

Title	Work Placement and Experience Standard Operating Procedure (SOP)
Description	This procedure details the various forms of Work Based Learning e.g. short Work Experience., longer paid or unpaid placements and Apprenticeships (definitions are in the document)
User	VET Provider and Teachers
Goal	To ensure all VET Provider staff working with Placements are aware of the procedure the VET Provider has provided
Objective	To ensure students are placed in safe, secure and caring environments which support their qualification and help them to learn and develop new skills and 'life skills'
Method	Staff should receive guidance on the procedure through Staff Development and the document made available to them in hard copy and online on the VET Provider intranet
Recommended Use	These procedures will be reviewed annually (and amended if necessary) to reflect changes in circumstance or legislation
When	VET Provider staff must follow the procedure when placing students with Employers
Language	English
Further Links	<u>Related Documents:</u> <ol style="list-style-type: none"> 1. Work Placement Policy (SERC) 2. Further & Higher Education Placement Partnership Agreement (SERC) 3. BEST Guidelines (SERC)

TITLE: Work Placement and Experience SOP

Summary of Contents:

The process when arranging work placements and/or experience for Further & Higher Education and Training Organisation SERC students and details each role within the procedure.

Responsible Owner:

Business Engagement & Student Tracking (BEST)
System Co-ordinator

Requires CMT Approval (yes/no):

Previous Reference (for control purposes):

Date Created:
November 2009

Latest CMT Approval Date:
4 February 2014

1.0 Background

- 1.1 It is essential SERC students are placed in safe, secure and caring environments which support their qualification and help them to learn and develop new skills and 'life skills'. The College equips each student for placement/experience, providing support, monitoring and recording. This Standard Operating Procedure (SOP) outlines the process when arranging work placements and/or experience for Further & Higher Education and Training Organisation SERC students and details each role within the procedure.
- 1.2 These procedures will be reviewed annually (and amended if necessary) to reflect changes in circumstance or legislation.

2.0 Work Placement or Work Experience

- 2.1 **Work placement:** paid/unpaid, mandatory or non-compulsory, assessed work based learning going towards a final course qualification and career. Procedures for work placement are set out in [Section A](#) of this document.
- 2.2 **Work Experience:** work shadowing of two weeks or less for a student to observe a member of staff in an organisation prior to pursuing a career. (Please refer to the 'Work Experience Procedure' and 'Work Experience Partnership Agreement' situated on the SERC Work Placement Team Site). Procedures for work experience are set out in [Section B](#) of this document.

SECTION A: WORK PLACEMENT

Contents

[Scope](#)

[BEST](#)

[Placement Indemnity](#)

[ACCESS NI](#)

[FEHE Placements Overseas](#)

[Accident Reporting Process](#)

[Dealing with Allegations](#)

[FEHE Placements](#)

[Training Organisation Placements](#)

[Placement Sickness Absence](#)

[Communication Plan](#)

[Escalation Process](#)

[Appendix 1: Definitions & Acronyms](#)

[Appendix 2: FEHE Levels of Risk for Placements](#)

[Appendix 3: FEHE Work Placement Using BEST](#)

[Appendix 4: Placement Sickness Self-Certification Form](#)

3.0 Scope

- 3.1 This procedure applies to all College Staff involved in organising and monitoring work placements, and SERC approved Placement Providers whether allocated by the College or independently found by students. This procedure is intended to include SERC Placement Students gaining experience/training in paid or unpaid placements attending a couple of days per academic year or in block placements, participating in mandatory or non-compulsory work based learning managed by the College (See [Appendix 1](#) for complete list of definitions.)

4.0 BEST - Business Engagement and Student Tracking System

- 4.1 BEST is a comprehensive secure software system, built tightly around College business processes, to accommodate each member involved with work placement and contact with industry.
- 4.2 It is the responsibility of the College Placement staff to ensure the placement procedure is followed on BEST and all placement information is recorded for the management of SERC placement students.
- 4.3 It is the responsibility of the FE/HE College Placement staff to monitor the completion of the online documentation by students and Placement Providers ensuring they are completed e.g. evaluation forms (see [Appendix 2](#) for further information).
- 4.4 User Guidelines are available for each department with access to BEST found on the SERC Work Placement Team Site.

- 4.5 It is the responsibility of each member of staff to read the BEST User Guidelines and relevant information available on the SERC Work Placement Team Site.
- 4.6 BEST training is provided by the BEST System Coordinator.

5.0 Placement Indemnity

- 5.1 Placement Providers Indemnity forms must **not** be signed by any member of SERC staff without forwarding to SERC's insurers for permission. FE/HE Staff should contact the BEST System Coordinator and TO Staff contact Head of Training to administer.
- 5.2 The Placement Provider is required to hold a minimum of £10 million Employer and £5 million Public Liability Insurance and is expected to inform their Insurers of students on placement **and** provide details and copies of relevant Employer and Public Liability insurance certificates, schedules or letters of confirmation from their insurers or brokers to SERC.
- 5.3 Students must **not** be placed with Placement Providers who are unable to comply with these insurance requirements without permission from the SERC insurer. The FE/HE College Placement Staff **must** converse with the BEST System Coordinator, and Training Organisation staff with the Head of Training who will seek permission on their behalf.
- 5.4 College Placement Staff must keep an updated record of insurance details on BEST, the TO staff must **also** update on the Trainee Management System (TMS), throughout the placement.
- 5.5 The 'Further & Higher Education Placement Partnership Agreement' (FHEPPA) and the Training Organisation 'Placement Partnership Agreement' (PPA) must be completed as stipulated in the following procedure. A SERC Indemnity form must be signed for each **individual** student.
- 5.6 **SERC Insurance Cover for Overseas Placements** - students on placements overseas are covered by SERC Insurance only if the placement is a prerequisite of the course and SERC insurers are informed (Section 7).

6.0 ACCESS NI

- 6.1 Placement opportunities working with Children and/or Vulnerable Adults may require a valid ACCESS NI clearance.
- 6.2 College Placement Staff must contact the Placement Provider to ascertain if ACCESS NI is a requirement, if required SERC will process;
- 6.3 College Placement Staff must contact the college Counter signatories for information on the completion of the ACCESS NI application process.
- 6.4 Full and part time, higher and further education students are required to pay for their ACCESS NI clearance (please refer to the SERC Fees Policy and Admissions SOP).
- 6.5 Time must be allowed for clearance certificates to be received by the College, and student. The FE/HE Counter Signatory will record the clearance on BEST.

- 6.6 College Placement Staff must instruct students to produce their ACCESS NI clearance certificates to their Placement Provider.
- 6.7 Further information can be obtained from the Department of Justice, Access NI www.dojni.gov.uk/index/accessni
- 6.8 Students working with Children and/or Vulnerable Groups must be briefed by the College Placement Staff on 'How to deal with Disclosures'; information can be found in the 'Working with Primary School Children' in the Colleges Services – Work Placement site (student intranet site).
- 6.9 Access NI requirements must be taken into consideration by College Placement Staff when placing students under the age of 18 with 'one person businesses';
- 6.9.1 It may be necessary for the placement provider to have an ACCESS NI 'Enhanced with Barred List Check', the College Placement staff member must discuss this with the Placement Provider - SERC will not meet the cost of this process.

7.0 FE/HE Work Placement Overseas

- 7.1 SERC defines 'Placements Overseas' as: any placement with an Employer based with any country outside Northern Ireland e.g. the Republic of Ireland, countries within or outside the European Union, Asia, and USA etc.
- 7.2 Permission from the Head of School must be granted for the placement to take place and SERC Head of Health and Safety informed by College Placement Staff.
- 7.3 'Further & Higher Education Placement Partnership Agreement' (FHEPPA) to be completed and Work Placement Procedure followed.
- 7.4 Discuss and complete the 'Work Placement Overseas Student Guidelines and Agreement' with the student ensuring they sign the agreement.
- 7.5 College Placement Staff inform the BEST System Coordinator to make contact with SERC insurers for permission to indemnify the placement.

8.0 Accident Reporting Process

- 8.1 **In the event of a minor injury accident on placement** (requires only the service of a First Aider); the following **must be adhered to within 7 days**:-
- 8.1.1 TSO must complete the Accident Report Form and follow the Major Accident Reporting Process as stipulated in Section 8.2;
- 8.1.2 FE & HE Placement Provider to complete an Accident Report Form and send a copy to College Placement Staff who will; immediately notify the SERC Head of Health and Safety and Head of School. **John Gault** - jgault@serc.ac.uk

8.2 **In the event of a major accident on placement** (requires external medical assistance) the following procedure **must be followed immediately**:-

8.2.1 Placement Provider must inform College Placement Staff who will:

8.2.2 Inform the SERC Head of Health and Safety;

8.2.3 Complete an Accident Report Form; and

8.2.4 Notify Head of School/Unit, Head (Assistant Head of) Training

8.3 If the **situation escalates** or SERC Head of Health and Safety cannot be contacted please refer to the '**Escalation Process**' (Section 24).

9.0 Allegations of Suspected Malpractice, Abuse or Wrongdoing on Placement

9.1 College Placement Staff must promptly investigate any reports of suspected malpractice, abuse or wrongdoing reported to them by or concerning placement students or Placement Providers.

9.2 Complaints or concerns of a safeguarding nature should be dealt with in accordance with the 'Protection of Vulnerable Groups' SOP, Safeguarding protocol for FE tutors delivering in schools and students on work placement.

9.3 Stage One - Communicate the issues

9.3.1 Many incidents of perceived malpractice can be dealt with in an informal way as the individual with the concern may not understand all aspects of the situation.

9.3.2 College Placement Staff must immediately discuss and record the concerns with the individual who raised the concern (Student or Placement Provider) and try to resolve the matter. If the matter cannot be resolved, the College Placement Staff must initiate an informal investigation.

9.4 Stage Two - Informal investigation

9.4.1 College Placement Staff must interview the individual and record all relevant information related to the allegation or suspicion e.g. time, date, persons involved, circumstances etc.

9.4.2 As repercussions of challenging Placement Provider's practices can be difficult to gauge; College Placement Staff will be expected to talk to the Placement Provider in a sensitive and professional manner and record their perspectives.

9.4.3 All parties involved must be encouraged to put their name to the allegation as without this it is difficult to clarify any ambiguous or additional information to support the allegation.

- 9.4.4 College Placement Staff must prepare a written report and meet with the Assistant Head of School/Unit to review the information and determine if there are sufficient grounds for further action, and decide the most appropriate next steps which include attempt at resolution and/or a more formal investigation;

9.5 **Stage Three - Formal Investigation**

- 9.5.1 If the concern cannot be resolved informally then the individual may follow a more formal procedure.
- 9.5.2 The individual must register his/her concerns in writing, giving as much detail (e.g. time, date, persons involved) as possible. The letter should be addressed to the College Placement Staff who will treat the letter as a formal complaint under the Customer Feedback Policy.
- 9.5.3 The College Placement Staff must inform all parties in writing of the outcome of the investigation.
- 9.5.4 When required, corrective measures will be taken.

10.0 **Work Placement Procedure**

There are five stages to placing a student:

Stage 1 – Preparation

Stage 2 – Work placement visit, completion of placement documentation

Stage 3 – Placement student briefing

Stage 4 – Placement including monitoring/review and visits

Stage 5 – Debriefing, follow up and evaluation/exit interview.

Each stage will differ slightly depending on the area of SERC Work placement.

Please read the relevant area:

Further & Higher Education Placements (Sections 11 – 16)

Training Organisation (Sections 17 – 21)

Further & Higher Education Placements

11.0 FE/HE Stage 1 – Preparation for Finding a Suitable Placement

- 11.1 College Placement Staff must interview students to discuss options to ensure placements are suited to student's capabilities and curriculum requirements.
- 11.2 College Placement Staff must direct students to the work placement information and guidance in the Work Placement Site on the student intranet, college services.
- 11.3 Placement students update personal **contact** and **Next of Kin** details in their ILP; this must be approved by the tutor so Placement Providers can view this information on BEST.
- 11.4 To supervise the placement process the College Placement Staff must introduce BEST to the students and ensure they complete the documentation required; **Health Declaration** and **Travel Form** and start to build their **CV**.
- 11.5 Students apply for placements using the **Placement Search** in BEST and apply for available **placements, companies** or if they have **found their own placement** (or a combination of all three).
- 11.6 College Placement Staff will process the applications on BEST - detailed instructions can be found in the "FEHE BEST User Guidelines" on the SERC Work Placement Team Site (guidelines are also embedded in BEST).

12.0 FE/HE Stage 2 – Work Placement Visit/Completion of Placement Documentation

- 12.1 For new Placement Providers the College Placement Staff **must** visit the premises **before** the student commences work placement and meet relevant personnel to discuss the nature of the placement and complete the "Further & Higher Education Placement Partnership Agreement" (FHEPPA) - instructions included in the document.
- 12.2 **Additional Students with Placement Provider**
 - 12.2.1 When Additional SERC students attend the same Placement Provider at the same or differing times of the year; there is no need for a visit once the Initial Visit has taken place however;
 - 12.2.2 The Indemnity form must be completed and signed by College Placement Staff and Placement Provider and student placed on BEST including Risk Assessment, and the health, safety & welfare and insurance details updated.
- 12.3 **Placement Documentation**
 - 12.3.1 All placement documentation to be downloaded from the SERC Work placement Team site when required to ensure the most up to date version is utilised.

- 12.3.2 All placement and company information must be recorded on BEST (instruction given in “FEHE BEST User Guidelines”).
- 12.3.3 Placement Providers are given risk levels on BEST determined by the company activities and placement role, these levels dictate the frequency of the completion of the FHEPPA in entirety (see [Appendix 3](#));
- 12.3.4 If the Placement Provider is Overseas with no office in Northern Ireland then the Placement Partnership Agreement must be completed by whatever means possible e.g. phone, e-mail, fax.
- 12.3.5 If ACCESS NI is required please read Section 6 of this document.

12.4 Placement Risk Assessment

- 12.4.1 Once the student is placed on BEST the College Placement Staff must complete the online Risk Assessment Template taking into consideration information from the following (each student requires an individual Risk Assessment per placement);
 - › Placement description,
 - › Student Health Declaration and Travel Form.
- 12.4.2 If an overnight stay or travel outside of Northern Ireland is involved during placement the Placement Provider must inform the College Placement Staff member and this will be added to the Risk Assessment; the Head of School/Unit and SERC Head of Health and Safety must be informed.
- 12.4.3 Confirmation of provision of adequate Personal Protective Equipment (PPE) must be agreed between the College Placement Staff and Placement Provider.

13.0 FE/HE Stage 3 – Placement Student Briefing

College Placement Staff to ensure:

- 13.1 Students receive College contact information and are aware of College support system and expectations during work placement.
 - 13.1.1 SERC has provided students with placement information and guidance in the student intranet Work Placement site in College Services e.g. Health and Safety, Code of Conduct etc.
 - 13.1.2 Placement students are made aware to inform College Placement Staff if they are unsupervised or feel unfairly treated during work placement; action to be taken immediately.
 - 13.1.3 Students must enter their placement description on BEST and tick “Agree” to acknowledging the work placement dates, mode of attendance and work schedule plans and they have read the Risk Assessment.
 - 13.1.4 If a placement is outside Northern Ireland the “Work Placement Overseas Student Guidelines and Agreement” has to be completed by the student with the aid of the College Placement Supervisor.

14.0 FE/HE Stage 4 – Placement

- 14.1 The Placement Provider must implement a ‘Health and Safety’ induction for each student during the first week of placement, the “Induction Form” on BEST must be completed by the student.

- 14.2 The student has to complete the “Learning Agreement” on the BEST system during the first week of placement.
- 14.3 The College Placement Staff must keep a record of any absences on placement and address as required.
- 14.4 College Placement Staff maintain regular contact with placement student by phone, mobile, e-mail, in College and site visits and act upon any problems experienced.
- 14.5 Assessment visit by College Placement Staff must be completed and recorded on BEST in the “Placement Report”. Additional visits should be organised if problems are raised.
- 14.6 Problems raised by Placement Provider feedback via monitoring and review process using evaluation forms/progress reports must be dealt with as soon as possible by College Placement Staff. If necessary these should be discussed with placement student and forwarded to SERC Head of School/Unit.
- 14.7 Placement students should be encouraged to articulate learning experiences in a work placement diary.
- 14.8 Through ongoing Health and Safety monitoring, College Placement Staff must address any obvious Health & Safety concerns immediately and if deemed necessary report to the SERC Head of School/Unit and Head of Health & Safety for follow up purposes.

15.0 FE/HE Stage 5 – Debriefing, Follow up, Evaluation

- 15.1 Work placement evaluation forms are embedded on BEST for completion by the Placement Provider and students and must be completed before the end of the placement as a record of the constructiveness and success of the work placement and overall performance of the student. Outcomes to be assessed and discussed with placement student by College Placement Staff for evidence of work placement.
- 15.2 Course Coordinators, and where necessary Head of School should consider how reasonable recommendations can be acted upon e.g. changes within each specific industry: latest software or industry practices. Advise Awarding Body/update course in line with the Sector Skills Council/Industry recommendations.
- 15.3 College Placement Staff to communicate with Placement Provider and if willing to continue to offer placements, must update BEST and make placement searchable.

16.0 Placement Visits

- 16.1 Initial Assessment Visit – to approve the use of the Placement Provider; completion of ‘Further & Higher Education Placement Partnership Agreement’. The Initial Placement Visit should be adequate even though several students may be attending during that year and subsequent years subject to the risk level of the Placement Provider ([see Appendix 3](#)).

- 16.2 Evaluation Visit – evaluation of student as part of course requirements and ensure Health, Safety & Welfare actions are met. College Placement Staff do not need to be health and safety experts but will need to have an awareness of the relevant issues.

The Training Organisation Placement

17.0 TO Stage 1 – Preparation for Finding a Suitable Placement

- 17.1 College Placement Staff should interview student and record all relevant information, each student to complete a 'Disability/Health/Learning Needs Disclosure Form; acquire student's approval to forward information to Placement Provider.
- 17.2 Placements must be suited to student's capabilities and curriculum requirements.

18.0 TO Stage 2 – Work Placement Initial Visit

- 18.1 College Placement Staff **must** visit with the Placement Provider **before** the student commences work placement.
- 18.2 College Placement Staff to visit placement premises to meet relevant personnel and discuss the nature of the placement.
- 18.3 Emphasise to the Placement Provider - students **must** be effectively supervised at all times while on work placement.
- 18.4 The '**Participating Partnership Agreement**' must be completed in full, the information section should be left with the Placement Provider.
- 18.5 The comprehensive Health, Safety & Welfare document (contained within the placement agreement) must be completed and signed by College Placement Staff and Placement Provider.
- 18.6 If an overnight stay or travel outside of Northern Ireland is involved during Placement an additional Risk Assessment must be completed and signed by College Placement Staff and Head of Training and copied to the Head of Health and Safety at SERC.
- 18.7 TSO must clarify the Personal Training Plan (PTP) and Training for Success (TFS) ApprenticeshipsNI Delivery Agreement with the Placement Provider.
- 18.8 Confirmation of provision of adequate Personal Protective Equipment (PPE) must be agreed between the College Placement Staff and Placement Provider.
- 18.9 Information on relevant factors affecting each student e.g. medical conditions from the 'Disability/Health/Learning Needs Disclosure Form' must be relayed to the Placement Provider.
- 18.10 College Placement Staff to **return a copy** of completed **signed** Trainee/Apprenticeships NI Personal Training Plan (PTP) and Delivery Agreement, to Placement Provider for their information. On return of all completed documentation TO staff must input all placement

information on BEST. All insurance details must be recorded and updated throughout the placement on TMS and BEST.

19.0 TO Stage 3 – Placement Student Briefing

College Placement Staff to ensure:

- 19.1 Students receive College contact information and are aware of College support system and expectations during work placement.
- 19.2 Placement students are made aware to inform College Placement Staff if they are unsupervised or feel they are unfairly treated during work placement; action to be taken immediately.
- 19.3 TFS/ApprenticeshipNI programmes participants sign the DEL Delivery Agreement.

20.0 TO Stage 4 – Placement

- 20.1 The Placement Provider to implement 'Health and Safety' induction for student on first day of placement and provide proof to College Placement Staff.
- 20.2 Placement Provider/College Tutor must sign Trainee Timesheets each week as evidence of trainee attendance in the workplace and class.
- 20.3 College Placement Staff maintain regular contact with placement student by phone, mobile, e-mail, in College and site visits; act upon any problems experienced.
- 20.4 Trainee/ApprenticeshipNI monitoring review visits must be completed as part of a 4/6 weekly cycle alternating in-house and work place visits. Additional visits will be organised should problems arise. All completed review dates must be recorded on BEST.
- 20.5 Problems raised by Placement Provider feedback via monitoring and review process using course evaluation forms/progress reports, must be dealt with as soon as possible by College Placement Staff: If necessary these should be discussed with placement student and forwarded to Head of Training.
- 20.6 TSO will complete Monitoring/Review documentation for trainees/apprentices and all issues arising during a workplace visit should be recorded and supervised. (All Monitoring/Review documentation must meet the required standard as lay down by DEL and ETI).
- 20.7 Ongoing Health and Safety monitoring by College Placement Staff: draw attention to any obvious Health & Safety concerns which should be addressed immediately and if deemed necessary reported to the Head/Assistant Head of Training and Head of Health & Safety at SERC for follow up purposes.

21.0 TO Stage 5 – Debriefing, Follow up, Evaluation

- 21.1 College Placement Staff to conduct exit interview, where possible on completion of the placement.
- 21.2 Course Coordinators, Head of Training to act on Employers recommendations e.g. changes within each specific industry: latest software or industry practices. Advise Awarding Body/update course in line with the Sector Skills Council/Industry recommendations.
- 21.3 College Placement Staff to review and evaluate Placement Provider for continued use of placement and store on BEST.
- 21.4 Continued communication with Placement Providers to ensure future placements.

22.0 Work Placement Sickness Absence Notification

- 22.1 In the event of absence due to sickness while on Work Placement, students must adhere to the same procedures as would any employee. The College Placement Supervisor (Work Placement Officer or Tutor) must ensure work placement students are aware they are expected to meet the course attendance specifications. Non-emergency doctor, dentist and optometrist appointments should be arranged after placement hours or during the holidays; this does not apply to hospital and orthodontist appointments.
- 22.2 This procedure applies to all students on Work Placement.

22.3 Notification Procedure

Students must contact their Placement Provider and College Placement Supervisor on:

- 23.3.1 The first day of absence, at the earliest opportunity and no later than one hour after their normal start time.
- 23.3.2 The reason for absence must be given and an indication of the likely duration of the absence.
- 23.3.3 A message should only be left on answer services or e-mailed if the Placement Provider or College Placement Supervisor is not available.
- 23.3.4 If the student is too unwell to personally make contact he/she should ask someone do so on their behalf.

22.4 Absence of up to Three Days

If the student is absent between one and three days (including weekends and public holidays) then no documentation is required although they must inform the Placement Provider and College Placement Supervisor of the return date.

22.5 Absence for Seven Days or less

- 22.5.1 On the fourth calendar day of absence or the next working day thereafter, the student must inform the College Placement Supervisor and Placement Provider of their condition, and expected duration of absence.
- 22.5.2 If a student returns to work during the seven consecutive calendar days or less (including weekends and public holidays) of sickness absence he/she must complete the 'Work Placement Self-Certified Statement of Sickness' form ([Appendix 4](#)).
- This must be completed and given to the College Placement Supervisor immediately.
 - The College Placement Supervisor can download the form from the 'SERC Work Placement Team' site for the student;
 - The tutor must make this document available for students to access on Moodle.

22.6 Absence in Excess of Seven Consecutive days

- 22.6.1 If the absence is in excess of seven consecutive calendar days (including weekends and public holidays), the student must obtain a medical certificate signed by their doctor and give a copy to the Placement Provider and the original to the College Placement Supervisor immediately.
- 22.6.2 When sending medical certificates by post, students should mark the envelope 'confidential' and for the attention of their College Placement Supervisor.
- 22.6.3 If the absence continues beyond the period confirmed by the first medical certificate, the student must continue to submit medical certificates to cover the entire period of absence.
- 22.6.4 Subsequent medical certificates should reach the Placement Provider and College Placement Supervisor within two days of the expiry date of the last medical certificate.

22.7 Return to Work Placement

- 22.7.1 The student should give their Placement Provider and College Placement Supervisor notice of their intention to return to Work Placement.
- 22.7.2 On return to Work Placement from sick leave, the student must meet with the Industrial Supervisor who will contact the College Placement Supervisor.

22.8 Disciplinary Procedure

Where it is found that a student has failed to follow the Sickness Absence Notification procedure without just cause or reasonable explanation, the College may invoke the relevant disciplinary procedure.

23.0 Communication Plan

- 23.1 The Procedure to be posted on the College intranet.
- 23.2 College Placement Staff to receive training on procedure, completion of placement documentation and software through Staff Development.
- 23.3 All work placement related documents to be available on intranet site – Training Organisation and SERC Work Placement Team sites.
- 23.4 Regular review at Head of School/Head of Unit team meetings.

24.0 Escalation Process

24.1 Further and Higher Education Schools

- 1. College Placement Staff;
- 2. Course Coordinator;
- 3. Assistant Head of School;
- 4. Head of School;
- 5. Director of Curriculum & Information Services:
Dr Michael Malone Lisburn Campus
mmalone@serc.ac.uk ☎ 028 9267 7225

24.2. Training Organisation

- 1. Training Support Officer;
- 2. Assistant Head of Training;
- 3. Head of Training;
- 4. Director of Learning and Customer Support:
David Smith Downpatrick Campus
dsmith@serc.ac.uk ☎ 028 4461 5815

[Back to top of Work Placement](#)

[Back to top of SOP](#)

SECTION B: WORK EXPERIENCE

Contents

[Background](#)

[Scope](#)

[BEST](#)

[Finding a Suitable Work Experience](#)

[Partnership Agreement](#)

[Insurance and Indemnity](#)

[Provider Responsibility](#)

[College Responsibility](#)

[Evaluation](#)

[Communication Plan](#)

[Escalation Process](#)

[Appendix 5: Sample Letter to Seek Work Experience](#)

25.0 Background

SERC endeavors to encourage students to take part in a Work Experience Placement opportunity to spend a period of time outside the classroom enabling students to return to College with a greater sense of self-esteem, confidence, social skills, self-awareness and personal development. The aims of work experience are to empower students to try out new skills in a real working environment helping them decide if they have the skills, abilities and qualifications necessary to pursue their intended career area. To establish and cement the links between industry, commerce and College and ensure that Health & Safety procedures are adhered to.

26.0 Scope

This procedure applies to all College Staff involved in managing and monitoring work experience students, and Work Experience Provider (hereafter referred to as the Provider), whether allocated by the college or independently found by students, with permission from the college. This procedure is intended to include SERC students gaining Work Experience lasting two weeks or less.

27.0 BEST - Business Engagement and Student Tracking System

BEST is a comprehensive secure software system built tightly around College business processes, to accommodate each member involved with work experience, work placement and contact with industry:

- 27.1 It is the responsibility of the College staff to ensure all work experience information is recorded on BEST.
- 27.2 It is the responsibility of the College staff to ensure the Students complete the 'Health Declaration' and 'Travel Form' on BEST (essential to record work experience on BEST).

27.3 User Guidelines are available for each department with access to BEST found on the SERC Work Placement Team Site.

27.4 BEST training is provided by the BEST System Coordinator.

28.0 Preparation for Finding Suitable Work Experience

28.1 College Staff should interview the student to agree dates of Work Experience and record all relevant information. The student should complete a 'Work Placement Student Health Form' (Work Experience Partnership Agreement) which includes the student's approval to forward information to the Provider.

28.2 Students should approach potential Providers in person or by a cover letter ([Appendix 5](#)) enclosing their CV explaining who the student is and why they are interested in work experience at that particular company.

28.3 Students on Work Experience working with Vulnerable Groups must contact the Provider to ascertain if an Access NI clearance is required and who will process this; the student must inform College Staff of the outcome. SERC will process if required.

28.4 Students are required to pay for their ACCESS NI clearance (please refer to the SERC Fees Policy and Admissions SOP).

29.0 Completion of Work Experience Partnership Agreement

29.1 SERC Assistant Head of School and College Staff must complete and sign the 'Work Experience Partnership Agreement' (located on the SERC Work Placement Team Site) before the student delivers it to the Provider.

29.2 The 'Work Experience Partnership Agreement' must be completed in full and returned to College Staff before the Student commences Work Experience;

29.3 Completing the 'Work Experience Partnership Agreement':

29.3.1 **Guidelines for Providers** – completed by Tutor and kept by Provider.

29.3.2 **Student Details** – completed by student; copy given to Tutor and original kept by Provider.

29.3.3 **Work Experience Student Health Declaration** – completed by Student, copy given to Tutor and original kept by Provider.

29.3.4 **Provider Consent Form** – completed by Provider and returned to Tutor.

29.3.5 **Health and Safety Agreement** – Tutor to sign, Provider to complete and retain a copy, original returned to Tutor.

29.3.6 **Two Forms of Indemnity** – completed by SERC and Provider – one to be kept by Provider the second returned to Tutor.

29.3.7 **Provider's Report** – (optional) - completed by Provider and returned to the Student on conclusion of Work Experience.

29.3.8 **Student Report** – (optional) Student to complete and return to Tutor on conclusion of Work Experience.

29.4 Provider to return documents to College Staff via the student or by post to the address detailed on first page of the 'Work Experience Partnership Agreement'.

30.0 Work Experience Insurance and Indemnity

30.1 SERC will indemnify the Student as stated in the Form of Indemnity (page 7 & 8 of the 'Work Experience Partnership Agreement') which will be signed by the SERC Assistant Head of School before documents are given to the Provider.

30.2 The Provider is required to hold a minimum of £10 million Employer Liability and £5 million Public Liability Insurance or declare they are a Self-Insured Public Body and expected to inform their Insurers of students on Work Experience.

30.3 Students must not be placed with Providers who are unable to comply with these insurance requirements without permission from the SERC insurer;

30.3.1 College Staff must converse with the BEST System Coordinator who will seek permission on their behalf.

31.0 Provider Responsibility

31.1 To brief the Student on arrival on all relevant Health and Safety aspects (e.g. identify fire exits, fire preventions measure, first aid, areas of possible danger).

31.2 To complete a risk assessment of the tasks the student will be asked to undertake, allowing for specific factors such as the age, inexperience and medical conditions of the student.

31.3 To ensure that the Student will not operate machinery, come into contact with dangerous substances or be placed in dangerous situations e.g. working at heights, areas of high noise levels or in extremes of heat/cold.

31.4 To provide and maintain safe plant and systems of work and provide adequate Personal Protective Equipment (PPE) for the Student.

31.5 To maintain safe access to and egress from the place of work.

31.6 To provide and maintain a working environment that is safe and without health risks, including adequate arrangements for the welfare of employees.

31.7 To ensure all accidents involving the Student are reported to SERC immediately:
Head of Health and Safety: John Gault jgault@serc.ac.uk

- 31.7.1 **Accident Reporting Process in the event of a minor injury accident on Work Experience** (requires only the service of a First Aider);

The following must be adhered to within 7 days:-

- › Provider to complete an Accident Report Form;
- › Copy to Tutor who will;
- › Immediately notify the Head of Health and Safety at SERC and Head/Assistance Head of School.

- 31.7.2 **Accident Reporting Process in the event of a major accident on Work Experience** (requires external medical assistance),

The following procedure must be followed immediately:-

- › Provider must inform Tutor who will:
- › Inform the Head of Health and Safety at SERC;
- › Complete an Accident Report Form and Notify Head/Assistant Head of School.

- 31.8 If the situation escalates or Head of Health and Safety at SERC cannot be contacted please refer to the 'Escalation Process' (Section 35):

32.0 College Responsibility

- 32.1 Supply the Provider with information on relevant factors affecting each student e.g. medical conditions by supplying a completed 'Work Placement Student Health Form'.
- 32.2 Equip Student and Provider with college contact information and make Student aware of college support system and expectations during Work Experience.
- 32.3 College Staff to maintain contact with Student by phone, mobile, e-mail; act upon any problems experienced and may wish to visit Student on Work Experience.
- 32.4 Students are made aware to inform College Staff if they are unsupervised or feel they are unfairly treated during Work Experience, College Staff should take appropriate action to remedy this.
- 32.5 College Staff to encourage students to articulate learning experiences in a Work Experience Diary.

33.0 Evaluation

- 33.1 Provider may complete a 'Provider Report' on completion of Work Experience and return to Student providing a record of the experience.
- 33.2 Student may complete the 'Student Evaluation' form on completion of Work Experience to provide a record of the experience.
- 33.3 Student to discuss the 'Provider Report' and 'Student Evaluation' with tutor.

34.0 Communication Plan

- 34.1 The Procedure will be posted on the College intranet site.
- 34.2 College Staff will receive guidance on procedure through Staff Development.
- 34.3 All Work Experience related documents will be available on the SERC Work Placement Team Site.
- 34.4 Regular review at Head of School/Head of Department team meetings.

35.0 Escalation Process

1. College Staff;
2. Assistant Head of School;
3. Head of School;
4. Director of Curriculum & Information Services:
Dr Michael Malone
Lisburn Campus 028 9267 7225 mmalone@serc.ac.uk

[Back to top of Work Experience](#)

[Back to top of SOP](#)

- › **BEST - Business Engagement & Student Tracking System** – intercampus and interdepartmental software system developed within SERC to manage and record each placement experience. BEST offers secure access portals for SERC staff, students and the Placement Providers.
- › **College Placement Staff** – members of College staff responsible for organising and monitoring students on placement; Course Tutor, Work Placement Officers (WPO), Course Coordinator, Head of School, Assistant Head of School. Training Support Officers (TSO), Head of Training and Assistant Head of Training (AHOT).
- › **FE - Further Education** – education or training after the age of 16 that leads to a range of qualifications.
- › **HE - Higher Education** – post-sixth form education; generally started after A-levels usually carried out at a university or College, and involving study for a degree, diploma, or similar advanced qualification.
- › **Industrial Supervisor** – ‘Placement Provider’ member of staff appointed to supervise and mentor placement student responsible for completing relevant placement documentation.
- › **Placement Provider** – Participating Partner (Training Organisation) or Placement Partner (Further/Higher Education) – Employer, organisation, individual or incorporated body providing Work Based Learning and placement opportunities, who have completed the placement agreement, or on whose behalf it has been executed.
- › **Placement Agreement – ‘Further & Higher Education Placement Partnership Agreement’ (FHEPPA), Training Organisation ‘Participating Partnership Agreement’ (PPA)** – agreements between the Placement Provider, South Eastern Regional College (SERC) and the Department for Employment and Learning outlining the main terms and conditions of the scheme and providing evidence of employer’s insurance cover.
- › **Student/Placement Student** – any registered SERC student (Further or Higher Education Student, Apprentice or Trainee within the Training Organisation) gaining experience/training with a Placement Provider under the terms of the Placement Agreement. Considered as an employee of the Placement Employer for health and safety purposes and as such will be subject to the terms and conditions of employment and equality policies that apply within the placement organisation.
- › **Trainee** – any person who is recruited on to Skills for Work and Skills for your Life by the Training Organisation under agreement with DEL and part of whose training is being undertaken by the Participating Partner.
- › **TMS** – Trainee Management System (Training Organisation software).
- › **Training Organisation** – South Eastern Regional College or sub-contractor responsible for the overseeing of work-based training opportunities and delivery of off-the-job training under contractual arrangements with DEL.
- › **TSO - Training Support Officer** – Training Organisation representative responsible for the support, guidance and pastoral care of the individual trainee. Training Support Officers also are responsible for liaison in all matters with the Placement Provider.
- › **WPO - Work Placement Officer** – generally non-academic College placement supervisor facilitating or organising students on placements and completing placement visits. Primary contact between Placement Providers, Students and College.

<i>Prior to Placement</i>	
<i>Student</i>	<ul style="list-style-type: none"> Update their contact details and Next of Kin details in their ILP; (must be approved by the tutor) Complete Health Declaration, Travel Form and CV on BEST Applies for Placements on BEST (Company, Placement or if sourced by Student) (When placed on BEST) - Read Placement Description and Risk Assessment in student access to BEST; tick 'Agree' - or inform SERC Staff of any changes deemed necessary
<i>SERC Staff</i>	<ul style="list-style-type: none"> Create Company or update current Company on BEST Ensure Insurance and Health, Safety & Welfare information updated (complete FHEPPA or Indemnity form with Placement Provider) Create Placement on BEST Process Student Applications SERC Staff must forward the Password to the Placement Provider Contact (in Contact Tab) so BEST can be accessed
<i>First Week of Placement</i>	
<i>Student</i>	<ul style="list-style-type: none"> Complete the 'Learning Agreement' Complete the Induction on BEST
<i>During Placement</i>	
<i>SERC Staff</i>	<ul style="list-style-type: none"> Visit student on placement and complete the 'Placement Report' on BEST
<i>Last Week of Placement</i>	
<i>Student</i>	<ul style="list-style-type: none"> Complete the 'Student Evaluation'
<i>Placement Provider</i>	<ul style="list-style-type: none"> Complete the 'Employer Evaluation'
<i>SERC Staff</i>	<ul style="list-style-type: none"> Contact Placement Provider enquire if they would be prepared to offer another placement Copy current placement and make available and searchable for future students.
<p>SERC Staff must ensure all documentation is completed on BEST and may have to prompt the Student and Placement Provider</p>	

1.0 High Level Risk Category:

A Review Visit must take place once per year

- 1.1 Placements in high risk environment such as construction, factory, and chemical production work, activity undertaken with the Police, Armed Forces or emergency services.
- 1.2 High risk placement locations e.g. countries the Foreign & Commonwealth Office web site page advises not to travel to and locations within the UK with known social unrest.
- 1.3 Placements with small or medium size enterprises where risk control may be inadequate e.g. small wood workshop, small engineering workshop, garage or automotive paint spraying workshops.
- 1.4 Social and public services areas e.g. work involving visits to private residences, outward bound centres or self-employed small business operators.

Work Placement Job Examples:

Agricultural/Horticultural Engineer	Baker/Confectionist
Butcher Shop Assistant	Beauty Therapist/Tanning Salons
Blacksmiths	Bricklayer
Builders Merchants/Assistant	Ceramic – Pottery
Caretaker/Maintenance	Civil Engineer
Chef	Dog Groomer
Computer/Hardware Engineer	Farm Worker
Electrician	Gardener
Fast Food Outlet	Holiday Centre Worker
Heating and Ventilation	Housekeeper
Horse Groomer	Kitchen Porter
Kennel Worker	Marine
Landscaper	Painter & Decorator
Motor Vehicle	Satellite & Security
Plumber	Sound Engineering
Social Work & Counseling Services	Transport and Logistics Sector
Surveying Technician	Waiter/Waitress
Veterinary Surgeon/Assistant	Zoo Keeper
Window Installer	

2.0 Medium Level Risk Category:

A Review Visit must take place once every two years

- 2.1 Placements with organisations with high risk associated with their activity but where placement student would not be expected to work in those areas e.g. production lines, storage facilities.
- 2.2 Organisations which have undertaken Governmental type risk assessments prior to use by the College e.g. hospitals, licensed sports coaching.

Work Placement Job Examples:	
Car Valet	Play Worker/Play Group Assistant
Electronics Assemble Engineer	Forecourt Assistant
Garden Centre Worker	Green Keeper
Grounds Person	Hairdresser
Healthcare Worker	Manufacturing – Production Assistant
Outdoor Pursuits Instructor	Performing Arts – Dance/Instructor

3.0 Low Level Risk Category:

A Review Visit must take place once every three years

- 3.1 Low Level risk activity placements such as office, or similar based activities.

Work Placement Job Examples:	
Admin Assistant – Office based work	Receptionist
Estate Agent - Administration	Fashion/Clothing Design
Retail Assistant	Teaching Assistant
Learning Support Assistant	Travel Agents

Work Placement Self-Certified Statement of Sickness

Student Name:	Student Number:
Placement Provider:	
About your sickness, please give brief details:	
What date did your sickness begin?	
What date did your sickness end?	
What date did you last attend Work Placement?	
What time did you finish Work Placement on this date?	
Was the sickness caused by an accident on Work Placement or an industrial disease? Yes <input style="width: 40px; height: 30px; border: 1px solid black;" type="checkbox"/> No <input style="width: 40px; height: 30px; border: 1px solid black;" type="checkbox"/>	
If your answer is 'Yes' please give details:	

Student signature: _____ Date: _____

Please give to the College Placement Supervisor
The student may want to make a copy for his/her records

Sample letter for Work Experience

Your Name
Full Address
Postcode

The Providers Name
Full Address
Postcode

Date

Dear **Persons name or Sir/Madam**

Re: Work Experience Placement - 20 to 24 July 2015

I would like to enquire about the possibility of a work experience placement with your company during the week of **20 – 24 July 2014**.

I am **(age optional)** and a student at South Eastern Regional College at **Bangor Campus**. I am studying **GCSE's in English, Maths, and Science..... (List others as appropriate)**.

I would like to work **(at your company / in a shop / in your school, you fill in what is appropriate for your placement)** because..... **(Show how interested you are)**.

I have.... **(List any experience that you may have e.g. had a paper round for a year, babysit for friends/family, have a part time job in a local shop.....)**

I am.... **(List some of your personal skills and qualities e.g. friendly, reliable, and hardworking, enjoy meeting people etc.)**. My personal interests are..... **(Write any down that may help with your application)**.

I have enclosed my CV for further information, but if you require any further information please do not hesitate to contact me on

Thank you for your consideration, I look forward to hearing from you.

Yours **sincerely/faithfully**

(When the recipient's name is **unknown** to you: Dear Sir or Madam ... Yours faithfully)

(When **you know** the recipient's name: Dear Mr/Mrs/Ms Hanson ... Yours sincerely)

(Sign your letter)

Print your name

Enc.