

# OADBY & WIGSTON BOROUGH COUNCIL WORK EXPERIENCE POLICY AND PROCEDURE JULY 2014

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## PART 1: Introduction

The aim of this policy and procedure is to ensure a consistent approach to unpaid work experience placements in Oadby and Wigston Borough Council (“the Council”).

It is important to offer a positive and worthwhile experience which is of benefit both to the work experience student and the Council.

The Council supports the philosophy of assisting the development of skills and attitudes needed to succeed in the workplace. As such, work experience placements must be clearly defined and structured. They will normally last no longer than three months.

## PART 2: Scope

This policy and procedure applies to all staff and all types of work experience. Work experience is defined as follows:

*“a placement on an employer’s premises in which a student carries out a particular task or duty, or range of tasks and duties, more or less as would an employee, but with the emphasis on the learning aspects of the experience.”*

The Council recognises the offer of high quality work experience as a positive opportunity to contribute to the local community. Work experience provides an opportunity for students, to consolidate work based learning skills and to help them to make an informed career choice.

Work experience is undertaken as a voluntary activity; therefore the individual does not receive a financial reward or remuneration and is not considered as an employee. However, anyone undertaking work experience will be afforded all the rights of protection regarding health and safety as any member of the public entering the Council’s premises.

For the purpose of this policy the word student is the form given for any individual who is undertaking work experience at the Council, who may not be a student associated with an education establishment.

The Council reserves the right to change the terms of this policy and procedure from time to time in order to comply with legislative requirements or as otherwise necessary, following appropriate consultation with Trade Unions in cases of substantial variation.

## PART 3: Equal Opportunities

The Equality Act 2010 provides the legal framework to combat unlawful discrimination and provides Public Authorities with general and specific duties relating to equality. The Council will do its utmost to uphold these duties and will always have due regard for the requirement to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act.
- Advance equality of opportunity between persons who share a protected characteristic and persons who do not share it;
- Foster good relations between persons who share a protected characteristic and persons who do not share it.

The Council is committed to having a dignified and respectful working environment which includes and encourages all staff to develop and make progress.

This policy and procedure enhances the Council's approach to equality by ensuring openness and transparency.

## PART 4: Roles and Responsibilities

<p><b>Work Experience Co-ordinator (Corporate Resources)</b></p>	<p>The Work Experience Co-ordinator will identify an appropriate placement as determined by the student's objectives.</p> <p>They will be responsible for receiving and responding to letters of enquiry from students and professional bodies, such as schools, colleges, Department for Work and Pensions, the National Probation Service etc and for maintaining a log of such queries.</p> <p>The Work Experience Co-ordinator will ensure that the Placement Supervisor has completed all necessary documentation and they will liaise with the student to ensure that ID checks and all of the necessary documentation is completed in full.</p> <p>Once the Work Experience Placement Programme has been confirmed, the Work Experience Co-ordinator will send confirmation of the Work Experience Placement Programme to the student and this will be done at least two weeks before the placement starts.</p> <p>At the commencement of the Work Experience Placement Programme, they will issue a 'student' ID Badge and ensure that it is collected on the first day of the placement and returned by the Placement Supervisor at the end of the placement.</p> <p>The Work Experience Co-ordinator will maintain a log of where the students have been placed, including the service area in which the work has been undertaken, the duration of the Work Experience Placement Programme and any feedback received about the student.</p>
<p><b>Placement Supervisor</b></p>	<p>The Placement Supervisor is the Officer of the Council who has the day to day responsibility for the Student.</p> <p>It is the responsibility of the Placement Supervisor to ensure that the placement programme is organised and the information is sent to the Work Experience Co-ordinator in Corporate Resources as soon as possible and in any event no later than three weeks before the placement starts.</p> <p>Placement Supervisors are required to carry out a full workplace risk assessment which takes into account the student's inexperience, immaturity and potential lack of health and safety awareness. This must be completed and returned to the Work Experience Co-ordinator no later than one week before the commencement of the Work Experience Placement Programme.</p> <p>When the Student commences the Work Experience Placement Programme, the Placement Supervisor shall carry out an induction, clearly setting out the standards expected of the student, the learning outcomes, the need to maintain confidentiality and the requirement of</p>

	<p>the Student to wear their student ID Badge at all times.</p> <p>The Placement Supervisor will support and encourage the student at all times and ensure appropriate supervision and compliance by the student with all Council policies and procedures.</p>
<b>Work Experience Student</b>	<p>It is the responsibility of each work experience student to;</p> <ul style="list-style-type: none"> <li>• To complete all required documentation for the placement;</li> <li>• To report to the Placement Supervisor at all times;</li> <li>• To comply with all Council policies and procedures and to ensure that they maintain the expected standards;</li> <li>• To report any non attendance (or if late) to the Placement Supervisor;</li> <li>• To hand in their 'student' ID badge and any other Council property on the last day of the placement.</li> <li>• To ensure any objectives set are met.</li> </ul>

## PART 5: Procedure

All requests for work experience placements, including those from students contacting the Council directly, must be supported by an educational establishment; school, college or university or recognised intermediary e.g. Education Business Partnership Link. The request should identify the nature of work experience that the student is seeking to undertake in order that they can be placed appropriately within the Council.

Requests should be made in plenty of time and as soon as possible and, in any event, requests for a Work Experience Placement Programme will not be considered where less than 6 weeks notice is given. Details of this request should be made on the appropriate form, see **Appendix A**, namely a Student Agreement.

All students under 18 must have a parent or guardian sign for consent on the forms provided, see **Appendix B**.

The Council reserves the right to request references for a student as it sees fit and the names and addresses of two suitable referees (e.g. teachers), who have a knowledge of the student's working ability and/or character should be provided on the Work Experience Reference Request Form, see **Appendix C**.

Work Experience placements will be administered by the Work Experience Co-ordinator, who will maintain a record of requests, liaise with individuals and service areas to co-ordinate appropriate placements and keep accurate records of placements offered / undertaken. Accordingly, all such requests received by the Council should be referred directly to the Work Experience Co-ordinator.

The Council is supportive of its employees encouraging their own children to undertake a work experience placement through the procedure outlined; however, it is important to note that no preferential treatment will be given to individuals owing to a member of their family being either former or current Officers or Members of the Council and the ordinary

procedure for requesting and securing a Work Experience Placement Programme must be followed.

Where a Work Experience Placement Programme is offered by a service area, a suitable Placement Supervisor should be identified and this person will be responsible for the student during the Work Experience Placement Programme. The student should report to the Placement Supervisor at all times and it follows that the Placement Supervisor must be available and contactable by the student at all times during the Work Experience Placement Programme.

A student ID Badge will be supplied by the Work Experience Co-ordinator and should be collected on the student's first morning. The Placement Supervisor of the student's placement is required to return the student ID Badge to Corporate Resources at the end of the placement.

The Placement Supervisor and the student shall complete the induction checklist on the first day of the placement and this should be returned to the Work Experience Co-ordinator before the end of the student's first day on the Work Experience Placement Programme. A copy of the Induction Checklist can be found at **Appendix D**.

## PART 6: Risk Assessments

Students on Work Experience Placement Programmes are covered generally by Employers Liability and Public Liability Insurance. However, it is recognised that students may represent a greater risk owing to their inexperience, immaturity and potential lack of health and safety awareness.

Key findings of the risk assessment, and the control measures implemented to eliminate or minimise any significant risks must be recorded and, in the case of a student being under minimum school leaving age, reported to parents / guardians.

Appropriate risk assessment forms will be forwarded to the Placement Supervisor by the Work Experience Co-ordinator on identification of a Work Experience Placement Programme.

A sample risk assessment form can be found at **Appendix E**.

## PART 7: Supervision

The Placement Supervisor will be responsible on behalf of the Council for making all arrangements prior to, during, and following the placement and for ensuring that this policy and procedure is followed.

As a minimum, the Placement Supervisor will need to consider:

- The time and resources that can be devoted to the placement;
- Suitable tasks and duties for the student to undertake during the Work Experience Placement Programme;
- Health, safety, and welfare implications (i.e. conducting a risk assessment prior to a work experience placement);

- The time it will take the student to learn and understand the tasks involved;
- The timing of the placement and the disruption that it is likely to cause to the workplace routine and time critical tasks. Due to this consideration, some departments may only be able to facilitate work placements during specific periods (e.g. summer vacation);
- Location of placement – the student should not have access to highly confidential/ sensitive or otherwise unsuitable material;
- Obtaining emergency contact details for the student (i.e. telephone number for parents / guardian / school, etc); and
- The provision of any protective clothing (if applicable).

## PART 8: Dress Code

All students are required to wear smart casual clothing suitable for the workplace i.e. no jeans or trainers (unless appropriate to the placement area). Clothing with words, phrases or pictures which are or could potentially be deemed to be offensive are strictly prohibited. School uniform is deemed to be acceptable.

Where protective clothing is required, it is the responsibility of the Placement Supervisor to ensure that the appropriate items are supplied.

## PART 9: Data Protection, Confidentiality and Use of IT Equipment

All information supplied in connection with work experience placements is treated as confidential and stored in accordance with the requirements of the Data Protection Act 1998.

The importance of confidentiality and Data Protection will be clearly explained to the student by their Placement Supervisor as part of their local induction.

The student will be required to complete a Confidentiality Statement prior to the commencement of the Work Experience Placement Programme. The student will not be permitted to commence the Work Experience Placement Programme without having read and signed such Confidentiality Statement. A copy of the Confidentiality Statement can be found at **Appendix F**.

It is likely that the student will be permitted access to the Council's email and internet facilities in order to fulfil the tasks assigned to them on their Work Experience Placement Programme. The student must be advised by the Placement Supervisor during the Induction Programme of the strict rules as to the use of the Council's IT facilities and their conduct when accessing the email and internet facilities.

The student will be given a copy of the Internet & Email Usage - Conditions, Rules and Regulations guidance document prior to the commencement of their Work Experience Placement Programme. A copy of this guidance document can be found at **Appendix G**.

The student will not be permitted to commence the Work Experience Placement Programme without having read and understood the Internet & Email Usage - Conditions, Rules and Regulations guidance document and without having read and signed the Internet & Email

Usage Undertaking. A copy of the Internet & Email Usage Undertaking can be found at **Appendix H**.

## PART 10: Working Hours

The Working Time Regulations 1998 apply to students on a Work Experience Placement Programme and students should normally be present only for a maximum of the standard working day. They should not be asked to work more than eight hours per day and they will be provided with a lunch break and should not work more than six hours without such a break.

Unusual and/or irregular hours should be avoided where possible

## PART 11: Concerns / Complaints

Any concerns or complaints with regard to a Work Experience Placement Programme must be referred in the first instance to the Work Experience Co-ordinator.

The Council reserves the right to terminate a placement immediately if the behaviour of the student is deemed to be inappropriate and/or likely to bring the Council into disrepute.

## PART 12: Review and Monitoring

This policy and procedure will be reviewed jointly by Trade Unions (on behalf of the employees) and management team on a biennial basis.



**Work Experience Student Agreement**

*To be completed where the student is younger than 18 years of age*

**General:**

<b>Start date:</b>	
<b>End date:</b>	
<b>Service Area:</b>	
<b>Placement Supervisor:</b>	
<b>Days / hours of work:</b>	
<b>Activities:</b> <i>(brief outline)</i>	

**Contact details:**

<b>Parent / guardian name (if applicable):</b>	
<b>Parent / guardian contact number (if applicable):</b>	
<b>School/College/ Recognised Intermediary contact name:</b> <i>(if applicable)</i>	
<b>School/College / Recognised Intermediary contact number:</b>	

**Responsibilities during the work placement**

**Behaviour:**

You will be expected to be courteous and respectful to other Council Officers, Councillors and members of the public during your Work Experience Placement Programme.

**Transport and Lunch:**

You will be responsible for making your own arrangements for transport and lunch.

**Health and Safety:**

You must:-

- take reasonable care to avoid injury to yourself or to others
- report any accident or injury immediately and record the details in the accident.

You must not:-

- interfere with, or misuse any clothing or equipment provided to protect your health and safety.

The Council will take reasonable care of your health and safety under this agreement. A health and safety risk assessment will be undertaken, identifying measures to be taken to control or eliminate any identified risks.

The following documents have been provided for completion by the student:

- Parental Consent form (if applicable)
- Work Experience Request form
- Work Experience Confidentiality Statement
- Internet & Email Usage – Conditions, Rules and Regulations
- Internet & Email Usage Undertaking

Full Name (please print in block capitals): .....

Position: Work Experience Student

Signed: .....

Date: .....

Full Name (please print in block capitals): .....

Position: Placement Supervisor

Signed: .....

Date: .....

Full Name (please print block capitals): .....

Position: Work Experience Co-ordinator

Signed: .....

Date: .....

**Parental Consent Form**

***To be completed where the student is younger than 18 years of age***

I understand that no payment in respect of work done will be made, owing to the nature of the position.

I understand that my son/daughter will not be allowed to undertake work which might be unsuitable for him/her on medical grounds.

To help us to make sure that students are given suitable work experience placements, please provide us with the following information:

Does your son/daughter have any of the following?

	Yes	No
Attention deficit hyperactivity disorder (ADHD)		
Allergies/skin conditions		
Conditions affecting mobility or the use of arms or legs		
Asthma		
Diabetes		
Epilepsy		
Impaired colour vision		
Impaired eyesight		
Impaired hearing		
Other medical conditions including any intolerances / allergies (please specify):		

If you have answered yes to any of the above, please give details:

Please give details of any regular medication required:

I understand that my son/daughter will be required to undertake the following:

- a. S/he will not disclose to a third party any confidential information relating to the employer without the employer's approval.

- b. S/he will obey health & safety, security and other instructions given by the employer.
- c. S/he will notify both the employer in the event of not being able to attend work experience on any day.
- d. S/he will make an introductory visit to the employer where required to do so.

**I confirm that I have read and understood the above and have provided all the above information requested. I have provided any additional information concerning my Childs welfare/wellbeing which I consider relevant to the work experience and I hereby give consent to my son/daughter undertaking a work placement with Oadby & Wigston Borough Council.**

Work Placement Student Name .....

Parent/Carer Name .....

Parent/Carer Signature .....

**Work Experience Reference Request Form**

Please provide the name and address of two referees (e.g. teachers / tutors) who have knowledge of your working ability and character, one of whom should be your present current mentor / line manager:

Name:	Name:
Job Title:	Job Title:
Address:	Address
Post Code:	Post Code:
Telephone No:	Telephone No:
Email:	Email:

**Work Experience Induction Checklist**

NAME:	DATE OF COMMENCEMENT:
SERVICE AREA:	PLACEMENT SUPERVISOR:

**OVERVIEW:**

- Explain Council structure
- Values and Vision
- Explain about different sites
- Briefly cover services offered by service areas
- Outline services offered by HR

**CONDITIONS OF SERVICE**

Hours of Work

- Explain core hours and office opening hours
- Explain flexi-time system

Sickness

- Explain notification procedure

Parking

- Explain car parking

Health and Safety

- Refer to Council Health and Safety Policy and procedures
- Safety in the Council – Risk assessment for placement
- Outline emergency evacuation procedure
- Ensure individuals are aware of fire exits, fire extinguisher and alarm points
- Give names of first aiders and procedure
- Mention security doors and give password codes
- PPE if required and safety procedures in place

Customer Care

- Behaviour expected when dealing with members of the public

**TELEPHONE SYSTEM:**

- Answering the phone – Script for answering and list of department extensions
- Not to make personal calls without first seeking authorisation

**I.T.:**

- Intranet / Internet – Use in own time, is monitored by IT

**GENERAL:**

- Prohibition of using mobile phone during work time for personal use
- Outline policy on smoking at work
- Explain requirements of Data Protection Act 1988
- Invite questions / comments

**SPECIFIC TERMS AND CONDITIONS OF EMPLOYMENT:**

- Issue student ID Card
- Issue personal leave record form (if applicable)

**TOUR OF BUILDING:**

- Include location of kitchen / toilets / photocopiers

**MYPORTAL:**

- Introduction to the MyPortal telephone system

**Work Experience Risk Assessment form**

<b>Establishment / School / Recognised Intermediary:</b>			
<b>Service Area / Team</b>			
<b>Date of assessment:</b>			
<b>Name of assessor:</b>			
<b>PART A – GENERAL ASSESSMENT OF ACTIVITIES OF STUDENT</b>			
<b>What activities will the student be carrying out?</b>	<b>Have these activities been risk assessed?</b>	<b>Are control measures in place?</b>	<b>List any other control measures that are not in place</b>
<b>Are there any hazards that present additional risks to the student?</b>	<b>List any additional control measures required below</b>		<b>List any tasks that the student will NOT be permitted to carry out</b>



**PART B – SPECIFIC ASSESSMENT OF THE STUDENT**

**NAME:**

**ADDRESS:**

**AGE (if less than 18 years):**

**PARENT/GUARDIAN NAME (if applicable):**

**Has any information on medical conditions or disabilities been provided? (List below)**

**List any additional control measures required below (Including any tasks that the student will not be permitted to carry out)**

Name of individual who will be supervising the student (if under 18 years):  
*(A copy of Parts A and B must be provided to the person supervising)*

**Assessors Signature:**

**Date:**

*The Line Manager should sign below to show that the assessment is a correct and reasonable reflection of the hazards and of the control measures and actions required.*

**Line Manager's Signature:**

**Date:**

**Work Experience Confidentiality Statement**

I, the undersigned, understand that in the course of my unpaid work experience placement with Oadby and Wigston Borough Council, I may come into contact with, or have access to a wide range of confidential data relating to individuals, business or any other third party organisations, confidential reports and other personal and sensitive information.

I understand that the misuse of this information, especially its disclosure to any people or third parties who are not authorised to receive it would constitute a serious breach of confidentiality.

I understand that any breach of confidentiality in this regard will result in the termination of my work experience forthwith, and the reasons for such termination will be disclosed to the school, registered intermediaries and organisers of the work experience.

Full Name: (Please print in block capitals).....

Position: Work Experience student

Signed: .....

Date: .....

Countersignature: .....

Full Name: .....

Date: .....

**Internet & Email Usage – Conditions, Rules and Regulations**

**Conditions**

- During working hours the Internet facility shall at all times be used only for legitimate work purposes in pursuit of the Councils goals;
- The nature of sites browsed and the contents of e-mails shall at all times be compatible with the good taste expectations of a reasonable member of the public;
- The facilities will not be used for personal use subject to all of the conditions outlined in this policy;
- In general terms, any use of the Internet which contravenes any legal Act (for example, The Data Protection Act 1998, The Computer Misuse Act 1990, The Copyrights, Designs and Patents Act 1988, The Obscene Publications Act 1959 and 1964); or any internal Council policy is unacceptable. Unacceptable uses include the following:
  - Illegal or malicious use, including transmitting copyright material;
  - Accessing, storing or transferring pornographic or obscene material;
  - The deliberate propagation of computer viruses, or use of the Internet to attempt unauthorised access to any other IT resource;
  - Access to or distribution of material which contravenes the Council's Equal Opportunities and Harassment Policies;
  - Soliciting/obtaining personal information not in connection with the Councils business, without prior authorisation (this could contravene the Data Protection Act and leave you, and the Council, susceptible to legal action);
  - Use of e-mail for potentially libellous or defamatory purposes;
  - The Councils Internet service and e-mail may not be used for transmitting, retrieving or storing any communications of a discriminatory or harassing nature or materials that are offensive, obscene, pornographic or sexually explicit. Internet users must not transmit abusive, profane or offensive language on or through the Councils internet or e-mail systems.
  - This undertaking is in addition to, and compliments any regulations in force from the Conditions of Employment, Data Protection Policy and the Computer Usage Guidance Policy;
  - All documents/files on the Internet should be considered potentially hazardous and therefore particular care should be exercised to check these files for viruses. Deliberate introduction of any damaging virus is a crime under the Computer Misuse Act 1990;
  - If a virus is detected or suspected on your computer, you must IMMEDIATELY stop using the machine and contact ICT Services;
  - The Council retains ownership of all Council data held on the Councils computer systems. No files or data should be passed electronically to external entities, or

passwords divulged to any external entity without express permission of a senior member of staff or Chief Officer who can be considered responsible for the security of that particular data;

- No commercial commitment should be made on behalf of the Council when using the Internet facility, without the authorisation of a senior member of staff with the appropriate procurement authority;
- Subject to maintenance demands, the service will be available between 8:30am and 5:30pm Monday to Friday;
- The Director of Services retains sole discretion to grant or revoke authority to use the Internet or e-mail facility;
- If individuals of the service are unsure about any aspect of the operation of the facility, or permitted use, clarification should be sought from ICT Services before proceeding;
- Line Managers and Chief Officers are responsible for monitoring usage and have the discretion to restrict personal usage of the Internet facility outside core hours if the facility is required for official Council duties;
- No Council facility shall be used for the setting up of personal Web Pages or for running any personal business; and
- The use of any tools or device that intentionally sets out to evade network security or allow access to third party systems by means in which in anyway compromises or could compromise the integrity of the ICT network is strictly forbidden.

## **Rules**

- No software of any kind will be downloaded to any PC from the Internet (this includes: Screensavers, Evaluation Software, Free Software, and any data or files that can be executed on a PC, or cause modification to any files on a PC or a network, including HTML based files);
- The use of Hotmail accounts or other web-based Email services is forbidden;
- PC's with Internet access should be left secure to protect against unauthorised use, e.g. by use of a password protected screensaver;
- Subscription to other ISP's (Internet Service Providers) is strictly forbidden;
- The use of Chat Rooms for private use is forbidden; and
- Copying data to the Internet is forbidden (unless this is part of your job.) This includes copying web pages or files to sites owned by individuals within the Council, or third parties.

## **Regulations**

All activity on the Internet will be logged and copies of all e-mails archived (subject to Data Protection and Freedom of Information constraints.) The Council will use a variety of tools to monitor use of the internet on Council owned facilities. These will include logging, recording and inspecting the times and nature of use of the internet, including the possible examination of the contents of internet mail messages sent and the addresses of Web sites visited.

**Internet & Email Usage Undertaking**

I, the undersigned, have fully read and understood the Internet & Email Usage – Conditions, Rules and Regulations.

I have also received a copy of the Councils Computer Usage Guidance Policy and I am familiar with its contents.

I undertake to abide by these rules, and to use the Internet facility according to these rules, and within the spirit of the regulations.

I understand that any infringement of these rules, or abuse of the facility, may render me liable to termination of work experience.

I understand that the use of Internet activity including addresses visited are subject to Internal Audit examination on a regular basis.

Full Name: (Please print in block capitals).....

Position: Work Experience Student

Signed: .....

Date: .....