



## NHS Grampian Work Experience Policy

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## 1. Introduction

The NHS Grampian Workforce Plan strives to produce a workforce around having the right people, with the right skills in the right place at the right time. Several initiatives serve to support this aim.

Within this policy and procedure, are details for work experience to help achieve NHS Grampian's Workforce Corporate Objectives. These objectives have identified that well managed and supported placements contribute towards Workforce planning and redesign and in particular the recruitment of staff.

## 2. Placement Types

Several types of placement for work experience have to be considered in terms of capacity for NHS Grampian

- Staff Nurse Development
- Return to Practice Students (Nursing & Midwifery)
- Pre-registration Healthcare Students i.e. Nursing & Allied Health Professionals from Robert Gordon University, Glasgow Caledonian University and University of Stirling (from Moray area)
- Access to Nursing
- Post registration placements for District Nursing and Health Visiting
- Higher National Certificate Students
- Work experience from Schools and Universities
- Variety of AHP placements and placement types
- Mature work experience i.e. Royal Air Force personnel, Local Authority return to work projects
- Administration requests for degree and college courses
- Paramedics
- Apprentices

Most placements i.e. pre-registration health care students (including medical) are already governed by agreed policy and procedures. Three groups, however, emerge from the bulk of placements sought and require policy and procedure to support:-

- a. School pupil work experience – pupils in 4<sup>th</sup> (who are 16 years old) 5<sup>th</sup> and 6<sup>th</sup> year pupils will be accepted for placement in NHS Grampian
- b. Medical work observation placement – pupils in 5<sup>th</sup> - 6<sup>th</sup> year only will be accepted for medical work observation placement – see *Doctors at Work* section.
- c. Dental work observation placement – pupils in 5<sup>th</sup> - 6<sup>th</sup> year will be accepted for dental work observation placement – see *Dental Careers* section.
- d. Mature persons work experience - persons over the age of 18 who do not attend school. See *Mature Persons* section.

4<sup>th</sup> year pupils generally seek a week long “experience of work”. It is recognised that this type of experience is invaluable, but it is not the same type of work experience in a care setting that is required for University/Higher Educational establishment access.

NHS Grampian aims to provide 5<sup>th</sup> and 6<sup>th</sup> years with placements to support access to healthcare study and therefore targets its capacity to effective, responsive placement provision for this group of pupils.

4<sup>th</sup> year placement for **pupils who are 16 years old** is only therefore available for non-clinical work experience, pending manager agreement.

The requirement for a health related placement is a preferred requirement for pupils wishing to enter medical school, nursing and midwifery and most Allied Health Profession degree courses.

Well supported placements not only have the potential to positively influence future generations of health professionals and associated disciplines to train and work in Grampian but also ensure that pupils are properly informed about careers in health before embarking upon their chosen course of study.

This policy should therefore be considered as an integral part of the NHS Grampian Workforce Planning Strategy.

Future partnership working with Universities may influence future policy and placement development e.g., Summer Schools.

Placements for pupils at school/residing out with the Grampian area are often sought. These requests must be granted taking into account the capacity of staff and services in NHS Grampian when requests are made.

The opportunity provided by a “mature” persons work experience for NHS Grampian aims to support staff and persons on placement to achieve a safe, appropriate and effective work placement experience.

The mature persons work experience placement supports placement of “persons over the age of 18 who do not attend school”.

Undergraduate persons who require work observation experience should also follow the guidance in this document.

### **3. Process for Placement**

To ensure school pupils gain as much as possible from their Work Experience Placement and to ensure minimum disruption to staff, the following general procedure should be followed: -

1. School pupils are referred via their school guidance team to the Work Experience Unit/Education Department who in turn liaise with the Learning and Development (L and D) Administration on [grampian.workexperience@nhs.net](mailto:grampian.workexperience@nhs.net). (Work Experience Units are based in Local Authority Education Departments and independent schools).

2. L and D Administration will arrange the placement by telephone with the appropriate Manager. Confirmation of arrangements will be sent to the Department or Ward and to the Work Experience Unit/Education Department (who inform school pupils) using the electronic Learning Management system. Prior to placement, dress code, Health & Safety information and evaluation forms will also be sent to pupils by the Work Experience Unit/School. In the event of there being no vacancies, for placement, L and D Administration will inform the Work Experience Unit/Education Department.
3. After full consultation, between the L and D Administration and the area in question, it will be confirmed to the Head of Department/Supervisor/Ward Manager when the placement will proceed. The manager should notify other members of staff within the department that a pupil will be joining the team for a short time. The manager should confirm all parties are in agreement to the placement going ahead.
4. As requested by the Work Experience Unit and required by NHS Grampian, each area where a school pupil is placed will be required to complete a Risk Assessment prior to placement. The NHS Grampian Risk Assessment Policy and associated documentation provides comprehensive support and guidance in Risk Assessment.

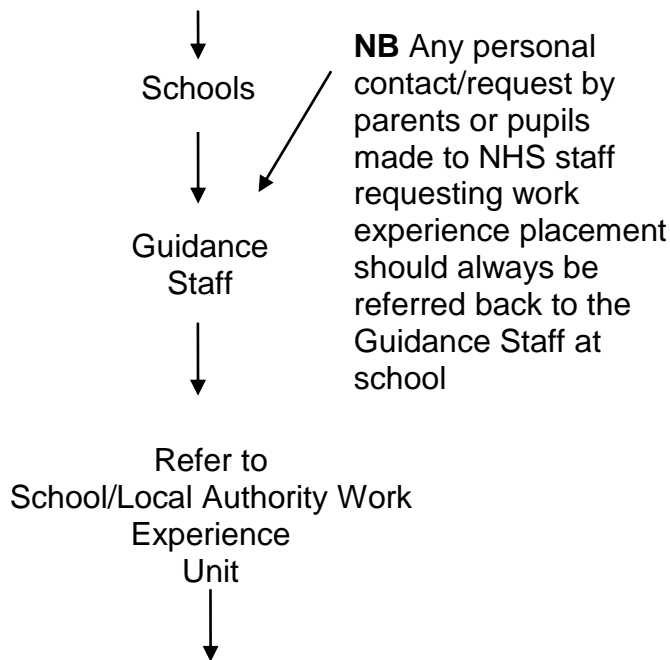
<http://nhsgintranet.grampian.scot.nhs.uk/depts/HandS/GeneralHandS/Pages/Relevant%20Guidance%20Documents%20and%20Blank%20Forms.aspx>.)

Assistance with this process can be accessed through the Health and Safety Training Manager (Ext 51900). Once agreed by the manager that the assessment represents the current risks in the department, L and D Administration will forward these to the appropriate Work Experience Unit/Education Department. Pupils requiring additional support will have joint risk assessments completed prior to any placement. This will involve the appropriate NHS Grampian Manager (in whose department placement is sought) and an appropriate Local Authority/Education Officer with the responsibility to assess the placement for these pupils.

To assist pupils who may have a disability, NHS Grampian can provide a wide range of practical support .This includes making sure areas where disabled people are placed, are wheelchair accessible, providing appropriate communication support such as British Sign Language (BSL) interpreters, audio material, accessible/pictorial material, large print and other formats. For pupils whose first language is not English, the “Language Line” telephone interpretation service is available in all areas of NHS Grampian. Material in translation can also be provided.”

5. Prior to placement, the school pupil may wish to contact the manager concerned to arrange a visit or to discuss by telephone details of their placement.
6. School pupils will be asked to report directly to their placement Ward/ Department/Placement programme where they will be given a Confidentiality Form which must be signed by the school pupil before starting work on the first day of the placement. Managers must satisfy themselves that the school pupil understands what is expected of them. The confidentiality forms will be stored at ward/department/placement programme level. Evaluation forms are to be returned to L and D Administration at the end of the placement.
7. Departments and Wards who wish to develop their own local and more detailed Guidelines or programme (including induction & overview) for school pupils may do so. See attached *Guidance for Managers*

## Requests for Work Experience Placement from pupils



Contact L and D Administration [grampian.workexperience@nhs.net](mailto:grampian.workexperience@nhs.net)

### L and D Administration arrange

- Placement
- Dates
- Communication with Manager
- Check that up to date Risk Assessment is in place prior to placement and forwarded to the Work Experience Unit/School
- Check that dress code, Health & Safety information, evaluation forms passed on to the Work Experience Unit/School
- Advise the Work Experience Unit/School

### Work Experience Unit/School

- Contacts pupil and forwards dress code, Health & Safety information and evaluation forms
- A Risk Assessment will also be made available to parents via Work Experience Unit/School
- Joint risk assessments with NHS Grampian can be completed (where required)

### Pupil

- Returns evaluation forms to the L and D Administration

## Pupil placement requests from schools out with Grampian

Pupil placement from schools out with Grampian must meet the requirements of the local Authority area of the requesting school. These placement requests (national and international) may require detailed insurance and additional risk assessment to meet their requirements. The Learning and Development Manager with the responsibility for work experience will oversee the administration of these requests.

## Mature persons request for placement

Mature persons will contact the Learning and Development Administration in writing directly with their placement request.

The same principles of the application process will be applied and discussed with the individual or their parent organisation.

To mature persons who may have a disability, NHS Grampian can provide a wide range of practical support. This includes making sure areas where disabled people are placed, are wheelchair accessible, providing appropriate communication support such as British Sign Language (BSL) interpreters, audio material, accessible/pictorial material, large print and other formats. For mature persons whose first language is not English, the "Language Line" telephone interpretation service is available in all areas of NHS Grampian. Material in translation can also be provided.

## **4. Considerations for placement**

**Our NHS indemnity scheme will only cover placements for attendees which are arranged by L and D Administration and follow the procedures outlined in this document.**

This Guidelines/Policy apply on all NHS Grampian sites both clinical (Hospitals and Health Centres and Dental Surgeries) and non-clinical (Headquarters, Estates, etc).

This Guidelines/Policy applies only to General Practice/General Dental surgeries which are part of NHS Grampian. This does not include the majority of GP/GDP Practices who are independent contractors and will have their own arrangements for the placement of school pupils/mature persons.

Staff should note that Land D Administration does not recommend or endeavour to place school pupils/mature persons in high-risk clinical areas. L and D Administration handle the administration of work experience placements, but they are not competent to assess the risk associated with attendees entering clinical and especially theatre areas. Exemptions do exist in HSE guidance for placements of young people. They are: e.g.

- Ionising Radiation
- Lead or asbestos
- MRSA patients
- Processes involving compressed air/high voltages/asbestos
- Working in the mortuary

## NHS Grampian Radiation Protection Committee Statement

"If there is a possibility that an attendee will need to enter, or be present in, a designated radiation area where ionising radiation is used, then it is the responsibility of the manager/consultant to check



with the responsible person for that area what provision, if any, has been made in the local rules and procedures to accommodate the attendee in the radiation area. Designated radiation areas include all x-ray rooms, theatres or wards when mobile x-ray units are in use, Nuclear Medicine, Radiopharmacy and Radiotherapy. For x-ray rooms or theatre x-ray work the responsible person is the Superintendent Radiographer of the local x-ray department. For Nuclear Medicine and Radiotherapy the responsible person is the relevant Head of Service; and for Radiopharmacy the responsible person is the Radiopharmacist”.

It is, however, important that when clinical staff accept school pupils/mature persons on work placement, and decide to take them into high-risk areas, they review and make appropriate amendments to the NHS Grampian Risk Assessment form. **Staff should bear in mind that pupils are not fully mature and cannot be expected to behave as an adult or cope with adult pressures.**

Please remember that these Guidelines are generic as they apply to all sites within NHS Grampian offering work experience placement opportunities, to pupils/mature persons and to the wide range of careers available within the NHS. When a school pupil/mature person has been placed, Departments are, however, free and encouraged to arrange their departmental programmes as they see fit.

## 5. Responsibilities

1. The Manager is responsible for the school pupil's/mature person's safety including child protection (as they are for other members of staff) at all times while they are on NHS Grampian premises. School pupils/mature persons are classed as employees of NHS Grampian for Health and Safety and Insurance purposes whilst on placement. Under the Health and Safety at Work etc., Act 1974 we, as employers, have a 'duty of care' towards all employees, visitors etc., and will take all reasonable steps to ensure the workplace is safe. Also, NHS Grampian Employers Liability Insurance includes in the definition of the term employee, "any student or person under work experience or similar schemes".
2. **Under no circumstances should any member of NHS Grampian staff organise or accept any Work Experience placement into their department without reference to the L and D Administration (01224 556969).**
3. Risk Assessments must be completed for each placement on NHS Grampian Risk Assessment forms.
4. Only 5<sup>th</sup> and 6<sup>th</sup> year pupils will be accepted for placement in **clinical areas** as they have need of placement prior to interview or as a condition of University acceptance.
5. 4<sup>th</sup> year pupils **who are 16** may be accepted for non clinical areas for up to 5 days placement with the manager's agreement.
6. Attendees are expected to dress smartly and appropriately according to the needs of the Department into which they are placed. Individual departments will inform attendees what is required. See attached *Guidance for School Pupils (Appendix 3)*. Attendees are expected to wear an identification badge at all times (visitor's badges with pupil's name available from reception areas).

7. A work experience placement (clinical area) may last for a maximum of 3 days although in some departments or areas extremely worthwhile placements may be obtained in as little as a few hours, half a day, one day .

The duration and date of the placement will be agreed with the Department concerned, the Work Experience Unit and L and D Administration before a placement is confirmed.

8. Attendees must not have access (supervised or otherwise) to any patient's case notes **under any circumstances**. This is because of the sensitive nature of the work in a hospital and the confidentiality associated with it. All attendees will sign a Confidentiality Statement. See *Guidance for School Pupils/Mature Persons (Appendices 1 and 2)*.

Attendees may not view clinical procedures without the patient's and doctor's consent.

Patients must give informed consent ideally in writing with time to reflect and change their mind if they wish.

A notice to this effect should be prominently displayed in the waiting room/department. Patients must be informed of the identity of the observer and the purpose of the observation.

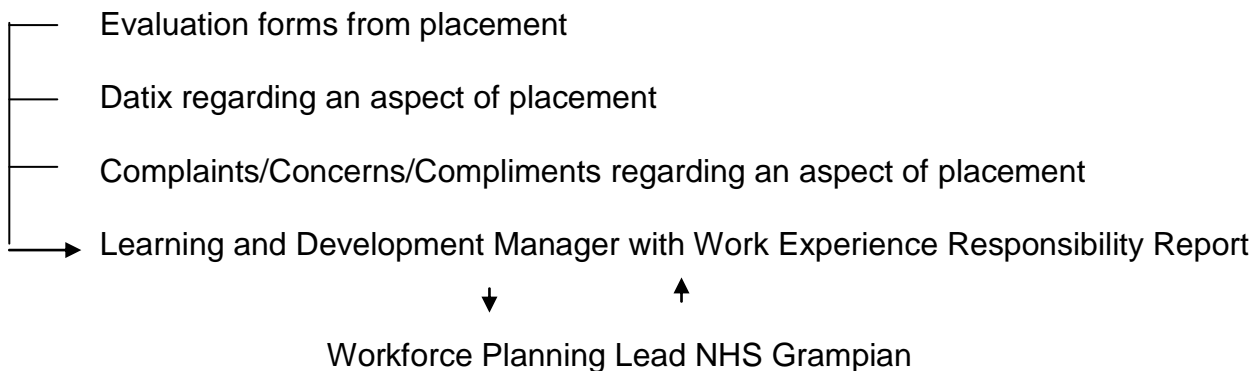
Doctors/Dentists should still speak to patients individually even if a notice is clearly displayed.

9. School pupils/mature persons must not come into contact with complex medical equipment or dangerous machinery of any description.
10. There will be no payment for anyone undertaking a Work Experience Placement within NHS Grampian.
11. Transport and meals/refreshment will be the responsibility of the attendees and will not be provided by NHS Grampian.
12. NHS Grampian will not allow any attendees to do work which is either prohibited by law or too hazardous for the young and inexperienced. Attendees will not lift loads.
13. Attendees will be supervised, or within reach of an appropriate member of staff, at all times. If the nominated supervisor of attendee is absent, alternative supervision should be arranged and the individual advised.
14. In the event of difficulties arising within the duration of a placement, the Manager should contact L and D Administration as a matter of urgency. They will discuss the matter with the appropriate Learning and Development Manager with Work Experience responsibility, who will advise the Work Experience Unit (school pupils only). The appropriate school would then be contacted if a school pupil has been involved as soon as possible in order to resolve the problem. NHS Grampian, however, reserves the right to request that school pupils or mature persons be removed from placements at any time.

NHS Grampian Child Protection Guidelines are available for reference if required.

15. Managers should start placements with a general discussion of expectations and information. Progress should be discussed with the attendee as the placement progresses. At the end of the placement, the manager should spend 30 minutes reviewing the learning from the placement, and giving constructive feedback to the attendee. Feedback for the department /organisation should be noted on the evaluation form.

## 6. Monitoring and Evaluation of Work Experience for NHS Grampian



- Review placement numbers
- Feedback
- Impact upon recruitment
- Links with Higher Education Institutions & Education

## 7. Risk Assessment for NHS Grampian Work Experience

The NHS Grampian Risk Assessment Policy and associated documentation provides comprehensive support and guidance in Risk Assessment.

<http://nhsgintranet.grampian.scot.nhs.uk/depts/HandS/GeneralHandS/Pages/Relevant%20Guidance%20Documents%20and%20Blank%20Forms.aspx>

## 8. Useful Resources

- Risk Assessment Policy NHS Grampian
- HSE Web site Work Experience (<http://www.hse.gov.uk/>)
- NHS Grampian Pupil Work Experience Placement Guidance for Managers (*Appendix 1*)
- NHS Grampian Mature Work Mature Placements Guidance (*Appendix 2*)

## **9. Medicine**

“Medical schools consider that applicants for Medicine should have researched this as a career. Candidates, who have undertaken work experience, are likely to achieve a greater understanding of the implications of a career in medicine and will thus be advantaged in the selection process”.

“The British Medical Association (BMA) also advises that doctors should support the development of formal schemes rather than one of individual arrangements”.

Planning of programmes for school pupils and undergraduates seeking work observation should be developed by local Consultants, Tutelage Group, related Deanery Members and projects such as the Working in Health Access Network (WHAN).

This document seeks to set out the principles of best practice around the administration of work observation, and not the clinical content.

### **Doctors at Work**

“Doctors at Work” is the preferred placement model for persons (pupil or undergraduate) seeking more information to support applications for medicine.

This week long programme includes shadowing named senior clinicians as part of an overview of NHS Grampian designed with the advice from the University of Aberdeen Medical School.

The programme has received favourable reviews in the Times Education Supplement (Scotland).

<http://www.tes.co.uk/article.aspx?storycode=6056006>

### **Schools notification**

This programme is notified to all 39 schools in Grampian (public or independent).

Application for the programme by pupils is made via Guidance staff that authorise application forms for pupils who have the potential to achieve the grades required for entry to Medical school. Application forms are issued to all local authority work experience units for distribution to their schools, and to appropriate guidance staff in independent schools in January of each year.

Applications close in April of the same year.

In the event of over subscription of the programme, pupils who have had no work experience in NHS Grampian will be given preference for placement.

Programmes run over the summer months from May to August in Aberdeen and Elgin.

To ensure attendees gain as much as possible from their Work Experience Placement and to ensure minimum disruption to staff, procedures as noted in section 3, 4, 5 and 6 of this document should be followed.

### **Further general information**

#### **General Medical Council**

Undergraduate education <http://www.gmc-uk.org/education/undergraduate.asp>

Tomorrow's Doctors (2009) [http://www.gmc-uk.org/TomorrowsDoctors\\_2009.pdf](http://www.gmc-uk.org/TomorrowsDoctors_2009.pdf) 39260971.pdf

Medical Students: professional values and fitness to practise (2009)  
[http://www.gmc-uk.org/education/undergraduate/professional\\_behaviour.asp](http://www.gmc-uk.org/education/undergraduate/professional_behaviour.asp)

### **The Medical Schools Council**

Students <http://www.medschools.ac.uk/STUDENTS/Pages/default.aspx>

### **The Scottish Doctor**

<http://www.scottishdoctor.org/>

### **The Consensus Statement on the Role of the Doctor**

<http://www.medschools.ac.uk/AboutUs/Projects/Documents/Role%20of%20Doctor%20Consensus%20Statement.pdf>

### **The British Medical Association**

Medical Student <http://bma.org.uk/developing-your-career/medical-student>

### **NHS Medical Careers**

<https://www.medicalcareers.nhs.uk/>

## **Scottish University contacts/information**

### **Aberdeen**

Medical Admissions Office  
Polwarth Building  
Foresterhill  
Aberdeen AB25 2ZD  
Scotland, UK

**Tel +44(0)1224 437923 Fax +44(0)1224 437921**

**Email: [medadm@abdn.ac.uk](mailto:medadm@abdn.ac.uk)**

Website: <http://www.abdn.ac.uk/smd/medicine/index.php>

### **Dundee**

Website: <http://medicine.dundee.ac.uk/>

### **Edinburgh**

Website: <http://www.ed.ac.uk/schools-departments/medicine-vet-medicine/undergraduate/medicine>

### **Glasgow**

Website: <http://www.gla.ac.uk/schools/medicine/mus/>

### **St Andrews**

Website: <http://medicine.st-andrews.ac.uk/>

## **10. Dental Placements**

NHS Grampian offers a 3 day timetable for clinical observation in Acute Dentistry.

Monday: Restorative Dentistry at Aberdeen Dental School & Hospital  
Tuesday: Oral & Maxillofacial Surgery at Aberdeen Royal Infirmary  
Wednesday: Orthodontics at Aberdeen Dental School & Hospital

This is open to 5th and 6th year pupils who apply via their guidance staff, and interested undergraduates and mature persons.

To ensure attendees gain as much as possible from their Work Experience Placement and to ensure minimum disruption to staff, procedures as noted in sections 3, 4, 5 and 6 of this document should be followed.

## **11. Community Dentistry**

Placements in Community Dentistry are also available in General Dental practices at times. School pupils apply via their school guidance team to the Work Experience Unit/Education Department who in turn liaise with the L and D Administration, (Work Experience Units are based in Local Authority Education Departments).

## **12. Midwifery**

Placements in midwifery are currently not possible. A Midwifery Summer School, in partnership with Robert Gordon's University is being planned for autumn 2014 for persons with an interest in midwifery as a career.

Other learning opportunities are helpful when considering a career in midwifery (provided by Third Sector) Antenatal Classes, Breastfeeding Support Groups, Mother and Toddler groups.

## **13. Allied Health Professionals**

Placements in Physiotherapy, Speech and Language Therapy, Occupational Therapy, Podiatry, and Radiography can be arranged where capacity allows.

To ensure attendees gain as much as possible from their Work Experience Placement and to ensure minimum disruption to staff, procedures as noted in sections 3, 4, 5 and 6 of this document should be followed.

All Grampian schools are notified of an annual event for pupils interested in a career in Dietetics held at Robert Gordon's College in September of every year.

All Grampian schools are notified of an annual event for pupils interested in a career in Occupational Therapy held at Robert Gordon's College every year.

## **14. Nursing**

NHS Grampian works in partnership with Robert Gordon's University to provide the placement aspect of their Nursing Summer school programme.

## **15. Other Placement Types**

Given the diversity of roles available in NHS Grampian other placement types are considered as requested, e.g., estates, management.

## **16. References**

1. Health & Safety at Work etc Act 1974, Health & Safety Executive
2. Management of Health and Safety at Work Regulations 1999, Health & Safety Executive
3. NHS Grampian Child Protection Policy
4. Young people and work experience - a brief guide to health and safety for employers  
<http://www.hse.gov.uk/pubns/indg364.pdf>

## Appendices

### Appendix 1

## School Pupil Work Experience/Work Observation Placements Guidance for Managers/Consultants/Dentists

### Introduction

Although there may be large individual differences in the psychological capacity of young people, based upon differences in education, experience, skills, personality and attitudes, in the vast majority of workplace settings there is no difference in the kind of mental and social skills used by young people and adults. However there are some areas of work that could be beyond a young person's mental and emotional coping ability such as violent and aggressive behaviour or people in distress.

In general, the restrictions placed on young people take the form of prohibitions found in specific regulations such as the Ionising Radiation Regulations etc; however as pupils will be under supervision at all times, the generic guidance that follows will ensure that the foreseeable hazards pupils may be exposed to are appropriately managed.

Further guidance on managing the risks associated with pupil work placement can be found in *Young people and work experience - a brief guide to health and safety for employers*

[www.hse.gov.uk/pubns/indg364.pdf](http://www.hse.gov.uk/pubns/indg364.pdf)

### Confidentiality

Before commencing their placement, pupils must be asked to read and sign the Confidentiality Statement provided.

**It is essential that pupils understand that confidentiality must be upheld at all times and that it is the right of every patient to have privacy and dignity respected at all times.**

### Use of Mobile Phones and Social Media considerations

Managers should explain NHS Grampian policy on the use of mobile phones and social media in the workplace to pupils on their first morning in the workplace.

### Introduction to Ward/Department

It is recommended that on their first morning the pupil is introduced to as many of the team as possible and is instructed on the following: Workplace Hazards; Safety Precautions; and Emergency Procedures.

Pupils should be shown where to secure their belongings. It is recommended that attendees should minimise personal valuable items they bring into the placement.



The following lists are not exhaustive and are meant as a guide for managers to consider when dealing with pupils on Work Experience placements.

## **Workplace Hazards**

### **Prohibited Plant and Machinery**

Clearly identify any plant or machinery that pupils must never operate or approach.

### **Machinery**

Explain to pupils that they must never operate any machine without the permission and direct supervision of the supervisor.

### **Hazardous Substances**

Identify hazardous substances present and the necessity for them to be avoided. Explain the importance of complying with notices and advice given on container labels.

### **Environments**

**Environments where there is any risk of exposure to toxic or carcinogenic substances are not suitable for work experience placements.**

### **Lifting and Manual Handling**

Do not allow lifting or handling of patients or moving of heavy or awkward objects, either with or without lifting aids.

### **General**

Explain the importance of basic safety: e.g. keeping drawers and cupboard doors shut; safe positioning of loose cables for telephones; computers etc.; safe storage of materials; keeping the work area clean and tidy.

It is a manager's responsibility to explain the meaning of safety signs and check the school pupil understands these.

Managers will issue a Name Badge to pupils on the first day of placement which must be worn at all times. It is essential that this badge be returned to the supervisor each day and at the end of the placement.

### **Safety Precautions**

### **Safe Systems of Work**

Explain the importance of safe working practices. Some procedures will expose the student to risks. Explain these and instruct the pupil about safe working practice. Ensure pupils get any further briefing they need before they move on to something new.

### **Protective Clothing**

Describe what is provided, when and why it must be used and how to make any necessary adjustments. Where protective clothing or equipment is required, the supervisor must ensure it is worn correctly or the young person is removed from the risk.

### **Safety Equipment**

Explain when and why it must be used, where it is kept and how to use it. Where protective clothing or equipment is required, the supervisor must ensure it is worn correctly or the young person is removed from the risk.

### **Hygiene**

Notify pupils where the lavatories and washing facilities are and explain the importance of hand hygiene on entering and exiting the workplace and at regular intervals to reduce the risk of spreading infections.

<http://www.who.int/gpsc/5may/background/5moments/en/index.html>

It is recommended that pupils undertaking placements in clinical areas should be instructed in how to clean their hands correctly and demonstrate their level of ability before entering clinical areas.

### **Exclusion**

Pupils must be aware that they should not attend their placement if suffering from any of the following:-

- Diarrhoea and/or Vomiting
- Colds and/or Flu
- Rashes (that are not confirmed as harmless by a doctor)
- Generally feeling unwell

### **Emergency Procedures**

#### **First Aid**

Indicate who the department/ward/nearest First-Aid person is and where they can be located **or** where the nearest Accident and Emergency Department is located.

#### **Accident Procedure**

Explain that all accidents, no matter how small, must be reported and to whom pupils should report in the event of any accident.

#### **Fire Alarm**

Explain what pupils should do if they discover a fire. Describe how they will know if the alarm has been raised.

#### **Emergency Evacuation**

Explain the procedure for emergency evacuation including the route to be taken, use of emergency exits, assembly points and reporting procedures. It is important to stress that there should be no running during the evacuation.

## **Distressing Situations**

Whilst pupils should not be exposed to situations they may find excessively stressful or distressing, it is understood that placements taking place in clinical areas may result in them being exposed to traumatic or distressing situations. In the event of clinical emergencies, pupils must be directed to the nearest rest/relatives room and instructed to wait there until a member of staff collects them.

In the event that pupils become distressed themselves, they will be provided with the same support offered to NHS Grampian employees including, where necessary, access to Occupational Health Services.

## **And Finally -**

**It is important that pupils on Work Experience are supervised by an appropriate member of staff, at all times whilst they are on NHS Grampian premises and are confident about the nature and method of the tasks they have been given to do.**

The Policy and Procedure is structured in such a way as to ensure the mature person has their health and safety protected, gains as much as possible from the facilities available and safeguards NHS Grampian from possible Health and Safety and Insurance problems.

NHS Grampian, schools, parents and pupils are always grateful for the support of those Departments and their staff, who are prepared to take Work Experience pupils.

If there are any matters arising from the above guidelines about which you require further information then please contact the Learning and Development Team on ext 56969.



## CONFIDENTIALITY DURING WORK EXPERIENCE PLACEMENTS

During the time you will be at NHS Grampian you will probably see and hear confidential information about patients or members of staff. At no time should you mention or discuss any of the information about patients to any other people unless they are directly involved with the care or treatment of that same patient.

Similarly no information of a personal or confidential nature about any member of staff should be repeated to anyone without permission to do so.

**REMEMBER: IT COULD BE YOU OR A MEMBER OF YOUR FAMILY WHO IS IN HOSPITAL OR AT A CLINIC**

PLEASE SIGN BELOW TO SHOW THAT YOU HAVE READ AND UNDERSTOOD THE ABOVE STATEMENT.

Print Name	
Signature	
Date	
Name of School	
Home Address	

**This form must be signed in the presence of your placement supervisor and will be retained in the ward/department.**

## **Work Experience/Work Observation Placements Guidance for Pupils**

### **Dress Codes**

A copy of the dress code for pupils is attached but you should discuss this with your placement supervisor when you call to confirm your acceptance of the placement, as in certain areas special clothing or overalls will be provided for you. Use common sense when deciding what to wear and remember that ward areas in hospitals can be very hot so you should try to wear light clothing to prevent you becoming too hot.

When deciding what is appropriate clothing to wear please remember that hospitals are communities of people from many backgrounds and of all ages and your choice of clothing can inadvertently cause some people offence or distress. Accordingly, clothing that exposes the midriff or underwear is not acceptable.

The requirement for pupils to wear items of clothing as a religious duty will be respected.

### **Reporting For Work Procedures**

Depending on where you are placed the reporting procedure will vary. You should receive details from the Work Experience Unit.

NHS Grampian would, however, appreciate if you would contact your placement before you start to make sure you understand where you have to go, at what time and if they have any special requirements in the way of dress code.

### **Confidentiality and Security**

Although issues of confidentiality will have been discussed with you by your teachers, on the first day of your Work Experience Placement you will be asked to read and sign a Confidentiality Form.

**It is essential that you understand that confidentiality must be upheld at all times and that it is the right of every patient to have privacy and dignity respected at all times.**

### **Use of Mobile Phones and Social Media considerations.**

Managers will explain NHS Grampian policy on the use of mobile phones and social media in the workplace to you on the first morning in the workplace.

You will also be issued on the first day of your placement with a Name Badge which you must wear at all times. It is essential that this badge be returned to your supervisor each day and at the end of your placement.

During your Work Experience Placement you have all the rights of an employee under the Health & Safety at Work etc Act 1974. You also have the responsibility to:

- Take care of yourself and others
- Co-operate with your placement provider
- Not to interfere with anything provided for your safety

Please remember to keep to an absolute minimum any valuables which you bring on site. You must ask your Manager where you can safely store your possessions. NHS Grampian cannot accept any

responsibility for items belonging to pupils which are left unattended and which are lost or stolen whilst on placement.

### **Personal Hygiene**

During your placement within NHS Grampian you will be expected to play your part in the control of Healthcare Associated Infection and demonstrate the highest standards of personal hygiene at all times. You will be expected to wash your hands at regular intervals throughout the day and especially on entering clinical areas, before eating, and after using the toilet.

### **Introduction to your Department/Ward**

On the first morning of your placement you will be introduced to as many of the staff as are available and be instructed on: Workplace Hazards, Safety Precautions and Emergency Procedures.

### **Evaluation of Your Placement**

NHS Grampian will issue you with a very short Evaluation Form which we would appreciate if you would complete and return to your supervisor. This will give us an idea of how beneficial and enjoyable your placement with us has been.

We hope that your Work Experience Placement at NHS Grampian, whichever Department you are placed in, offers you a useful insight into the world of work and that you perhaps take away a clearer idea of what you would like to do when you leave school. Good luck!!

## **Pupils' Dress Policy**

Shoes	Trainers or low heeled fully enclosed shoes should be worn. Shoes with any heel are discouraged as it can lead to discomfort and/or accidents within the work place.
Shirt/Blouse	A shirt/blouse or tidy sweatshirt can be worn.
Trousers/Skirt	Smart trousers in good repair should be worn. A knee length skirt may be worn that is not too tight as this can be dangerous in the work place. Mini skirts are also unsuitable as they too can be dangerous in the workplace. Jeans are not allowed.
Jewellery	Jewellery should not be worn as it can cause accidents. Earrings can be worn but they must be the stud type, one pair only (one earring per ear lobe). Nose studs and other visible body piercing are not acceptable.
Nails	Should be short, clean and varnish free as you may be helping a patient. No false nails.
Hair	Long hair should be tied back; hairstyles should not require frequent readjustment.
Make-up	Make-up can be worn but it should be light and inoffensive.

## School Pupil Work Experience Evaluation Questionnaire

We hope you enjoyed your Work Experience Placement within NHS Grampian. In order to develop Work Experience Placements for future school pupils we would greatly appreciate if you would complete the following questionnaire. This will be held in strictest confidence.

Thank you for your help.

Hospital .....Date of Placement .....

Department .....

1. On a scale of 1 to 10 the staff with whom you worked were:

Please place a cross on the point for each of the following scales which closely describes your thoughts

Not Friendly    1    2    3    4    5    6    7    8    9    10    Friendly

Not Helpful    1    2    3    4    5    6    7    8    9    10    Helpful

Not Supportive    1    2    3    4    5    6    7    8    9    10    Supportive

Unapproachable    1    2    3    4    5    6    7    8    9    10    Approachable

2. What did you most enjoy about your work placement?

3. What did you least enjoy about your placement?





## Appendix 2

### Mature Person Work Experience Placements Guidance for Managers

#### Introduction

In general the restrictions placed on staff take the form of prohibitions found in specific regulations such as the Ionising Radiation Regulations etc.; however, as mature persons will be under supervision at all times, the generic guidance that follows will ensure that the foreseeable hazards mature persons may be exposed to are appropriately managed.

Further guidance on managing the risks associated with work placement can be found in *Young people and work experience - a brief guide to health and safety for employers*

[www.hse.gov.uk/pubns/indg364.pdf](http://www.hse.gov.uk/pubns/indg364.pdf)

#### Confidentiality

Before commencing their placement the mature person should be asked to read and sign the Confidentiality Statement provided.

**It is essential that the mature person understand that confidentiality must be upheld at all times and that it is the right of every patient to have privacy and dignity respected at all times.**

#### Use of Mobile Phones and Social Media considerations.

Managers should explain NHS Grampian policy on the use of mobile phones and social media in the workplace to attendees on their first morning in the workplace.

#### Introduction to Ward/Department

It is recommended that on their first morning the mature person is introduced to as many of the team as possible and is instructed on the following: Workplace Hazards; Safety Precautions; and Emergency Procedures.

Attendees should be shown where to secure their belongings.

Managers will issue a Name Badge to attendees on the first day of placement which must be worn at all times. It is essential that this badge be returned to the supervisor each day and at the end of the placement.

The following lists are not exhaustive and are meant as a guide for managers to consider when dealing with mature persons on Work Experience placements.

#### Workplace Hazards

##### Prohibited Plant and Machinery

Clearly identify any plant or machinery that mature person must never operate or approach.

##### Machinery

Explain to mature person that they must never operate any machine without the permission and direct supervision of the supervisor.

### **Hazardous Substances**

Identify hazardous substances present and the necessity for them to be avoided. Explain the importance of complying with notices and advice given on container labels.

### **Environments**

**Environments where there is any risk of exposure to toxic or carcinogenic substances are not suitable for work experience placements.**

### **Lifting and Manual Handling**

Do not allow lifting or handling of patients or moving of heavy or awkward objects, either with or without lifting aids.

It is a manager's responsibility to explain the meaning of safety signs and check the School pupils/Mature persons understanding of these.

### **General**

Explain the importance of basic safety: e.g., keeping drawers and cupboard doors shut; safe positioning of loose cables for telephones; computers etc; safe storage of materials; keeping the work area clean and tidy.

### **Safety Precautions**

#### **Safe Systems of Work**

Explain the importance of safe working practices. Some procedures will expose the attendee to risks. Explain these and instruct the mature person about safe working practice. Ensure attendees get any further briefing they need before they move on to something new.

#### **Protective Clothing**

Describe what is provided, when and why it must be used and how to make any necessary adjustments. Where protective clothing or equipment is required the supervisor must ensure it is worn correctly or the mature person is removed from the risk.

#### **Safety Equipment**

Explain when and why it must be used, where it is kept and how to use it. Where protective clothing or equipment is required the supervisor must ensure it is worn correctly or the mature person is removed from the risk.

### **Hygiene**

Notify mature person where the lavatories and washing facilities are and explain the importance of hand hygiene on entering and exiting the workplace and at regular intervals to reduce the risk of spreading infections.

<http://www.who.int/gpsc/5may/background/5moments/en/index.html>

It is recommended that mature person undertaking placements in clinical areas should be instructed in how to clean their hands correctly and demonstrate their level of ability before entering clinical areas.

## **Exclusion**

The mature person must be aware that they should not attend their placement if suffering from any of the following:-

- Diarrhoea and/or Vomiting
- Colds and/or Flu
- Rashes (that are not confirmed as harmless by a doctor)
- Generally feeling unwell

## **Emergency Procedures**

### **First Aid**

Indicate who the department/ward/nearest First-Aid person is and where they can be located or where the nearest Accident and Emergency Department is located.

### **Accident Procedure**

Explain that all accidents, no matter how small, must be reported and to whom the mature person should report in the event of any accident.

### **Fire Alarm**

Explain what the mature person should do if they discover a fire. Describe how they will know if the alarm has been raised.

### **Emergency Evacuation**

Explain the procedure for emergency evacuation including the route to be taken, use of emergency exits, assembly points and reporting procedures. It is important to stress that there should be no running during the evacuation.

### **Distressing Situations**

Whilst the mature person should not be exposed to situations they may find excessively stressful or distressing, it is understood that placements taking place in clinical areas may result in them being exposed to traumatic or distressing situations. In the event of clinical emergencies, the mature person must be directed to the nearest rest/relatives room and instructed to wait there until a member of staff collects them.

In the event that the mature person becomes distressed themselves, they will be provided with the same support offered to NHS Grampian employees including, where necessary, access to Occupational Health Services.

### **And Finally -**

**It is important that mature persons on Work Experience are supervised by an appropriate member of staff, at all times whilst they are on NHS Grampian premises**

**and are confident about the nature and method of the tasks they have been given to do.**

The Policy and Procedure is structured in such a way as to ensure the mature person has their health and safety protected, gains as much as possible from the facilities available and safeguards NHS Grampian from possible Health and Safety and Insurance problems.

Please remember, the placement that the mature person receives may not be their first choice. Whilst we are unable to screen the mature person before a placement we do recommend that wherever possible you arrange a telephone conversation with attendee or a face to face meeting.

NHS Grampian, mature persons are always grateful for the support of those Departments and their staff, who are prepared to take Work Experience attendees.

If there are any matters arising from the above guidelines about which you require further information please contact the Learning and Development Team on ext. 56969.

## CONFIDENTIALITY DURING WORK EXPERIENCE PLACEMENTS

During the time you will be at NHS Grampian you will probably see and hear confidential information about patients or members of staff. At no time should you mention or discuss any of the information about patients to any other people unless they are directly involved with the care or treatment of that same patient.

Similarly no information of a personal or confidential nature about any member of staff should be repeated to anyone without permission to do so.

**REMEMBER: IT COULD BE YOU OR A MEMBER OF YOUR FAMILY WHO IS IN HOSPITAL OR AT A CLINIC**

PLEASE SIGN BELOW TO SHOW THAT YOU HAVE READ AND UNDERSTOOD THE ABOVE STATEMENT.

Print Name	
Signature	
Date	
Name of Current Employer/HEI	
Home Address	

**This form must be signed in the presence of your placement supervisor and will be retained in the ward/department.**

## **Work Experience Placements Guidance for Mature Persons**

### **Dress Codes**

A copy of the dress code for mature persons is attached but you should discuss this with your placement supervisor when you call to confirm your acceptance of the placement, as in certain areas special clothing or overalls will be provided for you. Use common sense when deciding what to wear and remember that ward areas in hospitals can be very hot so you should try to wear light clothing to prevent you becoming too hot.

When deciding what is appropriate clothing to wear please remember that hospitals are communities of people from many backgrounds and of all ages and your choice of clothing can inadvertently cause some people offence or distress. Accordingly clothing that exposes the midriff or underwear is not acceptable.

The requirement for persons to wear items of clothing as a religious duty will be respected.

### **Reporting For Work Procedures**

Depending on where you are placed the reporting procedure will vary. You should receive details from the L&D Department. NHS Grampian would, however, appreciate if you would contact your placement before you start to make sure you understand where you have to go, at what time and if they have any special requirements in the way of dress code.

### **Confidentiality and Security**

Although issues of confidentiality will have been discussed with you by the manager of the placement, on the first day of your Work Experience Placement you will be asked to read and sign a Confidentiality Form.

**It is essential that you understand that confidentiality must be upheld at all times and that it is the right of every patient to have privacy and dignity respected at all times.**

### **Use of Mobile Phones and Social Media considerations.**

Managers will explain NHS Grampian policy on the use of mobile phones and social media in the workplace to you on the first morning in the workplace.

You will also be issued on the first day of your placement with a Name Badge which you must wear at all times. It is essential that this badge be returned to your supervisor each day and at the end of your placement.

During your Work Experience Placement you have all the rights of an employee under the Health & Safety at Work etc Act 1974. You also have the responsibility to:

- Take care of yourself and others
- Co-operate with your placement provider
- Not to interfere with anything provided for your safety

Please remember to keep to an absolute minimum any valuables which you bring on site. You must ask your Manager where you can safely store your possessions. NHS Grampian cannot accept any responsibility for items belonging to attendees which are left unattended and which are lost or stolen whilst on placement.

## **Personal Hygiene**

During your placement within NHS Grampian you will be expected to play your part in the control of Healthcare Associated Infection and demonstrate the highest standards of personal hygiene at all times. You will be expected to wash your hands at regular intervals throughout the day and especially on entering clinical areas, before eating, and after using the toilet.

## **Introduction to your Department/Ward**

On the first morning of your placement you will be introduced to as many of the staff as are available and be instructed on: Workplace Hazards; Safety Precautions; and Emergency Procedures.

## **Evaluation of Your Placement**

NHS Grampian will issue you with a very short Evaluation Form which we would appreciate if you would complete and return to your supervisor. This will give us an idea of how beneficial and enjoyable your placement with us has been.

We hope that your Work Experience Placement at NHS Grampian, whichever Department you are placed in, offers you a useful insight into the world of healthcare and that you perhaps take away a clearer idea of a future healthcare career. Good luck!!



## **Mature Persons Dress Policy**

Shoes	Trainers or low heeled fully enclosed shoes should be worn. Shoes with any heel are discouraged as it can lead to discomfort and/or accidents within the work place.
Shirt/Blouse	A shirt/blouse or tidy sweatshirt can be worn.
Trousers/Skirt	Smart trousers in good repair should be worn. A knee length skirt may be worn that is not too tight as this can be dangerous in the work place. Mini skirts are also unsuitable as they too can be dangerous in the workplace. Jeans are not allowed.
Jewellery	Jewellery should not be worn as it can cause accidents. Earrings can be worn but they must be the stud type, one pair only (one earring per ear lobe). Nose studs and other visible body piercing are not acceptable.
Nails	Should be short, clean and varnish free as you may be helping a patient. No false nails.
Hair	Long hair should be tied back; hairstyles should not require frequent readjustment
Make-up	Make-up can be worn but it should be light and inoffensive.

## Mature Persons Work Experience Evaluation Questionnaire

We hope you enjoyed your Work Experience Placement within NHS Grampian. In order to develop Work Experience Placements for future attendees we would greatly appreciate if you would complete the following questionnaire. This will be held in strictest confidence.

Thank you for your help.

Hospital .....Date of Placement .....

Department .....

7. On a scale of 1 to 10 the staff with whom you worked were:

Please place a cross on the point for each of the following scales which closely describes your thoughts

Not Friendly    1   2   3   4   5   6   7   8   9   10    Friendly

Not Helpful    1   2   3   4   5   6   7   8   9   10    Helpful

Not Supportive    1   2   3   4   5   6   7   8   9   10    Supportive

Unapproachable    1   2   3   4   5   6   7   8   9   10    Approachable

8. What did you most enjoy about your work placement?

9. What did you least enjoy about your placement?

