# Work Experience / Work Shadowing Policy

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<tr>
<th>Category:</th>
<th>Policy</th>
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<tr>
<td>Classification:</td>
<td>Human Resources</td>
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<tr>
<td>Purpose</td>
<td>Policy covering scope and responsibilities for the Trust's Work experience / work shadowing Programme</td>
</tr>
<tr>
<td>Controlled Document Number:</td>
<td>156</td>
</tr>
<tr>
<td>Version Number:</td>
<td>2.3</td>
</tr>
<tr>
<td>Controlled Document Sponsor:</td>
<td>Executive Director for Delivery</td>
</tr>
<tr>
<td>Controlled Document Lead:</td>
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<tr>
<td>Approved By:</td>
<td>Chief Executive</td>
</tr>
<tr>
<td>On:</td>
<td>9 August 2012</td>
</tr>
<tr>
<td>Review Date:</td>
<td>September 2018 (date extended)</td>
</tr>
<tr>
<td>Distribution:</td>
<td>All Managers</td>
</tr>
<tr>
<td>Essential Reading for:</td>
<td></td>
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<tr>
<td>Information for:</td>
<td>All Staff</td>
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**Controlled Document**
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Work Experience / Work Shadowing Policy  Issue Date: 06.04.2018

Controlled Document Number: 156  Version 2.3
1. Policy Statement

1.1 University Hospitals Birmingham NHS Foundation Trust (the Trust) provides work experience / work shadowing placements for a limited number of students annually. A high proportion of the students are a Young Person (a Young Person is defined as a person under the age of eighteen years old). The Trust is required to provide a suitable and safe environment under regulatory requirements, principally The Health and Safety at work Regulations 1999 (Regulations 19 protection of young persons).

1.2 This Policy and the associated Procedural documents have been developed to assist and give guidance to Trust Management and Staff, who arrange and supervise placements of students, including Young Persons within the Trust. Adherence to this Policy and associated Procedures should ensure that the students placed within the Trust are managed and supervised appropriately and that their Health, Safety and Welfare requirements are appropriately addressed and supported.

1.3 Students on work experience / work shadowing placements are entitled to the full protection of Health and Safety Regulations. Arrangements to ensure the Health, Safety and Welfare of students may differ from that of adult members of staff, as they are deemed to require a higher duty of care due to their lack of maturity and inexperience. The Trust is required to take these issues into account when placing any Young Person. Specifically, all supervision arrangements must be adequate.

1.4 The aim of this policy is to set out the framework for how work experience / work shadowing student placements are to be managed within the Trust in order that:

1.4.1 Students are given the opportunity to gain invaluable experience in the required areas to support further education, allowing the Trust to build up a pool of future professionals with expertise in different skill sets;

1.4.2 All appropriate management and supervisory controls are put in place to protect the Health, Safety and Welfare of the students; and

1.4.3 No student will be allowed to carry out or be exposed to any tasks, substances or situations that may have an adverse effect upon their Health, Safety or Welfare.
2. **Scope**

2.1 This Policy applies to all aspects of work experience / work shadowing placements / school programmes within University Hospitals Birmingham NHS Foundation Trust.

2.2 This policy must be adhered to by the:

2.2.1 Work Experience Team;

2.2.2 Placement supervisors;

2.2.3 Work experience / work shadowing students; and

2.2.4 Staff who come into contact with work experience / work shadowing students.

2.3 It applies to all premises owned or leased by the Trust where the Trust supports work experience / work shadowing placements.

3. **Framework**

3.1 **Definitions**

3.1.1 **School Programme** is a four day visit to the Trust for individuals of ages 14 – 16 Years. This programme is typically a mix of informative lectures, practical sessions and area visits, all delivered by NHS professionals employed within the Trust.

3.1.2 **Work Experience** is a short unpaid placement in the workplace for untrained individuals, generally of school age, to gain experience of a working environment. Appropriate activities can be undertaken under the supervision and discretion of the member of staff taking full responsibility for these actions.

3.1.3 **Work Shadowing** is for individuals that are assigned to follow an employee going about his or her normal activities, allowing close observation of tasks, which for reasons of complexity, safety or security cannot be actively undertaken by the shadowing individual. This applies to persons from outside the organisation who wish to gain insight into the acute Trust environment.

3.2 **Principles**

3.2.1 All work experience / work shadowing undertaken within the Trust must be approved by the work experience team and be kept under continuous supervision.
3.2.2 Pro-active promotion of work placements within the Trust, recruitment from Birmingham schools, especially from disadvantaged areas.

3.2.3 Ensure a fair allocation / give equal opportunities to all students who apply.

3.2.4 The work experience team carry out risk assessments to establish areas where students cannot be sent to, if required to do so.

3.2.5 Where students disclose information regarding issues that may cause concern to their supervisor or the work experience team, it is the work experience coordinator’s responsibility to liaise with the safeguarding lead and take appropriate steps.

3.3 Generic Steps Taken

3.3.1 Before placement the work experience team review the student application form to assess student aims, objectives and requirements, and then identify suitable areas and supervisors for placement. Pre-placement checks are undertaken such as a CRB and identity check, and any necessary references.

3.3.2 The first visit by the student is for an induction session, where student awareness is raised on Trust policies and procedures, such as confidentiality, infection control, security, dress codes and sickness procedures. Placement expectations are also addressed, non-swipe ID badges and any required uniform is provided.

3.3.3 During the placement there is day to day supervision of the student. A review of learning progress is made and if not suitable then other alternative placements are offered.

3.3.4 At the end of the placement the student returns the ID badge, uniform and all paperwork. An evaluation form is requested by the work experience team for feedback.

3.4 All work experience / work shadowing students have insurance cover by the NHS Litigation Authority Liabilities to Third Parties Scheme (LTPS).

3.5 CRB checking induces a cost which is to be met by the student. The level of check is dependent on the environment of the placement:
3.5.1 Enhanced CRB disclosures are required for students with placements in clinical, patient-facing environments; and

3.5.2 Standard CRB disclosures are required for students with placements in non-clinical, non-patient facing environments.

3.6 All work experience / work shadowing students are allowed to participate in a placement at the discretion of the Work Experience Coordinator and the Placement Supervisor. The Work Experience Coordinator or Placement Supervisor reserve the right to cancel the placement if demands placed on service and business operations require it or the student has acted in an inappropriate manner which is contrary to the Work experience / work shadowing Student responsibilities.

3.7 The Work Experience Coordinator, Placement Supervisor and staff working in the area of the Work experience / work shadowing placement have a duty of care to ensure that the student is not put into any situation which could potentially cause harm or distress to a patient, visitors, members of staff or the student themselves.

3.8 There are no holiday or sickness entitlements for work experience/work shadowing students, as this is an unpaid placement.

4. Duties

4.1 Executive Director of Delivery

The Executive Director of Delivery is responsible for implementation of this Policy and Procedure and any amendments to this document in response to changes in legislation or best practice, provided they are compliant with this policy.

4.2 Work Experience Coordinator

The Work Experience Coordinator shall ensure that they:

4.2.1 Encourage work placements / promoting to local schools and colleges by participating in careers fairs, advice and guidance for students looking to choose future careers in Healthcare;

4.2.2 Oversee the placements of students in relevant and appropriate departments of the Trust and provide equality of opportunity for students to access the programme. Students should only be offered placements appropriate to their age;

4.2.3 Follow an equal and diverse selection process by not placing unfair limitations, and checking areas selected are adequately
equipped to support all students and also those with any learning or physical impairment;

4.2.4 Provide accurate information to both students and placement supervisors to ensure that relevant policies, associated procedure documents and guidelines are adhered to. Students are held to account should they contravene any stipulations;

4.2.5 Liaise with the designated supervisor and terminate any placement if a student has acted inappropriately before or during their placement;

4.2.6 Raise awareness to supervisors regarding Health and Safety and Child Safeguarding issues which may need to be addressed with relevant training;

4.2.7 Undertake risk assessment checks on all placements and, in the case of placements exceeding Trust recommendations, that Criminal Records Bureau checks are undertaken for each student;

4.2.8 Refer to Occupational Health (OH), if a concern is raised by the Health Questionnaire. The student may be required to attend an OH appointment prior to the placement commencing;

4.2.9 Ensure all relevant documentation completed by the students is appropriately stored in accordance to Data Protection guidelines; and

4.2.10 Overall responsibility for children aged between 14 and 16 years.

4.3 Placement Supervisors

All staff who are involved in supporting a Work experience / work shadowing student within their department are required to ensure they are familiar with the policy and how it should be applied within their area of responsibility. They should ensure that they:

4.3.1 Conduct appropriate health and safety risk assessments, which must be completed by any areas before placement commencement where a work experience / work shadowing student may be expected to enter in the normal duties of the placement. No student should ever be placed in a vulnerable or dangerous situation in accordance with the risk management matrix;

4.3.2 Undertake a thorough local induction, completing mandatory forms, which are stored with the student application form within Learning and Development. This is done at the commencement
of the placement to ensure the student is adequately briefed on the department regulations including fire procedures and any associated health and safety protocols;

4.3.3 To provide the student with information on their professional working role for career information;

4.3.4 Ensure that students are adequately supervised at all times. Students under the age of 16 are supervised by the work experience coordinator;

4.3.5 Contact the Work Experience Coordinator/ Administrator immediately if any problems arise during the placement. Provide relevant feedback to the Work Experience Team on the conclusion of the placement.

4.3.6 Provide students with appropriate protective clothing and safety equipment within the area they are situated; and

4.3.7 Contact the Work Experience Team in the first instance, should a supervisor wish to terminate a placement during or in advance of the expected date. In the case of disciplinary issues the supervisor will be expected to escort the students to the work experience office.

4.4 **Work experience / work shadowing students**

Work experience/work shadowing students shall ensure that they:

4.4.1 Attend a Work Experience Induction conducted by the Work Experience Team before commencing their placement;

4.4.2 Complete all relevant documentation, including CRB check, if required when requested by the Work Experience team;

4.4.3 Adhere at all times to the Work experience / work shadowing student responsibilities and all relevant Trust policies and procedures and act in an appropriate manner throughout the placement;

4.4.4 Never put themselves, staff members or patients in a vulnerable position by undertaking any task that may have an effect upon the aforementioned. Students are required to follow expectations outlined during the work experience / work shadowing induction;

4.4.5 Wear appropriate personal protective equipment and suitable clothing / footwear, where necessary, and ensure their work experience identification badge is clearly visible at all times.
during the placement. It is also expected that they should also be neat and tidy whenever attending their placement;

4.4.6 Contact their placement supervisor by phone and also the work;

4.4.7 Experience Team via email immediately if they are unable to attend their placement or issues arise while undertaking their placement; and

4.4.8 Students should always report on and off duty on each occasion to the appropriate placement supervisor or defined designate.

4.5 **Staff**

4.5.1 Staff have to provide guidance and assist students in developing knowledge from their placement as long as it does not impact on their own job responsibilities

4.5.2 Staff to support supervisors of work experience / work shadowing students working within their area and be vigilant to ensure that the student, fellow staff members or patients are not put into a vulnerable position.

4.5.3 Staff should contact their nominated manager or supervisor immediately if a work experience / work shadowing student displays any inappropriate behaviour while on their placement.

5. **Implementation**

5.1 This policy and its associated procedures are available on the Trust Intranet and will be disseminated to staff through the divisional management and internal team structures within the Trust.

5.2 The work experience team will offer support, as required, to placement supervisors.

5.3 The Strategic Delivery Group (SDG) will oversee the implementation of this policy and any future changes to the policy and accompanying procedure will need consent from this group.

6. **Monitoring**

6.1 Regular health and safety assessments will be conducted by the Work Experience Coordinator within new locations and working practices of the departments providing work experience / work shadowing placements and reassessment of risk assessments carried out in locations already in use.
6.2 If at any time a department is deemed unsafe for a work experience/work shadowing student, taking into account stipulated age restrictions, no further students will be sent to that location until a Health and Safety inspection is conducted and all safety issues are addressed.

6.3 If any safety incidents occur while a student is on placement this should be reported to the Trust’s Risk Management Team in accordance with Trust Incident Reporting Policy. This is then investigated by the appropriate Division.

6.4 The Work Experience Coordinator will submit an annual monitoring report to the Strategic Delivery Group about the activities of the programme.

7. Associated Policy and Procedure Documentation

- Health and Safety Policy and Procedure
- Learning Hub Procedure
- Work Experience / Work Shadowing Procedure

8. References

- Health and Safety at work Regulations 1999 (Regulations 19 - Protection of young persons)
- Equalities Act 2010
- The Children Act 2004