

Model Framework for Work Experience

1. Work experience placements

What are the benefits of providing work experience opportunities?

Work experience placements have great deal to offer in skills, enthusiasm and the customer eye view all of which can help us to:

- Improve opportunities for future workforces by The Public by offering shadowing and research opportunities
- Build closer links with young people and give them a stronger voice in the way we plan and deliver our services – resulting in services that are more in tune with young peoples needs.
- Create committed advocates for The Public, and its services within the community
- Developing and strengthening partnerships with other work related learning organisations who may want to involve people with The Public's services.

Underpinning principles

We have developed this framework because we are committed to giving work experience placements the best experience we can. Therefore, we need to remember the following principles when working with work experience placements.

- Work experience opportunities are about enhancing future workforces in the West Midlands
- Work experience placements must get a good quality experience from working with us that enhances their lives
- Work experience placements must fit in with our priorities and our capacity to support them - we should not take on more than we can manage.
- The number of Work experience placements at any one time must fit in with our capacity to manage this - it should not detract from the delivery of the core service
- Work experience placements must adhere to the values, policies and procedures of SMBC and specifically to The Public's service

- Participation in a work experience placement is something an individual chooses to do freely and under no duress or coercion and it is unpaid

The framework will be reviewed and evaluated annually with The Public Management Team

2. Who is covered by the Work experience policy

Work experience placements who carry out unpaid work for our service on a work related learning basis in The Public. Work experience placements can be involved in many different roles but any work they do must enhance the core service. They will undertake jobs that do not require technical training and will not operate machinery. Work experience placements can take place be over a period of time e.g. several days or it might run into several weeks if the arrangement is mutually beneficial.

3. What type of work will Work experience placements do?

We have created a list of job roles and descriptions that will cover the types of work that Work experience placements can do but they could do other things if the opportunity arose.

However, Work experience placements are never in place to keep the core service running and their presence should not detract from this.

4. Recruitment

Work experience placements are awarded through an formal application process. This ensures that equal opportunities policies are followed, that work experience placements and managers are clear about the roles and responsibilities of each placement and that the individual has the skills (or potential to develop them) to carry out their role.

The Work experience placements line manager must ensure that they have the capacity to manage the Work experience placement and negotiate with them exactly what they will be doing bearing in mind service needs as well as the individuals skills and interests.

On successful application work experience placements will be informed that participation in a building / health and safety induction, working at the service point training and job evaluation session is mandatory within the placement offer.

5. Development

Work experience placements should:

- Take part in an informal meeting with their line manager to talk about their progress, development needs and the type of work they have been engaged in at the end of each week..
- Go through those elements of our induction that are relevant to their role
- Attend Health and Safety training as identified in the risk assessment
- Be included in all staff briefings, where there is an impact on their Health and Safety or on the role they are fulfilling
- At the end of their volunteering period, Work experience placements should complete a work journal that records out the work they've done and experience gained.

6. Supervision

- All Work experience placements should have a named manager (who will usually be the operational manager for the area of service they are working in) and be aware of the hierarchy of the service.
- Day to day they will work with the local supervisor or equivalent post
- Work experience placements should contact the The Public if they are unable to attend at the arranged time
- Work experience placements should have a "Work experience placement" badge to wear when with the public.
- Work experience placements must adhere to the policies and procedures of The Public
- Work experience placements must make The Public aware of any conflicts of interest that might arise
- Work experience placements will not have access to confidential information.
- We will give references for former work experience staff, although it will be important to make clear the basis of our knowledge of that person.
- We will aim to carry out an exit interview or other activity to gain feedback and evaluate the experience

7. Equal opportunities

- The Public's equal opportunities policies must be followed

8. Health and Safety

- Work experience placements are covered by the same Health and Safety requirements as paid employees. This means that:
- They have a responsibility for keeping themselves safe
- They are responsible for notifying their manager of any specific needs they have but these costs will not necessarily be borne by The Public
- A Risk Assessment should be carried out and this should include identifying the level of Health and Safety training and information required. This can be based on the assessment carried out for the employment of under 16s.
- Checklist of core Health and Safety issues should be included in their Work experience placements pack eg manual handling, safety and security in the building, emergency exits, working rules

9. Conditions

- Access to staff facilities – Work experience placements will be able to use staff facilities. Services that have volunteers based with them will be able to claim expenses for additional teas and coffees for volunteers/or use visitor refreshments
- Time keeping and attendance – Work experience placements will be asked to contact us should they be unable to attend at the times agreed
- Intellectual property and copyright – work done by Work experience placements will become the copyright of SMBC
- Placements can be terminated at any time by either by The Public, the Work experience placement or learning provider.
- All Work experience placements records will be kept in accordance with Data Protection requirements
- Work experience placements will carry out the work on our premises using our equipment and consumables
- At the end of their time with us , they will be issued with a certificate of thanks

10. Work experience placement Records

Personal details about Work experience placements must be kept securely and in accordance with Data Protection guidelines. The only records should be:

- Personal details of name
- Emergency contact details
- Copy of Work experience placement application form
- Completed evaluation and induction list (including Health and Safety)
- Any correspondence