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BEHAVIOURAL STANDARDS FRAMEWORK

To help create a great place to work and a great place to be cared for, it is essential that our Trust policies, procedures and processes support our values and behaviours. This document, when used effectively, can help promote a workplace culture that values the contribution of everyone, shows support for staff as well as patients, recognises and celebrates the diversity of our staff, shows respect for everyone and ensures all our actions contribute to safe care and a safe working environment - all of which are principles of our Behavioural Standards Framework.

Behavioural Standards Framework – Expectations ‘at a glance’

Introduce yourself with #hello my name is... 	Value the contribution of everyone	Share learning with others
Be friendly and welcoming	Team working across all areas	Recognise diversity and celebrate this
Respect shown to everyone	Seek out and act on feedback	Ensure all our actions contribute to safe care and a safe working environment
Put patients at the centre of all we do	Be open and honest	For those who supervise / manage teams: ensure consistency and fairness in your approach
Show support to both staff and patients	Communicate effectively: listen to others and seek clarity when needed	Be proud of the role you do and how this contributes to patient care

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1. SUMMARY

Relevant work experience in a healthcare setting is a pre-requisite in the application process for entry to medical school and many other education courses. University Hospitals of Morecambe Bay NHS Foundation Trust (UHMBFT) wants to support young people in making informed career choices and help them to strengthen their UCAS applications and job applications.

At the same time we need to make sure that our approach to the provision of work experience does not expose our patients and staff or the young people in our care to undue risk.

Work placements at UHMBFT must be carried out in a structured way to meet Health and Safety and other clinical governance requirements to safeguard the Trust.

2. PURPOSE

The aim of this procedure is to ensure consistent practice throughout UHMBFT when arranging work experience.

There are two different types of work experience accommodated at UHMBFT. This document sets out procedures for both types and versions of work experience:

- Students and members of the public aged over 16 may apply for an observational Work Experience placement in some clinical and non-clinical areas.
- Students aged 14-16 years may apply to take part in a Year 10 Work Experience Week, called an 'Insights to Healthcare' week.

3. SCOPE

Work experience placements will be mapped across UHMBFT to determine capacity, maximise placement opportunities and channel support to placement areas.

This procedure does not cover any student on a recognised course / training to become NHS professionals, e.g. medical students, student nurses, student midwives and any students in professions allied to medicine, as these placements are covered by formal contracts that UHMBFT has with local universities.

4. PROCEDURE

4.1 Procedures for Work Experience Placements (16+)

4.1.1 Arrangements for Work Experience Placements

Work experience placements at UHMBFT are organised by the BCT Careers & Engagement Hub, based in Moor Lane Mills, Lancaster.

Students are required to fill in and submit an application form for a work experience placement (Appendix 1: Application Form). As well as personal information, this form contains a health questionnaire and work placement agreement which must be signed by the student, their parent / guardian and also their school tutor. This form must be returned

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to the Better Care Together (BCT) Careers & Engagement Team in advance of the placement.

The health questionnaires are screened and if there are any issues relating to ill health the Occupational Health Department will be informed and their advice sought.

The BCT Careers & Engagement Hub will liaise with an identified lead in each department regarding the possibility of hosting a student on a work placement.

Students placed in a clinical area must be at least 16 years of age at the time of their placement.

Due of the sensitive nature of work undertaken in clinical areas, and with particular regard to protecting patient confidentiality, certain patient encounters are prohibited.

Students should not be exposed to patient encounters which might compromise the dignity of the patient, be traumatic for the student or disruptive for staff. Students must not attend post mortems or intimate examinations. There are certain areas where, for health, safety and patient confidentiality reasons, work placements are not appropriate and as such students must not visit or attend work placements in the following areas:

- Theatres;
- Maternity;
- Accident and Emergency;
- Intensive Care Unit;
- Children's Unit.

Work placements will be confined to observation only. Students will not be allowed to take part in any direct patient care activity and will sign an undertaking to this effect (Appendix 2: Student Agreement). Other acts of ordinary human kindness are permissible under the guidance of the placement supervisor, such as offering beverages.

Observation of a situation in which a patient is involved is only permissible where the patient has given full, explicit and informed consent. They should fully understand that the student is not a medical or other clinical student attached to the hospital. This must be explained and the agreement of the patient sought before the student is introduced to the situation.

Work experience students must not be given access to patients' medical records.

Students will not be allocated to lone workers. Child protection legislation requires that staff coming into contact with work placement students must ensure that they are not left alone with students if at all possible.

Members of staff who agree to host a student on a work experience placement will take responsibility for the student at all times.

The agreed placement mentor will ensure the following:

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- 4.1.1.1 Students are accompanied by an appropriate member of staff at all times.
- 4.1.1.2 Students observe care rather than participate in the delivery of care to patients.
- 4.1.1.3 Students are aware of and understand the confidential nature of working within UHMBFT and their responsibilities during their placement. Students should not have access to confidential records, or be placed in areas which might be regarded as sensitive. The importance of confidentiality and their obligation not to disclose confidential information will be explained to each individual and they will complete a confidentiality form during the induction process, countersigned by the Departmental/Ward Supervisor (Appendix 4: Health & Safety and Induction Checklist).
- 4.1.1.4 Students are aware of and understand the importance of hand washing and their responsibilities to limit the risk of cross infection.
- 4.1.1.5 The risk of students seeing anything that is likely to cause them psychological harm is minimised. Supervisors are expected to check with the student that they will be able to cope with the situations they will be exposed to whilst undertaking a work placement. Supervisors will assess the risk to the student prior to proceeding with work placements and modify the planned programme if necessary. If a situation occurs that exposes a student to difficult or upsetting events the supervisor is responsible for ensuring that appropriate support is offered and will inform the BCT Careers & Engagement Hub. A decision will then ensue of how to proceed; this may involve removing the student from the placement and providing some after care via the Occupation Health Department. The supporting documentation will be sent to the educational provider and the students' parents / guardian.
- 4.1.1.6 Patients should be aware that students are observing clinical and non-clinical staff at work. Supervising staff should ensure that any patients have consented to the presence of the individual before they observe their care. Supervising staff should be sensitive to the need to balance patient dignity and confidentiality with the aim of giving individuals a realistic view of normal clinical and non-clinical work.
- 4.1.1.7 Students undertaking work placements should not be allowed access to patients who are not capable of giving a reasoned response to a request for them to observe their care.
- 4.1.1.8 Students are aware of the health and safety requirements and their responsibilities during their placement. Students will be asked to sign that they have received and understood the information given (Appendix 2: Student Agreement).
- 4.1.1.9 Opportunity will be given for students to evaluate their experience and discuss any issues or concerns. Students should be encouraged to discuss their experiences and voice any questions or concerns that they may have with the placement supervisor. The BCT Careers & Engagement Hub will also provide support to students if they would rather speak to someone external to their placement.

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4.1.2 Length of Placement

Work Placements can be half a day to a total of 5-days, as per prior agreement with Ward and/or Department. It is expected that students will attend placement during reasonable social working hours. Work experience students should not be in placement outside core business hours, 8.30am-5.00pm.

4.1.3 Payment

Students undertaking placements do so at their own expense. No payment is available to students on placement at UHMBFT.

4.1.4 Equal Opportunities

We are committed to promoting equal opportunities at UHMBFT and as such placements will be arranged without regard to gender, nationality, ethnic origin, sexual orientation or disability.

4.1.5 Health & Safety

UHMBFT complies with clinical governance and health and safety regulations.

The following measures should be put in place:

- 4.1.5.1 Risk assessments, which have been undertaken on any process or procedure when performed by experienced adults, should be reassessed in the light of the lack of experience of the student. Appropriate measures to eliminate or control risks should be put into place. A template risk assessment will be available for each clinical area taking students. The responsibility for carrying out the risk assessment will be with the agreed placement mentor for the work experience and a standard format risk assessment will be used (Appendix 3: Template Risk Assessment).
- 4.1.5.2 During the placement a nominated placement supervisor will closely supervise the student.
- 4.1.5.3 Departmental leads will be responsible for ensuring that appropriate safeguards and controls are put in place to ensure the health and safety of students. Departmental leads will be asked to fill in a health & safety information checklist (Appendix 4: Health & Safety Information and Induction Checklist) for each student. Once complete, the tear-off slip will be returned to the BCT Careers & Engagement Hub.
- 4.1.5.4 Students will be provided with any appropriate protective clothing and equipment required for safety.
- 4.1.5.5 Regarding lifting procedures, emphasis will be placed on personal responsibility. Staff should be informed that the students will not have had manual handling training and therefore **must not be allowed** to undertake procedures requiring these skills.
- 4.1.5.6 Any employee who has concerns regarding the conduct of a student in the workplace should report their concerns to a Senior Nurse / Departmental Lead who should then report this to the BCT Careers & Engagement Hub via telephone (07967311060).

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4.1.6 Identification and Dress Code

Each student will be issued with an identification badge, which specifies that they are a work experience student. These identification badges MUST be worn at all times whilst on placement and be destroyed on completion. Template ID badges are sent by the BCT Careers & Engagement Hub to the placement supervisors upon confirmation of the placement. If departments or areas have their own ID badge format, the students may wear this instead. Students will be issued with a dress code (Appendix 2: Student Agreement) and should adhere to this at all times.

4.1.7 Insurance Cover

Students on a work experience placement are covered as any health service employee or voluntary worker. It is vital that every precaution and practical measure is taken to ensure that students will not harm themselves, patients or staff in the Trust while on placement. Should an incident or accident occur involving a student, an electronic Clinical Incident form, in the UHMBFT Safeguard system will be completed and the BCT Careers & Engagement Hub notified.

4.1.8 Concerns/Complaints

In the event of a concern or complaint the student or placement supervisor must contact the BCT Careers & Engagement Hub by telephone (07967311060).

4.1.9 Review of Work Placement

All students will be required to produce an account of their experiences to be sent to the BCT Careers and Engagement team at the end of the placement (Appendix 5: Participant Evaluation - Work Experience Placement 16+).

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4.2 Procedures for 'Insights into Healthcare' Weeks

4.2.1 Arrangements for 'Insights into Healthcare' Weeks

'Insights into Healthcare' Weeks are five day placements for students aged between 14-16 years old, usually in Year 10 of secondary school education.

The weeks are organised by the BCT Careers & Engagement Hub in collaboration with local schools and the organisations within Bay Health & Care Partners. Schools can request a particular week in the academic year and can choose which of the hospitals within UHMBFT would be most convenient for their students to attend.

Once a date and venue is confirmed, students can apply for a place on the 'Insights into Healthcare' Week by completing and returning the application form and agreement (Appendix 6). As well as personal information, these forms contain a health questionnaire and work placement agreement which must be signed by the student, their parent / guardian and also their school tutor. These forms must be returned to the Better Care Together (BCT) Careers & Engagement Team in advance of the placement.

The health questionnaires are screened and if there are any issues relating to ill health the Occupational Health Department will be informed and their advice sought.

In order to ensure a quality experience for all of the students, the maximum number of students that can be accommodated at one time is capped at 12.

The BCT Careers & Engagement Hub is responsible for booking rooms which are suitable for hosting the students for the week. Suitable venues should be large enough to accommodate a minimum of 12 people, should be fully accessible and should be close in proximity to toilet facilities. Suggested venues include:

- Education Centres at FGH / WGH / RLI
- Lecture Theatres at Moor Lane Mills, Lancaster
- Clinical Training & Assessment Centre at RLI
- Clinical Skills Labs at FGH / RLI

The BCT Careers & Engagement Hub is responsible for creating a timetable of activities for the students (see Appendix 7: Example Timetable). The timetable should include an allocated time for a local induction in which students are made aware of health and safety requirements and responsibilities.

The BCT Careers & Engagement Hub will liaise with staff teams to populate the timetable with activities related to the students' stated areas of interest. The content of the activities will be discussed and agreed upon prior to the week, so as to ensure that it is suitable for the ages and abilities of the students. Staff teams that agree to visit the students to deliver activities / presentations are responsible for sourcing and bringing any necessary resources and protective equipment or clothing.

Activities delivered by staff should aim to achieve at least one of the following objectives:

- Model skills (e.g. resuscitation, using a Gantt chart)
- Impart knowledge (e.g. what a balanced diet should look like)

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- Showcase positive values, behaviours and attitudes
- Encourage making positive choices and living a healthy lifestyle
- Highlight the range of jobs and opportunities within an area of healthcare
- Inspire students to consider possible future careers within the NHS

Any practical patient-focused activities should simulate real life experiences. Students must not be given access to patients' nor have access to medical records or confidential information.

The timetable will be sent out to students and staff in the week prior to the 'Insights into Healthcare' Week, along with details of the venue(s), start/finish times of each activity and break and lunch times.

A member of the BCT Careers & Engagement Hub will act as placement mentor for the group of students and will ensure the following:

- 4.2.1.1 The group of students is accompanied and supervised at all times.
- 4.2.1.2 Students are aware of and understand the confidential nature of working within UHMBFT and their responsibilities during their placement. Students should not have access to confidential records, or have access to any clinical areas.
- 4.2.1.3 The risk of students seeing or hearing about anything that is likely to cause them psychological harm is minimised. The placement mentor will consider the suggested activities and assess any possible risks to the students prior to proceeding with the timetable. If a situation occurs that exposes a student to difficult or upsetting events, the placement mentor is responsible for ensuring that appropriate support is offered and that the student's educational provider is informed.
- 4.2.1.4 Students are aware of the health and safety requirements and their responsibilities during their placement.
- 4.2.1.5 Opportunity will be given for students to evaluate their experiences throughout the week and discuss any issues or concerns. Students should be encouraged to discuss their experiences and voice any questions or concerns that they may have with the placement mentor.

4.2.2 Length of Placement

'Insights into Healthcare' weeks last five working days. It is expected that the placement hours will run from 9am – 3pm to replicate a normal school day. 'Insights into Healthcare' students should not be in placement outside core business hours, 8.30am - 5.00pm.

4.2.3 Payment

Students participating in 'Insights into Healthcare' weeks do so at their own expense. No payment is available to students on placement at UHMBFT.

4.2.4 Equal Opportunities

We are committed to promoting equal opportunities at UHMBFT and as such placements will be arranged without regard to gender, nationality, ethnic origin, sexual orientation or disability.

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4.2.5 Health & Safety

UHMBFT complies with clinical governance and health and safety regulations.

The following measures should be put in place:

4.2.5.1 Risk assessments for the venue and activities should be completed by the placement mentor and sent to the students' school(s) prior to the 'Insights into Healthcare' week.

4.2.5.2 Students will be provided with any appropriate protective clothing and equipment required for safety.

4.2.5.3 Students will be supervised at all times by a placement mentor.

4.2.6 Insurance Cover

Students on a work experience placement are covered as any health service employee or voluntary worker. It is the responsibility of the BCT Careers & Engagement Hub to provide evidence to schools of third party liability insurance cover.

It is vital that every precaution and practical measure is taken to ensure that students will not harm themselves, patients or staff in the Trust while on placement. Should an incident or accident occur involving a student, an electronic Clinical Incident form, in the UHMBFT Safeguard system will be completed and school and parent/guardian of the student will be notified.

4.2.7 Concerns/Complaints

In the event of a concern or complaint the student / teacher / member of staff must contact the BCT Careers & Engagement Hub by telephone (07967311060).

4.2.8 Review of Work Placement

All students will be required to produce an account of their experiences at the end of the placement. This will be issued to the students by the placement mentor. (Appendix 8: Participant Evaluation Form).

4.3 Important Contacts

Vocational Assistant

Jodi Slater Email: jodi.slater@mbht.nhs.uk
Tel. No. 01524519494

BCT Careers & Engagement Lead

Vicky Lumley Email: victoria.lumley@mbht.nhs.uk
Tel. No. 07967311060

BH&CP Workforce Business Partner

Ruth Keeler Email: ruth.keeler@mbht.nhs.uk
Mobile No. 07816334145

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4.4 Standards / Key Performance Indicators (KPI's)

Adherence to the policy will be periodically audited by the internal audit department as part of the review of internal controls.

5. ATTACHMENTS	
Number	Title
1	Application Form – Work Experience Placements (16+)
2	Student Agreement – Work Experience Placements (16+)
3	Generic Risk Assessment Template
4	Health & Safety Information and Induction Checklist
5	Participant Evaluation Form – Work Experience Placements (16+)
6	Application Form – Under 16 Work Experience
7	Example 'Insights into Healthcare' Weeks Timetable
8	Participant Evaluation Form – 'Insights into Healthcare' Weeks
9	Equality & Diversity Impact Assessment Tool

6. OTHER RELEVANT / ASSOCIATED DOCUMENTS	
Unique Identifier	Title and web links from the document library
Corp/Pol/036	Young People at Work http://uhmb/cs/tpdl/Documents/CORP-POL-036.docx

7. SUPPORTING REFERENCES / EVIDENCE BASED DOCUMENTS	
References in full	
Number	References
1	
2	
3	
Bibliography	

8. DEFINITIONS / GLOSSARY OF TERMS	
Abbreviation or Term	Definition

9. CONSULTATION WITH STAFF AND PATIENTS		
Enter the names and job titles of staff and stakeholders that have contributed to the document		
Name	Job Title	Date Consulted
JWG		03.01.18
Anna Smith	Health, Safety & Security Manager	Dec 2017

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10. DISTRIBUTION PLAN	
Dissemination lead:	Joint Working Group
Previous document already being used?	No
If yes, in what format and where?	
Proposed action to retrieve out-of-date copies of the document:	
To be disseminated to:	
Document Library	
Proposed actions to communicate the document contents to staff:	Include in the UHMB Friday Corporate Communications Roundup – New documents uploaded to the Document Library

11. TRAINING		
Is training required to be given due to the introduction of this policy? No		
Action by	Action required	Implementation Date

12. AMENDMENT HISTORY				
Version No.	Date of Issue	Page/Selection Changed	Description of Change	Review Date
2	03/01/2018	All	All work experience requests now go through the BCT Careers & Engagement Hub instead of the Undergraduate Medical Education team. New policy also includes details of the 'Insights into Healthcare' programme for 14-16 year olds that did not previously exist.	01/01/2023
2.1	18/07/2018	Appendix 1 Appendix 6	Update to 'Application Form – Work Experience Placements (16+)'. Update to 'Application Form – Under 16 Work Experience'	01/01/2023

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Appendix 1: Application for Work Experience Placement (16+)

University Hospitals of Morecambe Bay NHS Trust Application for Work Experience Work

University Hospitals of Morecambe Bay NHS Trust supports the provision of work experience placements where possible depending on the capacity of the different departments and staff groups. **There are some areas where we cannot offer placement opportunities these are: Operating Theatres, Midwifery, Children's Services, Intensive Care Unit and the Emergency Department.** Whilst on placement you will be shadowing members of the healthcare team as they go about their role and there is a chance you will see things / be exposed to situations which you may find emotional or distressing.

Personal Details

Forename _____ Surname _____

Address: _____

Post Code: _____ Telephone Number: _____

Email Address: _____

All applicants must be a minimum of 16 years of age

Age: _____ Date of Birth: ____/____/____

Gender: _____

Do you regard yourself as disabled? Yes No

If 'Yes', please provide details: _____

Do you consider yourself to have a learning difficulty? Yes No

If 'Yes', please provide details: _____

Do you have any current medical problems or health issues? Yes No

If 'Yes', please provide details: _____

I would describe my ethnic origin as: (please tick one)

- | | |
|--------------------------------------|---|
| <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Mixed |
| <input type="checkbox"/> Black | <input type="checkbox"/> Pakistani |
| <input type="checkbox"/> Chinese | <input type="checkbox"/> White |
| <input type="checkbox"/> Indian | <input type="checkbox"/> Other; please specify: _____ |

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Education

Current School / College / University _____

Current Year _____

Course of Study (e.g. GCSEs, A Levels, BSc etc.) _____

Dates From - To	School / College	Exam subjects taken	Level	Date obtained / Results awaited

Rehabilitation of Offenders Act

Because of the nature of the work experience placement for which you are applying, this post is exempt from the provisions of section (2) of the Rehabilitation of Offenders Act 1975. Applicants are therefore required to disclose any criminal convictions, bindovers or cautions.

Have you been convicted of a criminal offence, been bound over, warned, cautioned or reprimanded or are you currently the subject of any police investigation? Yes No

If 'Yes', please provide brief details: _____

Disclosure of the above will not automatically exclude you from gaining a place on this programme. However, failure to disclose on this form any of the above will result in your removal from the programme. All information provided on this form will be treated in strict confidence.

Placement

Career(s) / Profession(s) of interest _____

Please state which hospital or area you would like your placement: _____

Please state preferred dates (**Please note:** these are not always possible)

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Please outline why you are interested in undertaking a Work Experience Placement within University Hospitals of Morecambe Bay NHS Foundation Trust:

Emergency Contact Details

Please provide details of someone that we could contact on your behalf in the event of an emergency:

Name: _____

Relationship: _____ Telephone: _____

Agreement – WORK EXPERIENCE STUDENT TO COMPLETE

Please sign below to show agreement to the following statements:

- All the information given on this form is correct;
- I give consent for the Careers & Engagement Hub to store and file this information electronically and on paper;
- I understand that I have the right to request erasure of this information;
- I agree to take part in a work experience placement;
- I will hold in confidence any information about the employer or patients which I may obtain during the placement;
- I am aware of the acute nature of the placement environment and that I may be exposed to unexpected situations.

Signature: _____ Date: _____

PARENT / GUARDIAN TO COMPLETE IF STUDENT IS AGED UNDER 18

As parent/guardian of the student named above, I have read and understood this form and I agree to this student participating in a work experience placement. I am aware that whilst minimising risk of exposure to unexpected situations, the Trust cannot guarantee this.

Name: _____

Signature: _____ Date: _____

Return your completed forms to Vicky Lumley via email: victoria.lumley@mbht.nhs.uk

via post: **Careers & Engagement Hub,
Level 2, Moor Lane Mills, Moor Lane
Lancaster LA1 1QD**

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Appendix 2: Student Agreement for Work Experience Placement (16+)

I have pleasure in confirming our offer of a placement to shadow members of staff with Morecambe Bay Hospitals NHS Trust. **Please read the terms and conditions carefully and sign both copies, returning one copy to Vicky Lumley, Careers & Engagement Hub, Moor Lane Mills, Moor Lane, Lancaster, LA1 1QD before your placement begins** and keeping one for personal reference. Failure to do so will result in the placement being postponed / cancelled.

This contract also incorporates a learning agreement and details clearly what you can expect from the Trust during the placement.

Attendance: Individuals attending for placement are expected to arrive promptly at the start time stipulated in the confirmation letter. Lunch is an hour unless agreed otherwise and must be agreed with the Department Supervisor. Lunch and travel expenses are not funded by the Trust and are therefore the responsibility of the individual.

Sick Leave Arrangements: If you are unable to attend because of sickness or any other reason, you should inform the work placement advisor as soon as possible.

Identification Badges: It is now a requirement that every person should display an identification badge when working on any site associated with the Trust. This will be issued to you before your placement commences.

Dress Code: Individuals should arrive for placement in suitable clothes i.e. smart trousers with short sleeved blouse or short sleeved plain t-shirt (no logos) is ideal along with sensible shoes i.e. no heels, open toes or trainers . With regards to jewellery you may wear: one plain wedding band style ring; no more than 1 pair of small plain metal stud earrings. Hair should be suitably controlled and off the collar in clinical situations, for those with long hair this should be tied up. Nails should be clean and well-trimmed. Nail art, nail extensions and nail polish must not be worn in clinical areas. Makeup should be minimal. Strong scented perfume / aftershave should not be worn. Personal Protective Clothing / aprons will be issued as required.

Bare Below the Elbow: Please be aware The Trust also operates a “Bare Below the Elbows” policy which ensures that nothing is worn below the elbow in patient areas. This includes watches and rings with stones.

If appropriate clothing is not worn, you may be sent home from a ward placement.

Infection control: University Hospitals of Morecambe Bay NHS Trust are determined to minimise the risk of infections. We therefore ask all staff, patients and visitors to observe the highest possible standards of hand hygiene at all times.

Confidentiality: Any matters of a confidential nature, in particular information relating to the diagnosis and treatment of patients, individual staff and/or patient records, and details of contract prices and terms must under no circumstances be divulged or passed on to any other unauthorized person or persons.

Loss/Damage of Personal Effects: No liability can be accepted for loss or damage to personal property on Health Service premises by burglary, fire, theft or otherwise.

Smoking: University Hospitals of Morecambe Bay NHS Trust are all smoke free sites. Smoke-free means that smoking is not permitted anywhere on site and applies to all staff, patients and visitors.

Health and Safety at Work Act: you are reminded that in accordance with the Health and Safety at Work Act 1974, you have a duty to take reasonable care to avoid injury to yourself and to others by your

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work activities, and you are required to comply with the Trust policies in meeting these statutory requirements. A copy of the Health and Safety policy is available for inspection.

Whilst on placement you are reminded that you must not:

- Lift or handle patients;
- Administer injections, drugs or take blood;
- Visit areas/departments outside the identified area without checking with the work placement advisor first. The following departments must not be visited under any circumstances: Theatres, Maternity, A&E, Children’s unit and Intensive Care Unit;
- Have any contact with sharps or toxic substances;
- Have any involvement in violence or distressing situations;
- Compromise patient dignity.

Your placement is purely observational with you shadowing members of the healthcare team.

As an observer:

- You must follow department/ward Health & Safety rules and regulations;
- You must recognise your own physical and psychological limitations;
- You may assist with basic ancillary duties i.e. tea making, mealtimes;
- You must respect and adhere to all patient and department/ward issues.

Student/Learner Expectations:

- Individuals will gain an insight into the hospital environment and how the different roles work together to deliver patient care;
- Individuals on placement can expect support and guidance during their placement from a nominated person on the ward or department that they have been assigned to;
- The Trust is committed to equal opportunities and a copy of the equal opportunities policy is available, if required;
- Individuals on placement are sufficiently covered by the Trust’s public liability cover;
- All placements are designed with patient dignity and health and safety as the main priorities.

The main aim of the placement is to help you with your future NHS career

Form of Acceptance

I accept this placement on the terms and conditions outlined and have retained a copy.

Signed:

Print Name:.....Date:

Parent/Guardian’s signature if under 18:.....

Print Name:.....Date:

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Appendix 3: Risk Assessment Template

RISK ASSESSMENT PROFORMA REF. NO.						University Hospitals  of Morecambe Bay NHS Foundation Trust				
Activity/Process: <u>Attending 16+ Work Experience Placement at UHMB</u>				Location: FGH/QVH/RLI/ULV/WGH Other location – please specify:						
Ward / Department / Clinical Area All ward / Departments			Division: All			Page: 1 of			Version1	
Hazard	Who might be harmed (Staff; Visitor; Patient; Other)	Existing Controls in place (What is already in place to manage each risk/hazard effect?)	Existing Risk Rating S x L = R			Further action necessary to prevent or control the risk	Revised Risk Rating S x L = R			Action by whom
			Severity	Likelihood	Risk Total		Severity	Likelihood	Risk Total	
1) Falls risk	Individual / Patient / Staff member / Other	<p><u>On enquiry / application</u></p> <p>When individuals enquire about a placement they are told it will be purely observational with no practical work / direct patient care involved. The application form completed by the individual indicates the above and identifies the potential risk of emotional distress through what they may see. For any individual under 18 years of age their parent / guardian also signs the application</p> <p><u>On confirming placement arrangements</u></p> <p>Confirmation information is sent to the individual which reiterates that no practical work / direct patient care should be undertaken and the individual should never be left</p>	2	2	4	Ensure more than one person in the placement area is aware of the placement restrictions and takes part in supervising of individual.	2	2	4	<p><u>Prior to placement visit</u></p> <p>Careers & Engagement Hub</p> <p><u>Whilst on placement</u> Department manager / person in charge on dates of visit</p>

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		<p>unsupervised, the placement is purely observational. A Placement Agreement is sent which covers health and safety and confidentiality and they are asked to return a signed copy as without receipt of this the placement does not go ahead. For any individual under 18 years of age their parent / guardian also signs this.</p> <p><u>Placement visit</u> The Health & Safety Checklist is discussed and completed with the individual and their supervisor at the beginning of the placement visit. Confirmation of this is sent back to the Careers & Engagement Hub. Department Housekeeping arrangements. All links with the Management of Health and Safety at Work, etc. Act (HSWA) 1974</p>								
2) Manual Handling	Individual / Patient / Staff member / Other	<p>As 1 above +</p> <p>Individuals should not be asked to carry any equipment / loads whilst shadowing staff.</p>	2	2	4	As 1 above	2	2	4	As 1 above
3) Slips, trips and falls due to fluid spillages, training wires from	Individual / Patient / Staff member / Other	As 1 above	2	2	4	As 1 above	2	2	4	As 1 above

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equipment etc										
4) Violence and aggression from patient / staff whilst on placement	Individual / Patient / Staff member / Other	As 1 above + Generic Risk Assessment pas part of the Violence & Aggression policy. Individual would also be removed from the area / situation should an issue occur	2	2	4	As 1 above	2	2	4	As 1 above
5) Injury from contact with sharps or harmful / toxic substances	Individual / Patient / Staff member / Other	As 1 above + Appropriate Personal Protective Equipment / Clothing would be worn by the individual whilst in the placement area	2	1	2	As 1 above	2	1	2	As 1 above
6) Potential for burns / scalds due to hot food, hot surfaces, hot liquids when Giving out meals Preparing and giving	Individual / Patient / Staff member / Other	As 1 above + Appropriate Personal Protective Equipment / Clothing would be worn by the individual whilst in the placement area	2	2	4	As 1 above	2	2	4	As 1 above

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out drinks										
7) Evacuating the building in case of fire	Individual / Patient / Staff member / Other	As 1 above	2	2	4	As 1 above	2	2	4	As 1 above
8) Exposure to extreme cold, heat, noise or vibration	Individual / Patient / Staff member / Other	As 1 above + Appropriate Personal Protective Equipment / Clothing would be worn by the individual whilst in the placement area	2	1	2	As 1 above	2	1	2	As 1 above
9) Emotional upset caused by exposure to distressing situations	Individual / Patient / Staff member / Other	As 1 above + Individual would be removed from the area / situation should an issue occur and support provided by supervisor / Learning & Development / Occupational Health	2	3	6	As 1 above	2	3	6	As 1 above
10) Exposed to infections / hazardous body fluids	Individual / Patient / Staff member / Other	As 1 above + Risk assessments as part of the Infection Prevention Policy and department specific risk assessments. Appropriate Personal Protective Equipment / Clothing would be worn by the individual whilst in the placement area	2	2	4	As 1 above	2	2	4	As 1 above

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11) Pregnancy	Individual / Patient / Staff member / Other	As 1 above + Within Radiology department, restrictions would be put in place regarding areas visited and if required would be withdrawn from placement	2	3	6	As 1 above	2	3	6	As 1 above
Internal / External Assurances on Controls e.g. CQC, NHSLA, Blood Report			Sources of the Risk e.g. Risk/Div/Inc/Fin				How will this be monitored e.g. dashboard etc:			
Risk Assessment Completed by:			Designation:				Date of Assessment:			
Target Date for Action:			Action Plan Monitored:				Review date:			

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Appendix 4: Health & Safety Information and Induction Checklist

This information sheet introduces the work experience student who has been assigned to your Ward/Department.

NAME:

As this is their first day of duty in your area, I should be grateful if the following information regarding local arrangements could be covered before the work experience student is permitted to commence their placement:

- * location of fire exits and action expected in the case of fire;
- * location of Health and Safety policy;
- * hazards (e.g. kitchen/ward area) - reporting and/or restrictions;
- * reporting of accidents/incidents and first aid arrangements;
- * toilet and washing facilities - Health and Safety aspects of personal hygiene
- * importance of patient confidentiality and safety

All students are advised of their duties and responsibilities under the Health & Safety at Work Act 1974 and are required to adhere to any health and safety rules and regulations pertaining to the ward/department within which they are working.

It is essential to inform all work experience students not only of what he/she can do within your Ward or Department but also to ensure all students are given information regarding their own safety and that of others who may be affected by their actions. I would therefore ask for your co-operation in ensuring that the points outlined above are covered, in the interests of Health and Safety.

Once the checklist has been fully discussed with the student, please either email Vicky Lumley via: Victoria.lumley@mbht.nhs.uk to confirm this or complete the tear-off slip below and return via the internal post. If posting the upper portion should be retained at Department level.

To: **Vicky Lumley**
Careers and Engagement Hub
Moor Lane Mills
Moor Lane
Lancaster
LA1 1QD

NAME OF STUDENT: _____ DATES: _____

PLACEMENT VENUE: _____

HEALTH AND SAFETY INFORMATION - INDUCTION CHECKLIST

THE LOCAL ARRANGEMENTS HAVE TODAY BEEN CONVEYED TO THE ABOVE MENTIONED STUDENT

SIGNED: _____ DESIGNATION: _____

DATE: _____ STUDENT SIGNATURE: _____

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Appendix 5: Participant Evaluation Form

Thank you for participating in work experience with Bay Health & Care Partners! We hope that you have enjoyed your time with us. Please help us to improve our work experience programme by completing this short survey.

1. Name: _____ Age: _____

2. Placement venue: _____

3. How did you hear about the work experience programme?

4. What did you hope to achieve by participating in this work experience placement?

5. Has this been achieved? Please tick the appropriate box.

6. Tell us what you enjoyed most about your placement:

7. What suggestions do you have to improve the work experience programme?

8. Has your placement influenced your choice of career in any way?

Please explain your answer:

9. Please use this space to add any other comments that would be helpful:

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Appendix 6: Application Form – Under 16 Work Experience

Under 16 Work Experience Week

APPLICATION FORM

University Hospitals of Morecambe Bay (UHMB) NHS Trust supports the provision of work experience weeks for students aged less than 16 years. These are hosted in a UHMB venue and will include a week of activities based on realistic simulated environments. The activities and sessions will be delivered by a range of staff teams from across the Better Care Together partner organisations, and will be designed to inform and inspire students to consider a future career in healthcare. There is a chance you will see things / be exposed to situations which you may find emotional or distressing.

Personal Details:

Forename _____ Surname _____

Address: _____

Post Code: _____ Telephone Number: _____

Email Address: _____

Age: _____ Date of Birth: ____/____/____

Gender: _____

Do you regard yourself as disabled? Yes No

If 'Yes', please provide details:

Do you consider yourself to have a learning difficulty? Yes No

If 'Yes', please provide details:

Do you have any current medical problems or health issues? Yes No

If 'Yes', please provide details:

I would describe my ethnic origin as: (please tick one)

- | | |
|--------------------------------------|---|
| <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Mixed |
| <input type="checkbox"/> Black | <input type="checkbox"/> Pakistani |
| <input type="checkbox"/> Chinese | <input type="checkbox"/> White |
| <input type="checkbox"/> Indian | <input type="checkbox"/> Other; please specify: |

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Education:

Current School: _____

Current Year _____

Rehabilitation of Offenders Act:

Because of the nature of the work experience placement for which you are applying, this post is exempt from the provisions of section (2) of the Rehabilitation of Offenders Act 1975. Applicants are therefore required to disclose any criminal convictions, bindovers or cautions.

Have you been convicted of a criminal offence, been bound over, warned, cautioned or reprimanded or are you currently the subject of any police investigation?

Yes No

If 'Yes', please provide brief details: _____

Placement:

Career(s) / Profession(s) of interest: _____

Please outline why you are interested in undertaking an Under 16 Work Experience Week at the University Hospitals of Morecambe Bay NHS Foundation Trust:

Photographs:

During the work experience week, members of the Careers and Engagement Hub will be taking pictures of the different activities and of the event in general. Unless otherwise informed, we will assume that you are happy for your photograph to appear in our future literature and/or website. If this is not the case, please inform Vicky Lumley in writing at the following email address: victoria.lumley@mbht.nhs.uk.

Emergency Contact Details:

Please provide details of someone that we could contact on your behalf in the event of an emergency:

Name: _____

Telephone: _____ Relationship: _____

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AGREEMENT

University Hospitals of Morecambe Bay NHS Trust has agreed to host work experience weeks for students aged less than 16 years, in order to assist them towards a career in the NHS. The Trust has a structured placement with clear objectives to ensure the best possible experience for students. The Trust will endeavour to ensure that students are protected from experiences which may be unpleasant. Due to the acute nature of the venues however, the Trust cannot guarantee this.

Dates: _____ Venue: _____

WORK EXPERIENCE STUDENT TO COMPLETE

Please sign below to show agreement to the following statements:

- All the information given on this form is correct;
- I give consent for the Careers & Engagement Hub to store and file this information electronically and on paper;
- I give consent for the Careers & Engagement Hub to take, store and use photographs of me participating in the Under 16 Work Experience Week;
- I understand that I have the right to request erasure of this information;
- I agree to take part in the activities throughout my Work Experience Week;
- I will hold in confidence any information about the employer or patients which I may obtain during the placement;
- I am aware of the acute nature of the placement environment and that I may be exposed to unexpected situations.

Signature: _____ Date: _____

PARENT / GUARDIAN TO COMPLETE

As parent/guardian of the student named above, I have read and understood this form and I agree to this student participating in a work experience week. I am aware that whilst minimising risk of exposure to unexpected situations, the Trust cannot guarantee this.

Name: _____

Signature: _____ Date: _____

SCHOOL / COLLEGE TUTOR TO COMPLETE

As school teacher / college tutor of the student named above, I have read and understood this form and I agree to this student participating in a work experience week. I am aware that whilst minimising risk of exposure to unexpected situations, the Trust cannot guarantee this.

Name: _____

Signature: _____ Date: _____

Return your completed forms to Vicky Lumley via email: victoria.lumley@mbht.nhs.uk

via post: **Careers & Engagement Hub,
Level 2, Moor Lane Mills, Moor Lane
Lancaster LA1 1QD**

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Appendix 7: Example 'Insights into Healthcare' Week Timetable

		9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm
MONDAY 10 TH JULY	Room 3 Education Centre RLI	9am – 10am Welcome & Tour Induction Behaviours and Values	10am – 11am Microbiology	11am – 12pm Hand hygiene and infection control	LUNCH BREAK Communication games Team building	1pm – 2pm Workforce	2pm – 3pm Occupational Therapy	
TUESDAY 11 TH JULY	Lecture Theatre Education Centre RLI	9am – 10am Bladder and Bowel Services	10am – 11am Bereavement Nursing	BREAK	11:30 – 12:30 General Practice Management	LUNCH BREAK	1:30 – 2:45 Emergency Planning & Resilience	2:45 – 3pm Medicine
WEDNESDAY 12 TH JULY	Large Lecture Theatre Moor Lane Mills	Tour of Moor Lane Mills	9:30 – 11am NWS	11am – 12pm Mortuary Services	LUNCH BREAK	1pm – 2pm Radiography	2pm – 3pm Communications & Engagement	
THURSDAY 13 TH JULY	Room 42 CTAC (old Ward 4) Med Unit 1 RLI	9am – 10am Health & Safety	10am – 11am Resuscitation	11am – 12pm Pharmacy	LUNCH BREAK	1pm – 2:30pm Project Management	Reflection	
FRIDAY 14 TH JULY	Room 41 CTAC (old Ward 4) Med Unit 1 RLI	9am – 10am Patient Journey NHS Jobs Skills	10am – 11am Estates & Facilities	11am – 11:30 Midwifery	LUNCH BREAK	12:30 – 1:30pm Core Clinical Division Networking	1:30 – 2:30pm Becoming a doctor	2:30 – 3pm Medical Imaging

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Appendix 8: Participant Evaluation – ‘Insights into Healthcare’ Weeks

Name:	School:
I chose to participate in the Under 16 work experience week at UHMB because...	
One thing I didn't expect was...	
I have learned that...	
I felt inspired when...	
I really enjoyed meeting... because...	
The activity that I enjoyed most was... because...	
One thing that I will take away from this experience is...	

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What could UHMB / Bay Health & Care Partners / BCT Careers & Engagement Hub have done better or differently?

SAMPLE

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Appendix 9: Equality & Diversity Impact Assessment Tool

Equality Impact Assessment Form

Department/Function	BCT Careers & Engagement Hub			
Lead Assessor	Vicky Lumley			
What is being assessed?	Work Experience Policy			
Date of assessment	08.01.18			
What groups have you consulted with? Include details of involvement in the Equality Impact Assessment process.	Equality of Access to Health Group	<input checked="" type="checkbox"/>	Staff Side Colleagues	<input checked="" type="checkbox"/>
	Service Users	<input checked="" type="checkbox"/>	Staff Inclusion Network/s	<input checked="" type="checkbox"/>
	Personal Fair Diverse Champions	<input checked="" type="checkbox"/>	Other (Inc. external orgs)	<input checked="" type="checkbox"/>
	Please give details:			

1) What is the impact on the following equality groups?		
Positive:	Negative:	Neutral:
<ul style="list-style-type: none"> ➤ Advance Equality of opportunity ➤ Foster good relations between different groups ➤ Address explicit needs of Equality target groups 	<ul style="list-style-type: none"> ➤ Unlawful discrimination, harassment and victimisation ➤ Failure to address explicit needs of Equality target groups 	<ul style="list-style-type: none"> ➤ It is quite acceptable for the assessment to come out as Neutral Impact. ➤ Be sure you can justify this decision with clear reasons and evidence if you are challenged
Equality Groups	Impact (Positive / Negative / Neutral)	Comments
Race (All ethnic groups)	Neutral	
Disability (Including physical and mental impairments)	Negative	Members of staff who have difficulties in reading and understanding the content of the policy may need additional support. This is not intentional and action will be taken as outlined in Section 3 to address this.
Sex	Neutral	
Gender reassignment	Neutral	
Religion or Belief	Neutral	
Sexual orientation	Neutral	
Age	Neutral	
Marriage and Civil Partnership	Neutral	
Pregnancy and maternity	Neutral	
Other (e.g. caring, human rights)	Neutral	

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2) In what ways does any impact identified contribute to or hinder promoting equality and diversity across the organisation?	None
--	------

<p>3) If your assessment identifies a negative impact on Equality Groups you must develop an action plan to avoid discrimination and ensure opportunities for promoting equality diversity and inclusion are maximised.</p> <ul style="list-style-type: none"> ➤ This should include where it has been identified that further work will be undertaken to further explore the impact on equality groups ➤ This should be reviewed annually.
--

Action Plan Summary

Action	Lead	Timescale
Any member of staff having difficulties reading and understanding the content of this policy will be offered support to explain the processes outlined in this policy by appropriate personnel.	Vicky Lumley	30.01.18

This form will be automatically submitted for review for Policies and Procedures once approved by Policy Group. For all other assessments, please return an electronic copy to EIA.forms@mbht.nhs.uk once completed.

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