to gain an insight into working life, including the wide and varied potential career paths available within NHS Shetland.

For many participants, it will be their first opportunity to spend time in a workplace, away from their peers, in a new environment. As such, it will provide an opportunity to learn more about themselves, as well as learning about the work environment.

## **2. Purpose**

The purpose of this Procedure is to provide excellent Work Experience opportunities, ensuring equity and fairness in NHS Shetland's response to and facilitation of requests for Work Experience. Adhering to the Procedure ensures Work Experience will be delivered safely and effectively from an organisational and individual perspective and that the Experience will be a worthwhile one for both Pupils and NHS Staff.

### **3. Scope and Stakeholders**

The Procedure is for S4, S5 & S6 year School Pupils wishing to access Work Experience within NHS Shetland (and pupils nearing the end of S3 from 1<sup>st</sup> May of their summer term). Existing reciprocal arrangements with NHS Orkney for enabling medical work experience remain unchanged.

#### **3.1 Volunteering Opportunities**

The NHS Shetland Volunteering Policy gives clear guidance on opportunities available to any individual who is interested in pursuing a longer term volunteering commitment.

#### **3.2 Students in Further or Higher Education**

Nursing, Midwifery and Allied Health Professional Students access placements within NHS Shetland via the relevant Practice Education Facilitator. Medical Students access the organisation via their relevant deanery.

#### **3.4 Other types of work experience**

We welcome interest in accessing work experience from people not in education, e.g. if you are unemployed, considering a career change, disabled and looking to access employment or returning to employment following a career break or long period of illness.

### **4. Principles of Work Experience**

- All Work Experiences will be beneficial for both Pupils and NHS staff.
- The respect and the safety of our patients and confidentiality of patient information are paramount. Respect and safety of the Pupil is also important.
- The presence of Pupils will not be detrimental to our patients or their

care.

- Access to the Work Experience programme will be fair and equitable.
- Primary access will be given to Pupils schooling and/or living in Shetland, though placements outwith Shetland will be considered.
- School Pupils will be supervised at all times.
- All appropriate paperwork will be completed by the Pupil and the appropriate NHS Shetland Supervisor before the commencement of the Work Experience.
- To support the protection of patient confidentiality, signed informed agreements will be sought from each Pupil participating in Work Experience.
- Patient consent must be sought for any shadowing or observation elements of the Work Experience the relevant clinician will be responsible for obtaining this.
- Work Experience carries no remuneration for those taking part.
- The Work Experience process will be reviewed on an ongoing basis.

## **5. Aims**

Work Experience aims to provide Pupils with:-

- An introduction to the world of work.
- Increased awareness of career choices and professions available within the National Health Service.
- An opportunity to build confidence and to develop personal and social skills.
- An insight into the knowledge, skills and attitudes required in the workplace.
- An awareness of employer expectations regarding standards of performance, attitude and behaviour.

Work Experience aims to provide NHS Shetland Staff with:-

- A better understanding of current developments in school education,

and of skills relevant to the next generation of employees.

- An opportunity to promote NHS Shetland to potential employees and the local community.
- A development opportunity for Staff involved in coaching and mentoring the Pupils.

## **6. Definitions**

### **6.1 Work Experience**

Work Experience is time spent on an employer's premises in which the Pupil carries out a range of appropriate tasks or duties, as would an employee, with the emphasis on practical experience and learning. In work areas or in undertaking tasks where this is not possible the Pupil is involved in observation and shadowing only.

Under Health and Safety law, Work Experience School Pupils are regarded as workers and are defined as "a Child" for anyone who has not reached the official age at which they may leave school and a "Young person" is someone who has not reached the age of 18 years.

### **6.2 Work Experience for 4<sup>th</sup>, 5<sup>th</sup> & 6<sup>th</sup> Year School Pupils (and pupils nearing the end of S3 from 1<sup>st</sup> May of their summer term)**

Work Experience is for School Pupils in the final year of compulsory education (S4) and senior years of higher education (S5 & S6) and pupils nearing the end of S3 from 1<sup>st</sup> May of their summer term. These Experiences are for Pupils who have aspirations to follow a professional career within the National Health Service and would like the opportunity to learn more about the profession. These Work Experiences include non-patient and patient areas.

Partnership for this form of Work Experience is between the Human Resources Department, the Pupil, their parent or guardian and/or Local Education Authorities and participating work areas.



This experience varies dependant on the provision a particular discipline is able to offer. Ranging from one day events to a maximum of five days. The experience is scheduled to suit both the Pupil's School curriculum and the work areas' availability, but will normally link with the Schools' Work Experience calendar.

The Experience involves shadowing, observing and time with professionals within the chosen field. It does not include "hands on" Experience in clinical work.

Age restrictions may apply in some areas, such as Radiography, where legal restrictions prevent persons under 18 from fully participating in work experience. However, it may be possible to arrange a departmental visit and/or discussion with the department about the profession, where restrictions apply.

### **6.3 Supervisor**

For the purposes of this Procedure the work experience "Supervisor" is the member of Staff responsible for the Pupils during their actual Work Experience on NHS Shetland premises. The Supervisor may change if a Pupil is to work/observe in more than one area.

Responsibilities of the Supervisor are detailed under Sections 7 of this Procedure.

## **7. Roles and Responsibilities**

### **Responsibilities of the Human Resources Department**

- Actively promote the Work Experience Procedure and process with all Stakeholders.
- Develop with non-patient areas/departments appropriate Work

Experience in each participating area.

- Provide a central point for all School Pupil Work Experience requests.
- Hold the central database on Work Experiences available, together with named Supervisor information. All information will be held in accordance with the NHS Shetland Information Security Policy.
- Determine the number of Experiences to be offered to Local Education Authorities and liaise appropriately.
- Act as the registration centre and administration support for each Work Experience.
- Document all Work Experiences and appropriate paperwork.

### **Responsibilities of the Supervisor Role**

- Actively promote the Work Experience Procedure and process.
- Develop, with HR/Stakeholders, appropriate Work Experiences in their work area.
- Adhere to the Work Experience Procedure and paperwork for each Work Experience, linking closely with the School Pupil and the HR team.
- Ensure the School Pupil has a worthwhile, effective and safe Work Experience.
- Ensure patient safety and confidentiality issues are adhered to
- Evaluate each Work Experience with the School Pupil, using the standard form provided.

## **8. Access and Equity**

### **8.1 Access to a Range of Roles**

Many roles are suitable for 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> year Pupils (and pupils nearing the end of S3 from 1 May of their summer term. These may include:-

- Administration and Health Records roles

- Allied Health professions such as Occupational Therapy, Dietetics, Physiotherapy, Podiatry, Speech and Language Therapy and Radiography.
- Corporate Departments, such as Information Technology, Finance, Human Resources and Training and Development.
- Doctors in a limited range of specialities.
- Healthcare Support Workers in patient and non-patient areas.
- Nursing in a limited variety of specialities.
- Property and Support Services, such as Maintenance, Porterage, Domestic, Catering and Estates.

This list is not exhaustive.

## **8.2 Limited Access**

Caution should be exercised when considering the appropriateness of any patient area for School Pupil Work Experience.

For the purposes of this Procedure, due to their unpredictability or sensitive nature, some areas will require greater consideration and risk assessment for any School Pupils to access, e.g. areas with critically unwell patients, e.g. High Dependency Units; areas with highly unpredictable environments, e.g. Accident and Emergency and some Mental Health areas; Midwifery and Gynaecology; Paediatrics; Terminal Care; Theatres; visiting a patient's home.

Risk assessment for Pupils accessing work experience in these areas should be carried out by the Manager of the participating area.

## **8.3 Responsibility for Granting Access**

Access will be granted between the HR team and Supervisor for each Work Experience. Final decisions on granting access will lie with the Manager of the participating area.

## **8.4 Access to Stakeholders**

NHS Shetland will allow access, by arrangement, to Stakeholders, e.g. to Health and Safety personnel and School Work Experience Co-ordinators from Shetland Education Authorities.

## **9. Health and Safety Areas**

### **9.1 Health and Safety at Work etc. Act 1974**

Under the Health and Safety Act there is a duty of care imposed upon NHS Shetland as the employer as well as a duty on the Work Experience School Pupil to take reasonable care to avoid injury to themselves and others.

The duty extends to provision of such information, instruction and training as is necessary to ensure so far as is reasonably practicable, the Health and Safety at work of employees, including Work Experience School Pupils.

Work Experience School Pupils have a duty to co-operate with NHS Shetland so far as is necessary to enable the employer or any other person to comply with a duty or requirement imposed by Health and Safety law.

### **9.2 Registration**

All Work Experiences should be registered with the HR team before commencement of the Work Experience. This will ensure all appropriate steps are taken to provide a safe/healthy and effective Work Experience.

### **9.3 Risk Assessments**

Careful attention must be paid to the Health and Safety (Young Persons) Regulations 1997, which were incorporated into an amendment of the Management of Health and Safety at Work Regulations in 1999.

Prior to each Work Experience the allocated Supervisor is required to complete a risk assessment evaluation of the potential risks to any Young Person. This should include physical and psychological risks.

In particular, the aforementioned regulations require that parents of any Pupils below the statutory school leaving age (16) must be made aware of the key findings of the risk assessment and the measures introduced to eliminate or minimise the risk. Within this procedure these regulations have been extended to include all School Pupils.

#### **9.4 Infection Control**

It is important that Pupils follow the same Policy guidance on infection control as all NHS Shetland employees. Supervisors should advise Pupils of infection control guidance during the induction to their Work Experience.

If there are any issues around infection control during the Work Experience, the Supervisor should seek advice from the local Infection Control Team and/or Occupational Health Department.

#### **9.5 Confidentiality: Patient Consent/Pupil Information**

School Pupils must work within the NHS Shetland Information Security Policy.

Information on the importance of confidentiality is included in the Pupil Information Pack, together with a Confidentiality Agreement (supplied by the HR team).

**9.5.1** Patient consent must be sought, and recorded In the patient's notes, for any shadowing or observation elements of the Work Experiences.

**9.5.2** Pupil Information - The information provided by the Pupils will be

used only for the purposes of registering the Pupil and ensuring a safe Work Experience. This information will be stored according to the NHS Shetland Information Security Policy.

## **9.6 Information Technology Access**

If it is appropriate to the Work Experience, Supervisors can demonstrate information systems to the Pupil. This will be done as an observation activity as, in line with the Information Security Policy, Pupils will not be given individual passwords or have unsupervised access to information systems. This is applicable to both paper and electronic information.

## **9.7 Disclosures**

Robust and constant supervision is a requirement of each Work Experience, therefore, disclosures are not required for Pupils.

## **9.8 Health Checks**

As Work Experience Pupils are within the organisation for a short period of time and are in constant supervision, health checks by NHS Shetland are not required. Relevant health information is provided for School Pupils via participating schools. Health Declaration Forms are included in the Pupil Information Packs provided by the HR team.

## **9.9 Insurance**

NHS Shetland insured for anything other than major incidents. Supervisors should follow the Work Experience processes, including all appropriate paperwork, to ensure adherence to insurance requirements.

## **9.10 Reporting Accidents and Incidents**

The reporting procedure for all NHS Shetland staff should also be used for School Pupils. In addition to this the Supervisor will report

accidents/incidents to the HR team.

## **9.11 Travel Security**

Work experience participants **must not** be transported by staff members in personal transport. This is in adherence of health and safety considerations, insurance guidance and child and adult protection guidelines. Leased transport is acceptable if the staff member has a relevant PVG (Protection of Vulnerable Groups) membership verified by NHS Shetland.

## **10. Working Arrangements**

### **10.1 Hours of Work**

Each local area should agree hours of work. The hours follow a normal working day as much as possible and should be within the working hours of the Supervisor. Breaks should be taken at the same time as the Supervisor.

### **10.2 Absence**

Pupils should report any absence within the timeframe advised on induction to their Supervisor. The Supervisor should also report any absence to the HR team.

### **10.3 Identity, Security, Protective Clothing**

A name badge, clearly stating the School Pupil is on Work Experience/attending an event will be provided by the HR team, on registration of the Pupil. This will be worn, clearly visible by the Pupil at all times.

Protective clothing will be provided where necessary. The NHS Shetland dress code should be adhered to and control of infection guidelines

followed by all Supervisors and School Pupils. For example, in patient areas school ties (if applicable) will require to be removed while observing clinical activity. Long sleeves require to be rolled up to above the elbow.

For patient safety reasons it is very important that the School Pupil cannot be mistaken for a member of NHS staff by wearing a staff uniform.

## **11. Resource Implications**

### **11.1 Staff Resources**

The Staff resources are centred on the time commitment required from the HR team and Supervisory role, to develop, maintain and review the process for Work Experiences.

Staff resources will also be used to communicate the Procedure, and provide awareness and advice across the organisation.

### **11.2 Financial**

When Staff working with the School Pupils require to be Disclosure checked, this will be financed by the NHS Shetland via the Human Resources Directorate. Badges and paperwork for each Pupil will be supplied by the HR team.

## **12. Communications Plan**

The Procedure and process will be communicated via the NHS Shetland internet and intranet. Articles referring to the Procedure will be carried in the team brief.

## **13. Quality Improvement – Monitor, Review and Reporting**

The Procedure will be reviewed regularly by the contributing authors and a range of the Stakeholders, including Shetland Local Education Authority



Work Experience Co-ordinators, School Pupils and participating departments. The reviews will be reported through the Staff Governance Committee.

#### **14. Equality and Diversity Assessment**

An Equality Impact Assessment (EQIA) has been carried out on this procedure.

#### **15. Acknowledgements**

Elements of this procedure were developed using the 'Enabling Work Experience' Policy in place in NHS Lanarkshire. We note our appreciation for their willingness to share this information.