

## Work Experience Policy

<b>Approved By:</b>	Policy and Guideline Committee
<b>Date of Original Approval:</b>	18 March 2016
<b>Trust Reference:</b>	<b>B7/2016</b>
<b>Version:</b>	4
<b>Supersedes:</b>	V3 – February 2019 Policy and Guideline Committee
<b>Trust Lead:</b>	Julie McCarthy – Senior Learning and Development Manager
<b>Board Director Lead:</b>	Chief People Officer
<b>Date of Latest Approval</b>	19 November 2021 Policy and Guideline Committee
<b>Next Review Date:</b>	<b>July 2025</b>

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### REVIEW DATES AND DETAILS OF CHANGES MADE DURING THE REVIEW

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**V3 October 21** – reviewed and refreshed current terminology. Updated with current documentation and links to external guides and portals corrected.

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### KEY WORDS

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Work Experience. Placement. Risk Assessment. Evaluation, Student, Checklist, Agreement, Contract, Shadowing

## 1 INTRODUCTION AND OVERVIEW

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1.1 The NHS as a whole is looking for new and innovative approaches to recruitment. Work experience has been recognised as a tool for attracting people to the benefits associated with working for health and social care professions. It also helps to build links with local schools and colleges to give the opportunity to individuals that may not have known about the jobs that are available. This also helps the Trust support the schools in adhering to the Gatsby principles, which are a set of principles to support school aged children with career guidance. <http://www.gatsby.org.uk/uploads/education/reports/pdf/gatsby-sir-john-holman-good-career-guidance-2014.pdf>.

1.2 The delivery of high quality work experience placements is essential for the NHS to ensure individuals are attracted to the rich variety of career opportunities available and that organisations such as University Hospitals of Leicester (UHL) can attract their future workforce.

The Trust is committed to equal opportunities and this is reflected in our policies and practices and is integral to the provision of our services. We therefore welcome applications for work experience regardless of disability, gender, marital status, sexuality, race, colour, ethnicity or national origin. Equal opportunities data will be collected by the automated work experience portal or for manual applications by the Placement Work Experience Co-ordinators.

This policy supports the process for work experience placements and highlights the responsibilities to ensure the safety, security and privacy of patients, staff and the individual on placement.

## 2 POLICY SCOPE – WHO THE POLICY APPLIES TO AND ANY SPECIFIC EXCLUSIONS

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2.1 This policy is designed to ensure that the Trust is able to provide work experience placements that are informative, enjoyable and safe for those who take part, while also taking account of its responsibility towards patient safety and privacy.

This policy describes the procedures and processes which should be followed for any centrally and locally organised work experience applications at UHL.

2.2 This policy does not apply to:

- Work placements arranged as part of a higher education qualification e.g. in nursing or medicine or other formal pre-registered students. These are covered in the Unpaid Placement Policy B8/2019.
- Apprenticeships
- Volunteering
- T level qualifications
- Placements linked to qualifications

All appropriate links and information can be found in the Trust internal and external web sites.

### 3 DEFINITIONS AND ABBREVIATIONS

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**3.1 Child;** Anyone who is not over compulsory school age i.e.16 and who has not yet reached the official age at which they may leave school, also referred to as the minimum school leaving age (MSLA).

**3.2 Mentor;** Someone the student can approach with any problems or issues and who provides the individual with advice and guidance. A mentor will generally only be allocated by the Placement Supervisor for longer term work experience placements.

**3.3 Placement Supervisor;** The nominated person looking after the student and taking overall responsibility for the placement; ensuring that the student is not left unsupervised at any time.

**3.4 Placement Work Experience Co-ordinator;** the person(s) responsible for arranging placements and collating information on placements at a Clinical Management Group (CMG) or professional level to supply to the Trust for analysis.

**3.5 Sponsor;** Recommends a person as suitable for work experience/shadowing to a placement work experience co-ordinator/the Trust. This could typically be a school representative.

**3.6 Student;** the term used to describe a member of the public on a work experience opportunity or existing health and social care workforce on work shadowing.

**3.7 Values and Behaviours;** standards and behaviours which all staff within the Trust must work to and must be competent within. These must also be adhered to by the student during their time at the Trust.

**3.8 Work Experience;** an opportunity for members of the public, who are not normally an employee of the Trust, to be given an unpaid opportunity to experience the work and working environment within a particular department, profession or area. Such experience may, after appropriate training/instruction, include limited 'hands-on' involvement in the work of the department, but always under strict supervision of a nominated and clearly defined responsible person (Placement Supervisor). NB: If the work experience placement exceeds 4 weeks the manager is expected to ensure the student completes the necessary mandatory training for the area of work and procedures under the Unpaid Placement Policy B8/2019.should be used.

**3.9 Work Placement Provider;** The department providing the placement.

**3.10 Work Shadowing;** is the process of accompanying and observing someone at work in order to train or to obtain insight into the role or a profession.

**3.11 Young Person;** (16-18 years of age) is defined as any person who has not attained the age of 18 years

### 4.1 The Trust

The Trust is aware of its responsibilities towards individuals undertaking work experience. The Chief People Officer is the Executive Lead for this policy and has overall responsibility for UHL work experience and work shadowing. As such, the Executive Lead will ensure that the Trust:

- Accepts responsibility for the health and safety of individuals; staff, patients and service users involved in work experience placements. The Trust specifically recognises its duty of care towards young people undertaking work experience placements
- Keeps a record of the number of work experience placements and demographics
- Is committed to promoting equal opportunity for placements
- Recognises its responsibility towards patients and service users with respect to patient privacy, confidentiality and dignity
- Creates an environment that supports Work Experience placements to support future workforce needs.

### 4.2 Placement Supervisor

A named Placement Supervisor in the work area will be assigned to each student undertaking a work experience or shadowing placement. The Placement Supervisor will be nominated by either the Sponsor, Manager for the area or Placement Work Experience Co-ordinator and is responsible for the day-to-day management and supervision of the student including:

- Developing interesting, informative and relevant work experience placements and shadowing opportunities with assistance from the Placement Work Experience Coordinator
- Setting objectives, reviewing progress and providing timely and constructive feedback
- Completing the work experience checklist (Appendix 3)
- Ensuring a risk assessment is carried out before the student begins their placement and that risks are managed throughout the placement. A copy of this should be stored locally
- Ensuring that employees working with or supervising the student understand any findings from the risk assessment
- Ensuring students understand their responsibilities with regard to health and safety, patient confidentiality and data protection. Workplace staff will report any incidents involving students both through the standard incident reporting procedures and to the CMG Placement Work Experience Coordinator
- Protecting patient privacy, confidentiality and dignity by ensuring all staff obtain consent before allowing students to observe or interact with patients and service users
- Informing the Work Experience Administrator of work experience completion and sharing the placement evaluation by emailing [LLR.WorkExperience@uhl-tr.nhs.uk](mailto:LLR.WorkExperience@uhl-tr.nhs.uk)
- Ensuring the student is adequately supervised at all times and complies with the risk assessment controls (ensuring they **do not** have unsupervised access to patients)
- Conducting a relevant local induction including relevant health and safety procedures and relevant policies and procedures for the area and keep a record of this

- Providing updates on progress as agreed with the education provider (as relevant)
- Ensuring that should an accident occur involving a student during a placement, the student will be treated as part of the normal employer/employee relationship. An accident form will be completed by the placement supervisor or delegated mentor/manager and an entry made on Datix as appropriate. In addition the Placement Work Experience co-ordinator will be notified who will inform the next of kin (particularly if under 19) and the school/college (as applicable)
- Be familiar with the Young People at Work Policy. (B52/2006)

### **4.3 Placement Work Experience Coordinator**

The Placement Work Experience Coordinator may be one individual or may form part of the role of more than one person within the Trust. Typically the coordinator will be a CMG, professional representative or Corporate Directorate. The role should be identified locally within CMG's, Corporate Directorate and professions to support workforce development needs and the CMG/Corporate Directorate for which they work will be responsible for them and oversee their work.

The Placement Work Experience Coordinator will:

- Ensure a regular provision of appropriate Work Experience placements in their area and collate these opportunities for a central database, regularly reviewing and updating them
- Deal with queries, both internal and external, regarding work experience/shadowing placements for their area/profession
- Review application forms and decide if a student is suitable for the placement being offered, or an adhoc placement, providing a reason for both
- Manage any service level agreements for shadowing opportunities with local Education establishments (Appendix 7)
- Keep up-to-date with changes to the Trust's legal obligations regarding work experience
- Implement and manage controls to support any risks for placements in their area. In the case of a child or young person being on placement they will ensure relevant risk assessments have been carried out
- Maintain the LLR Work Experience portal for applications in a timely way
- Review evaluations of Work Experience placement and recommend any necessary changes
- Ensure appropriate records e.g. Application form, Risk Assessment, Work Experience Agreement, Work Experience Checklist, Work Experience Feedback Form, Student Evaluation Form, are retained securely for six years from the end of the work experience placement or for a period of 1 year for unsuccessful applicants in the work area/centrally in the CMG in accordance to the NHS Digital Retention Schedule
- Be familiar with the Young People at Work Policy (B52/2006)
- Take part in promotion activities, meetings and networking events related to work experience as relevant/needed.

### **4.4 Work Experience Administrator**

The Work Experience Administrator is a member of the Learning and Organisational Team who:

- Is responsible for managing and monitoring the LLR.WorkExperience@uhl-tr.nhs.uk mail box

- Produces a report on number of applications, % accepted/declines and any protected characteristics as required.
- Supports reporting of Talent for Care information returns each quarter
- Develops case studies for work experience
- Ensures evaluations on placements (area and student) are conducted, collated and key messages shared
- Annually check the placements and contact points held for placements within the LLR work experience portal
- Provide annual summaries on placements available/utilised to enable comparison to workforce needs
- Add, amend and delete placements within the LLR work experience portal
- Provides advice and guidance on the application of the policy.

#### **4.5 Work Experience Students**

Students undertaking work experience are expected to take responsibility for their own learning and development during the placement by taking part in tasks and activities and recording their experiences. They are also expected to:

- Complete all relevant documentation prior to commencing the placement
- Ensure they understand all information and instructions given to them, including the terms of their placement, and ask if they are unsure
- Speak up immediately if they see/hear/think something does not seem right
- Dress appropriately for the placement and area as outlined at their local induction, supporting the Trusts Uniform and Dress Code Policy B30/2010
- Take reasonable care of their own health and safety and those of other people who may be affected by their actions and seek their placement supervisor's/a managers support should they see/find something distressing
- Work with others by completing the programme activities
- Cooperate with the placement provider in complying with the Trusts legal duties, behave in an appropriate manner, demonstrating maturity and sensitivity where appropriate and adhere to Trust Values and Behaviours
- Inform the Placement Supervisor if they are unable to attend due to sickness at the beginning of each day
- Not undertake any tasks that have not been agreed; asking for help and guidance for agreed tasks as needed
- Adhere to the guidelines set out by the Placement Supervisor on mobile phone usage and tasks
- Complete an evaluation form at the end of the placement and contribute to any case study requests(Appendix 4).

#### **4.6 Managers, Professional Leads and Corporate Directors**

The senior management team of the Trust will support the Executive Lead in creating an environment that supports Work Experience placements to support future workforce needs and monitoring the implementation of the policy in their area/profession.

#### **4.7 Recruitment Services**

Recruitment Services will provide advice to Placement Work Experience Coordinators on acceptable documentation for identity checks.

## **5. POLICY IMPLEMENTATION AND ASSOCIATED DOCUMENTS – WHAT TO DO AND HOW TO DO IT**

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Work experience/shadowing placements provide a valuable means of raising the community profile of UHL and help to create a positive image amongst students, teachers, parents, employees and the wider community. A process flow can be found on appendix 1.

This policy is supported by a series of practical procedures to assist with its effective and consistent application.

### **5.1 Work Experience Placements**

Work experience and shadowing placements are normally limited to a few days but the duration and pattern of each placement will be decided on an individual basis and will be agreed between the student and the manager in the area the placement is taking place. (Please note: If a student wishes to undertake ongoing work experience that is *not* part of a formal qualification it may be more appropriate for the student to undertake a volunteering role by contacting VolunteerApplications@uhl-tr.nhs.uk).

Activities undertaken during a work experience placement could include shadowing; observing and work-based projects. **However clinical Work Experience students MUST not undertake clinical work in any circumstances.**

There is a suite of opportunities for work experience and managers are encouraged to think creatively about how to accommodate work experience/shadowing students in their departments in order for the Trust to provide a broad variety of work experience/shadowing opportunities. There may be some departments however where the nature of the work is deemed unsuitable for a work experience placement or unsuitable for a particular student in terms of age, experience or relevance. This decision will be taken by the manager of that department. Guidance on this can be found in appendix 6.

### **5.2 Who can apply for a placement or visit?**

The Trust is committed to ensuring its workforce is representative of the community it serves and to promoting equal opportunity for everyone regardless of their race, disability, gender, age, religion/beliefs and sexual orientation. However priority may be given to those applicants who:

- Are undertaking a health-related qualification
- Are required to undertake work experience as part of the curriculum for their course
- Are required to demonstrate relevant work experience as part of their UCAS/NMAS application
- Need to gain work experience to complete vocational training (this may include training in administration)
- Show commitment to pursuing a career within healthcare.

### **5.3 Work experience opportunities:**

#### ***Option 1 - Health & Social Care Career Events***

Health & Social Care career events highlight different NHS, Health and Social Care career opportunities within Leicester, Leicestershire and Rutland (LLR).



Typically a number of professions and organisations are represented providing an ideal opportunity to share information and for the students to ask questions.

These are organised and led by the Health and Social Care organisations and an invitation is sent to schools for the school to decide if it is appropriate to attend, and if so which pupils it is relevant for. There are frequently more than one educational establishment present which further brings together our LLR community. To register your interest to take part in one please complete a health and social care ambassador application <https://leicspart.software.uk.com/?page=healthambassadors.php>

### ***Option 2 – Work Based Placement Linked to University/Course Application***

A placement in a work experience setting for those students who are applying for degree courses (where no apprenticeship exists) and require work experience to support UCAS application.

The placement should be in a specific area pertinent to their chosen career e.g. medicine, physiotherapy, radiography, social care etc.

This is an ideal opportunity to explore and gain experience working in a relevant environment to the preferred career options. These placements could be for 1-20 days and for individual or small groups of students.

Opportunities for this can be found under the 'Work Experience Opportunities' button on the [LLR work experience page](https://leicspart.software.uk.com/?page=healthambassadors.php) <https://leicspart.software.uk.com/?page=healthambassadors.php>

To accept an application from a student your placement must be registered on this system <https://leicspart.software.uk.com/?page=registerplacement.php>

### ***Option 3 – Standalone Block Work Based Placement***

A week long, work experience programme across a number of areas arranged by the Health and Social Care workforce and shared with schools for allocation of students to support attracting the future workforce to roles that they need.

This is ideal for students who have an interest in embarking on a career in Health or Social Care but aren't sure what the different areas/professions cover.

This enables a snapshot of experience in an area to show the sorts of roles that are available.

To accept an application from a student your placement must be registered on this system <https://leicspart.software.uk.com/?page=registerplacement.php>

### ***Option 4 –Open Day/Evening***

Professions across Health and Social Care arrange open days/evenings to enable a range of students to hear about different careers. This may include a tour of the area and an opportunity to meet current members of staff at varying stages of their career. If you wish to host one please do arrange an event however please let [LLR.WorkExperience@uhl-tr.nhs.uk](mailto:LLR.WorkExperience@uhl-tr.nhs.uk) know what the event is, who it is for, what the

attendance was, what was covered, how it evaluated. We need to report this on the Trust Talent for Care quarterly return. Details for these events can be advertised on Twitter to support your event.

### **Option 5 – Standalone Rolling Work Placement**

One or two days a week for 4 weeks. This allows the student an opportunity to gain work experience over a number of weeks in a particular area and combine the experience with other commitments. In some circumstances where there is an agreement for a placement as part of an education programme the formal work experience process may be replaced with a service level agreement between the two organisations.

Opportunities for this can be found under the 'Work Experience Opportunities' button on the LLR work experience page <https://leicspart.software.uk.com/?page=healthambassadors.php>.

To accept an application from a student your placement must be registered on this system <https://leicspart.software.uk.com/?page=registerplacement.php>

### **Option 6 – Taster Day**

Taster days – this is an opportunity to attend work experience for one day only in a specific area. This could form part of a bring your Son/Daughter to work day or be an introductory day to the world of work. It is important that the placement is age appropriate and the correct amount of supervision provided appropriate for their age.

Opportunities for this can be added to the LLR work experience site and can be found for students to apply for at <https://leicspart.software.uk.com/?page=home-inner.php&tileID=2> however if you arrange something locally for a group of students please let us know at [LLR.WorkExperience@uhl-tr.nhs.uk](mailto:LLR.WorkExperience@uhl-tr.nhs.uk) tell us what the event is, who it is for, what the attendance was, what was covered, how it evaluated. Details for these can be advertised on Twitter to support your event. We need to report this on the Trust Talent for Care quarterly return.

### **Option 7 – Princes Trust**

'Get Into Hospital Services', The Princes Trust and University Hospitals of Leicester work in partnership to deliver a 4 week training and work experience programme.

The programme is for young people aged 16-30 who are deemed work ready but are currently unemployed or working less than 16 hours per week. No qualifications are required and it is completely free to join. It is an opportunity to gain an insight into working in a hospital environment across a wide range of departments.

Placements for this programme are advertised and arranged via the Princes Trust. To request a placement in the next cohort please email [LLR.WorkExperience@uhl-tr.nhs.uk](mailto:LLR.WorkExperience@uhl-tr.nhs.uk)

## **Option 8 – Formal University Programme Shadowing**

University programme shadowing experiences. The local universities often work in partnership with Health and Social Care organisations to deliver shadowing opportunities to a number of students each year to support set programmes.

The University will have often have pre-existing arrangements and contacts in place to support students.

## **Option 9 - Traineeship**

Access Training and University Hospitals of Leicester work in partnership to deliver a 7 week employability level 1 and work experience programme.

The programme is for young people over 16 who wish to get themselves work ready. No qualifications are required and it is completely free to join. It is an opportunity to gain an insight into working in a hospital environment across a wide range of departments. It includes 4 days a week for 6 weeks work experience in a department.

Placements are advertised through Access Training.

To request a placement in the next cohort please email [LLR.WorkExperience@uhl-tr.nhs.uk](mailto:LLR.WorkExperience@uhl-tr.nhs.uk)

## **5.4 Expenses**

Those undertaking a work experience/shadowing placement will not be entitled to claim expenses.

## **5.5 Application Process**

Work experience applicants should apply directly to the Trust using the automated application form for the placement on the LLR work experience portal only <https://leicspart.software.uk.com/?apage=browseview.php&viewID=2>

If an initial request is made for a work experience placement the individual must be directed to complete an application form on the portal The department will consider the application (which arrives in their inbox) if they can meet the request and select accept/decline. This updates the applicant..

Upon receipt of the application, the manager may arrange a face to face virtual or telephone interview with the student to assess their suitability for the placement and to discuss items such as start and finish times, responsibilities, uniform/dress code, information governance etc.

Interviews can form part of the “work experience” for the individual in some areas. They can also provide managers with an opportunity to assess the applicant prior to their work experience and to highlight the importance of health, safety, information governance and confidentiality.

The manager must then arrange a start date, issue a work experience agreement letter (Appendix 2) and contract terms (Appendix 3). A local induction should be planned for the students arrival.

The following sections outline the critical elements of the work experience application process.

## 5.6 DBS Check

There is no requirement for work experience applicants to undergo a DBS check but a reference may be requested. Students will be supervised by their Placement Supervisor at all times.

## 5.7 Health Clearance

Work experience applicants on short-term placements will not normally be required to complete a medical questionnaire in support of their application. However any medical conditions or disabilities disclosed by the individual should form part of a risk assessment and it is included, along with a COVID risk assessment, in the online application form. Students should make the placement manager aware of any additional learner support needs to enable these to be supported.

It is acknowledged that there may be occasions when health screening is appropriate and consideration should be given for work experience applicants to complete a medical questionnaire in the following circumstances:

- a. Where there is a declared medical condition or disability. Occupational Health advice is required to confirm suitability for the area of work experience proposed
- b. Where the nature or requirements of the area demands that medical clearance is obtained.

## 5.8 Identity Checks

All work experience applicants are required to undergo NHS Identity Checks to verify their identity. This usually takes the form of either:

- two forms of photographic personal identification and one document confirming their address; or
- one form of photographic personal identification and two documents confirming their address

Recruitment Services will be able to provide advice to Placement Work Experience Coordinators on acceptable documentation for Identity Checks. School-aged individuals may find it difficult to provide the required documentation and therefore should provide two passport size photographs and letter/signature from their teacher / tutor.

Where there are arrangements in place between the Trust and an educational establishment for regular short term work shadowing placements as part of relevant education programmes a service level agreement will be provided to ensure the educational establishment confirms identity of its students.

## 5.9 Risk Assessments

It is best practice to carry out an individual risk assessment on the work experience student taking into account factors such as immaturity, inexperience, lack of awareness, medical conditions and physical and learning disabilities. **An individual risk**

**assessment is however essential where the student is aged under 19 years.** The individual risk assessment should be shared with the school/college, parent/guardian as appropriate. The risk assessment template should be used and a copy of the risk assessment be kept on file in the department for six years (See Appendix B of Young People at Work Policy (B52/2006)). The risk assessment should be completed by the Placement Supervisor.

Where there are arrangements in place between the Trust and an educational establishment for regular short-term shadowing placements as part of relevant education programmes a service level agreement will be provided to ensure the educational establishment confirms any known risks of its students to the Trust.

Managers should also read and be familiar with the Young People at Work Policy (B52/2006)

### **5.10 Working Times**

Work experience/shadowing hours will normally be agreed between the Trust, the applicant, the applicant's parent/guardian and their educational establishment (for those under 19 years of age). Placement Supervisors should bear in mind that the work place may be tiring for young people and hours of work should be planned accordingly.

Attendance should not normally exceed 8 hours (and must never be more than 12 hours) in any day and should wherever possible be between 8.30am and 6.30pm.

Those under the age of 19 years should not be required to attend between 10.00pm and 6.00am. As a minimum, a daily rest break of at least 30 minutes should be incorporated into a working day of 4.5 hours or more.

Children and Young People should not:

- Work more than 8 hours a day, with a maximum of 37.5 hours a week
- Work weekends
- Start work before 7am
- Finish work after 7pm
- Work overtime/extra hours
- Work more than 5 days in 7.

At the end of the placement every effort should be made to ensure the student knows how to apply for a job in the health and social care, what apprenticeships are on offer for new to Trust and existing staff and the benefits of joining the health and social care workforce. It may also be beneficial to provide the student with feedback (Appendix 5) to show them what went well and where they develop to support their chosen career.

## **6 EDUCATION AND TRAINING REQUIREMENTS**

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Staff are required to read and follow the Work Experience Policy prior to agreeing or considering any requests for work experience/shadowing and be aware of any risks in their area. Staff involved with work experience/shadowing should ensure they maintain compliance with their mandatory training and are aware of relevant Trust Policies e.g. Young People at Work Policy (B52/2006).

## **7 PROCESS FOR MONITORING COMPLIANCE**

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- 7.1 This policy will be monitored and audited on an triennial basis by the Learning and Development Team.
- 7.2 Managers should encourage individuals on work experience to provide constructive feedback on the programme of work following completion using the Work Experience Evaluation Form (Appendix 5).
- 7.3 All paperwork associated with each individual work experience student will be retained securely in the work area / stored centrally within the CMG for a period of 6 years from the end of the work placement or for unsuccessful applicants for a period of 1 year in line with NHS Digital Retention Schedule. The CMG will be responsible for monitoring this.
- 7.4 All work experiences and opportunities, and all health and social care ambassadors delivering at career events should be registered and recorded on the LLR work experience portal to enable reporting and monitoring of activity <https://leicspart.software.uk.com/?page=home.php>

## **8 EQUALITY IMPACT ASSESSMENT**

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- 8.1 The Trust recognises the diversity of the local community it serves. Our aim therefore is to provide a safe environment free from discrimination and treat all individuals fairly with dignity and appropriately according to their needs.
- 8.2 As part of its development, this policy and its impact on equality have been reviewed and no detriment was identified.

## **9 SUPPORTING REFERENCES, EVIDENCE BASE AND RELATED POLICIES**

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### References and Associated Documentation

- Health and Safety at Work etc Act 1974
- The Management of Health and Safety at Work Regulations 1999
- Education Act 2002
- The Working Time Regulations as amended 2003
- Gatsby Benchmark  
<https://www.careersandenterprise.co.uk/schools-colleges/understand-gatsby-benchmarks>
- Bring Your Child to Work Day  
<https://www.thebalancecareers.com/bring-your-child-to-work-day-3545361>  
<https://daughtersandsonstowork.org/>
- T Levels  
<https://www.gov.uk/government/publications/introduction-of-t-levels/introduction-of-t-levels>

### **Trust Policies**

Health and Safety Policy	A17/2002
Health and Safety of Young People at Work Policy	B52/2006
Incident and Accident Reporting Policy (including the investigation of serious RIDDOR and security incidents)	A10/2002

## **10 PROCESS FOR VERSION CONTROL, DOCUMENT ARCHIVING AND REVIEW**

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This document will be uploaded onto SharePoint and available for access by Staff through INsite. It will be stored and archived through this system.

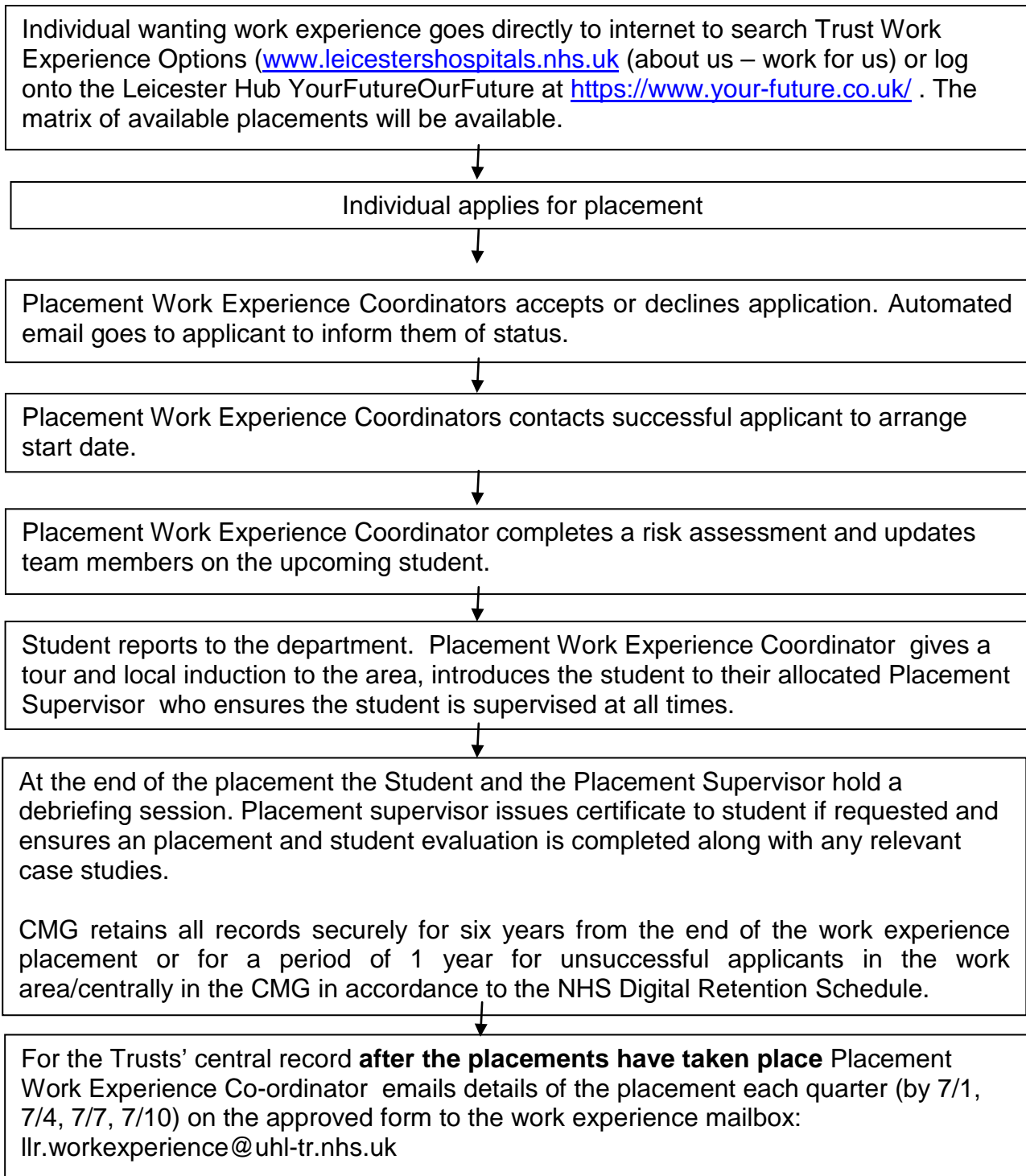
A review of the policy will be made after 3 years or if a significant change locally or nationally occurs before then. The review will be led by the Learning and Development department.

## 11 POLICY MONITORING TABLE

Element to be monitored	Lead	Tool	Frequency	Reporting arrangements
All work experience documents to be completed and retained in work area for relevant timeframes	Placement supervisor	Individuals documentation	During Placement	Application for Work Experience at University Hospitals of Leicester
				Work Experience Risk Assessment
				Work Experience Confidentiality Agreement and Conditions
				Work Experience Contract Terms and Placement Checklist
				Work Experience Placement Feedback Form to Student
				Work Experience Student Evaluation Form
Monitoring of applicants and opportunities	Placement and Work Experience Co-Ordinators	LLR work experience system	Quarterly	Work Experience Co-ordinator to review number of placements offered/accepted and declined
Matrix of placement opportunities available	Placement and Work Experience Co-Ordinators	LLR work experience system	Annually	LLR work experience portal
Evaluation of Work Experience Placements and share high level findings with Learning and Development Team	Placement Work Experience Co-Ordinators	Document	Quarterly	Local arrangements
Quarterly Talent for Care report of activity	Work Placement Administrator	Document	Quarterly	To Skills for Health
Placements Available to be reviewed against workforce needs	CMG leads	LLR work experience system Matrix of placements	Annually	Submit new placements



## Appendix 1 Work Experience Policy Process Flowchart



## Appendix 2

### Work Experience Code of Confidentiality Agreement and Condition

This agreement confirms your work experience placement based at [insert department or CMG/Corporate Directorate] at University Hospitals of Leicester.

The agreement provides confirmation of authority to be on the Trust's premises for the purpose indicated and should be produced if requested by security staff or a member of management.

<b>Work Experience Student Name:</b>	<b>Normal Hours of Attendance:</b> [insert hours]
<b>Duration of Placement is from</b> [insert date] <b>to</b> [insert date]	
<b>Responsible Manager:</b> [insert name]	<b>Contact:</b> [insert phone number]
<b>Placement Supervisor:</b> [insert name]	<b>Contact:</b> [insert phone number]

### Other Conditions

#### Identity:

The Trust requires proof of your identity and must show two forms of photographic personal identification and one document confirming your address or one form of photographic personal identification and two documents confirming their address.

School-aged individuals may find it difficult to provide the required documentation and therefore should provide two passport size photographs and letter/signature from their Head Teacher/Head of Year.

#### Health Screening:

It is not normally intended that Health Screening by our Occupational Health Department is necessary for short period work experience. However, the Trust reserves the right to require you to attend for such screening if felt appropriate. If health screening is required you will be asked to complete a health questionnaire that may be followed by a health interview/examination conducted by the Occupational Health Nurse/Physician.

#### Clothing:

You will be required to dress appropriately for the area of your placement. You will be advised in this matter as appropriate either before or on taking up your placement.

#### Attendance:

It is important that you arrive for work on time every day and are timely in returning after breaks.

#### Absence:

If you are unable to attend for your placement for whatever reason you must notify the manager/supervisor (indicated above) as early as possible on the first day of absence, preferably before your agreed start time and certainly within 2 hours of the time agreed. You must phone in on each day you are unable to attend.

#### Termination of Placement:

Your work experience placement will terminate on expiry of the agreed period indicated above. The Trust reserves the right to terminate this agreement without notice before the expiry of period where it is deemed in the interest of the Trust to do so or where your conduct and/or performance is deemed unacceptable.

#### Health and Safety at Work:

Under the Health and Safety at Work etc Act you have a responsibility to take reasonable care of your own health and safety and that of others who may be affected by your actions or omissions. The manager of the area of your placement will be aware of any potential risks specific to the work area and where appropriate these will be brought to your attention. It is your responsibility to bring to the immediate attention of your manager/supervisor any aspects of your work experience placement which you do not consider provides the degree of safety which should be expected.

#### Security Arrangements:

You will be required to wear an identification badge, at all times while on the Trust's premises. This will be provided by the Trust (through the CMG or Corporate Directorate) and must be returned to your Placement

Manager on your final day. On the rare occasion that the badge is lost or misplaced you should report it to your Placement Manager immediately.

**Personal Property:**

The Trust accepts no responsibility for loss or damage to personal property.

**NHS Property:**

NHS property must not be removed from the Trust's premises for personal use, nor used for private purposes onsite (including use of telephone services or internet) without prior approval.

**Policies and Procedures:**

Local policies, procedures and protocols are applied on wards/departments. These will, where appropriate, be brought to your attention. You will be expected to comply with the policies etc applied within the Trust and your area of your work experience.

**Confidentiality:**

During the course of your work placement, you may have access to or hear information concerning the medical or personal affairs of patients and/or staff, or other NHS businesses. Such records and information are strictly confidential and, unless acting on the instruction of an authorised officer, **on no account must be divulged or discussed, except in the performance of work experience activities**. It is also a requirement **following the cessation of the work experience placement that confidentiality be maintained**. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required. When using computer-based information the General Data Protection Regulations must be observed, otherwise breach of confidentiality could result in a prosecution for an offence or action for civil damages. Confidentiality also covers if you see someone you know attending an appointment. You are not able to divulge this fact to anyone. **NB: A full confidentiality for people undertaking work experience form should also be completed. This can be found on Insite <http://insite.xuhl-tr.nhs.uk/homepage/working-life/education--training/work-experience>**

**Equal Opportunities:**

The Trust is committed to providing equality of opportunity and services to all employees and patients regardless of age, colour, race, nationality or ethnic origin, gender, disability, marital status or sexuality. It is a condition of your placement that you comply with the Trust's policy on equal opportunity.

**Smoking:**

This is a 'No Smoking' Trust and you will refrain from smoking anywhere on the premises or in the grounds.

**Intellectual Property Right:**

It is extremely unlikely that you will be directly involved in any development work during your work experience placement. However, it is appropriate to stress that all inventions, improvements, system developments, enhancements, designs, artistic or literary works made by you in the course of your work experience belong to the Trust where they were made as part of your assigned duties. The Trust reserves complete freedom to decide what action, if any, should be taken in this regard.

**Indemnity:**

By direction of the Secretary of State, the Trust carries its own indemnity in respect of public liability. Claims against the Trust due to the actions of work experience students will be dealt with in accordance with those arrangements subject always to those actions being authorised either expressly or reasonably implied as part of the work experience placement.

**I confirm that the above named is undertaking a work experience placement as indicated.**

**Signed**.....

**Placment Manager Name**.....

**Date**.....

(For and on behalf of [insert name of Trust])

Two copies of this document are attached. Please sign both copies to confirm your understanding of these conditions and intention to abide by them, and bring one copy to hand to your Placement Manager on your first day.

**Signed**..... **Date**.....

**Student Name** ..... (Parent/Guardian to sign if under age 19)

**Appendix 3**

**Work Experience Contract Terms**

Name of student:	
Location of Work Experience:	Duration of Work Experience:
Name of Profession Co-ordinator:	Name of Placement Supervisor:

**Part A – Work Experience Checklist -To be completed by Placement Manager:**

I confirm that I have:

- Received a completed online application form from the work experience student
- Completed a local induction with the student
- Completed a Code of Confidentiality form with the student
- Obtained a completed parent/guardian consent form for all children and young people giving consent for them to complete a placement; making me aware of any health needs
- Obtained a medical form which should highlight any potential health issues for students over 19 (as relevant to placement).
- Ensured relevant identity checks have been carried out in line with NHS requirements or checked that there is an appropriate Service Level Agreement in place with the education provider for short term shadowing where the responsibility for the learner and their identity remains with the educational establishment.
- Completed a risk assessment from the Young People Policy Appendix B (B52/2006)
- Ensured the above documentation is kept on file for six years in accordance with GDPR guidelines

I confirm that I have discussed with, or explained to, the student the following:

- Clarification of Work Experience Agreement conditions
- The nature and extent of their activities and work programme/objectives of the placement
- Agreed objectives for the placement
- Described the expectations during the placement of the adherence to the Trusts Values and Behaviours
- The risk assessment conducted and any limitations placed on the student as a result
- The name and designation of the person to whom they are immediately responsible
- Emergency procedures relevant to area
- Health and Safety, Fire Provision and Waste Disposal relevant to area
- Any additional policies relevant to area and experience
- Shared with the team the relevant information about the student including awareness of any risk assessment actions that are in place
- The student has been issued an appropriate identification badge, made aware of the dress code for the area and mobile phone usage. I am aware it is my responsibility to ensure the identity badge is returned at the end of the placement or reported missing as appropriate
- I have no known concerns about the placement taking place
- The Agreement in Part B has been completed accordingly.

**Placement Manager:**

Name..... Signed.....Date.....

**Part B Work Experience / Shadowing Student Agreement – to be completed by the student (and their parent/guardian if under 19)**

Your work experience placement is intended to enable you to observe and gain experience and knowledge of the working practice of a particular department. If you require any additional information then please ask the Placement Manager.

Certain matters indicated above will have been explained to you and it is important that you understand and observe the requirements of the Trust and the department in which you are placed. Please ask if you are unsure.

Please ensure you carry out no tasks that have not been agreed and ensure you are supervised at all times.

Please ensure you speak up if you see/feel concerned or disturbed by something during your placement.

It is stressed that the Trust can accept no responsibility for personal property lost or damaged, by whatever cause, with the exception of money or small valuables which have been handed to an authorised officer for safe keeping and for which a receipt has been given.

The Trust places considerable importance on the need for attention to health and safety at work. You have the responsibility to acquaint yourself with the safety rules of the workplace, to follow these rules and make use of facilities and equipment provided for your safety. You will be supervised for the duration of your placement and will support Trust policies including GDPR, IT use, mobile phone use and dresscode, Values and Behaviours for the duration.

The Trust will also expect you to observe other rules and regulations governing the workplace which are drawn to your attention. Please note that there is a no smoking policy covering the whole working environment and that there are security arrangements applicable to most locations.

You must ensure that you do not disclose confidential information which could identify an individual patient or member of staff, or information about the business of the Trust.

There are no payments for meals or travelling expenses.

Hours of work are agreed locally with the placement provider. These are discussed and agreed following successful applications.

Please see the Trusts full Privacy Notice for the use and storage of personal data <https://www.leicestershospitals.nhs.uk/aboutus/about-this-website/data-protection/>

I understand that failure to comply with set conditions or to provide adequate information may result the placement being withdrawn.

I agree to my personal data being safely stored by Health Education England, East Midlands and its partner organisations and being used only in relation to my work experience placement and related projects

I confirm the email provided is regularly accessed and that you will communicate with me via this method. I understand that my personal email is requested so that the Trust can send a follow up questionnaire to measure the long term impact of the placement if required

**Student**

Name..... Signed.....Date.....

**Parent/Guardian (if student is under 19):**

Name..... Signed.....Date.....

**Appendix 4**

**Work Experience Placement Feedback Form to Student**  
 online version available: <https://forms.office.com/r/uUgzAdwh8Q>

**Student's Name** ..... **Placement**.....  
**CMG**..... **Placement Dates**.....

<b>Personal Qualities</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Overall attitude and commitment				
Motivation				
Self confidence				
Able to take work responsibly				
Appearance				
Reliability				
Attendance				
Punctuality				

<b>Workplace Skills</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Communication – Verbal				
Communication – Written				
Interpreting instructions				
Initiative				
Practical ability				
Problem solving				
Numeracy				

<b>Interpersonal Skills</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Interaction – Supervisors				
Interaction with other staff				
Interaction Patients/Visitors/Customers				
Co-operation				
Accepts feedback				

2 things I would recommend developing within to support your desire to work in this area would be

- 1.
- 2.

2 things that came across as real strengths that would support your desire to work in this area would be

- 1.
- 2.

Further Comments:

**Signed**.....

**Placement Manager Name** ..... **Date** .....

**Work Experience Student Evaluation Form**  
**online version available: <https://forms.office.com/r/ENDE7V44sM>**  
 Please complete ready to hand to your Placement Supervisor on your last day

<b>Name of Student</b>	
<b>Site of Work Experience</b>	
<b>Areas of Work Experience</b>	
<b>Dates of Work Experience</b>	
<b>School/College</b> <i>(if applicable)</i>	
<b>Title of Course</b> <i>(if applicable)</i>	
What made you choose UHL to come to for a Work Experience Placement?	
What did you hope to gain from the placement?	
What did you gain from the placement?	
Have your objectives for coming on the placement been met? <i>(If not please give reasons why you think this was the case)</i>	
What was the best thing about your placement?	

<p>What one thing would have made your placement better?</p>	
<p>Would you recommend this work experience to other students? <i>(please give reasons)</i></p>	
<p>Did you intend to work in the NHS prior to the placement?  If yes would this have been at UHL or elsewhere?</p>	
<p>Do you intend to apply to work in the NHS following the placement?  If Yes what profession/role are you interested in.  And would you consider an apprenticeship?  Would you be looking to work at UHL or elsewhere?</p>	
<p>Any other comments/suggestions</p>	

Thank you for completing the evaluation.

Please hand in on last day to your Placement Supervisor or email it to [llr.workexperience@uhl-tr.nhs.uk](mailto:llr.workexperience@uhl-tr.nhs.uk). (Placement Supervisors please ensure a copy is sent to the Work Experience mailbox)

Your comments are important and go towards us improving the placements we offer.



## Guidance on Suitable Work Experience Placements

The following guidance relates to suitability of work experience. Students on WEP should always be supervised.

Observations in Theatres need placement individuals to be at least in their A level years or beyond (18+ years), planning to undertake a clinically related degree (e.g. medicine, nursing, allied health profession) and where predicted grades are such that the individual is likely to be accepted onto the degree course. Consideration needs to be given also to the patient's ability to consent and the type of operation being performed.

Due to the need to protect students from potentially upsetting situations, the need to safeguard patient confidentiality and health and safety concerns, the following areas will not allow access to individuals undertaking WEP:

- Emergency Department
- Intensive Care Units
- Mortuary Department

Children	Post MSLA
<p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>• Have conversations with patients</li> <li>• Run errands for patients within the Hospital i.e. shop, canteen</li> <li>• Observation of consumption of medicines</li> <li>• If requested read and write</li> <li>• Register with patient line.</li> </ul>	<p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>• Have conversations with patients</li> <li>• Run errands for patients within the Hospital i.e. shop, canteen</li> <li>• Observation of consumption of medicines</li> <li>• If requested read and write</li> <li>• Register with patient line</li> <li>• Assistance with washing</li> <li>• Escorting patients (not to theatres)</li> <li>• Delivering/collecting items from other departments.</li> </ul>
<p><b>General Clerical duties</b> E.g. (with the appropriate training)</p> <ul style="list-style-type: none"> <li>• Computer data entry</li> <li>• Filing</li> <li>• Taking telephone calls</li> <li>• Photocopying.</li> </ul>	<p><b>General Clerical duties (NB: these may differ in a clinical environment)</b> E.g. (with the appropriate training)</p> <ul style="list-style-type: none"> <li>• Computer data entry</li> <li>• Filing</li> <li>• Taking telephone calls</li> <li>• Photocopying.</li> </ul>
<p><b>Ward Equipment</b> May practise on appropriate equipment but any readings should not be recorded on documentation.</p>	<p><b>Ward equipment</b> May practise on appropriate equipment but any readings should not be recorded on documentation.</p>

<p><b>House Keeping</b></p> <p>E.g. (with appropriate training)</p> <ul style="list-style-type: none"> <li>• Assistance in bed making – unoccupied</li> <li>• Assist patients to complete menus</li> <li>• Assist patients to eat i.e. cut up food but <b>not</b> to feed patients</li> <li>• Make drinks and toast, cuppa soups and similar after training</li> <li>• Assist in patient transfers throughout hospital i.e. carry notes and bags if not heavy or putting self at risk</li> <li>• General tidying up of department</li> <li>• Mop up non-hazardous spillages – with training.</li> </ul>	<p><b>House Keeping</b></p> <p>E.g. (with appropriate training)</p> <ul style="list-style-type: none"> <li>• Assistance in bed making – unoccupied</li> <li>• Assist patients to complete menus</li> <li>• Assist patients to eat i.e. cut up food to feed patients after assessment by registered nurse. (<b>not</b> patients with swallowing difficulties)</li> <li>• Make drinks and toast, cuppa soups and similar after training</li> <li>• Assist in patient transfers throughout hospital i.e. carry notes and bags if not heavy or putting self at risk</li> <li>• General tidying up of department</li> <li>• Mop up non-hazardous spillages – with training.</li> </ul>
<p><b>At the discretion of a registered professional and with the patient's consent, may be allowed to observe</b></p> <ul style="list-style-type: none"> <li>• Aseptic dressing procedures</li> <li>• Minor surgical procedures</li> <li>• Routine procedures and investigations e.g.biopsy, endoscopy</li> <li>• Other professionals within the hospital e.g. physiotherapists, occupational therapists, dietician.</li> <li>• NB: Due to National Radiation Protection Legislation work experience students under 16 are not allowed to go into Imaging Clinical areas and are not allowed any where near the supervised or controlled area when the light is switched on – this includes behind the protective screen.</li> </ul>	<p><b>At the discretion of a registered professional and with the patient's consent, may be allowed to observe</b></p> <ul style="list-style-type: none"> <li>• Aseptic dressing procedures</li> <li>• Minor surgical procedures</li> <li>• Routine procedures and investigations e.g. X-rays, biopsy, endoscopy NB: 18 year olds+ only are allowed to work in the x-ray,scan and fluoroscopy areas. 16-18 year olds on work experience need to ensure they comply to National Radiation Legislation and are not allowed any where near the supervised or controlled area when the light is switched on – this includes behind the protective screen.</li> <li>• Other professionals within the hospital e.g. physiotherapists, occupational therapists, dietician.</li> </ul>

**\*\*\*\*\*Please Note\*\*\*\*\***

***In undertaking duties which involve providing direct assistance to patients, staff should ensure that the individual on a placement receives proper instruction as to the duties they will be undertaking and is supervised appropriately.***

**It is the Placement Supervisor/ department Managers responsibility to complete a risk assessment form and note any infectious diseases eg. TB, Measles etc. and managed appropriate**



Appendix 7

**Example Service Level Agreement for Regular Work Shadowing  
Through and Education Establishment**

University Hospitals of Leicester

and

[INSERT EDUCATION  
ESTABLISHMENT NAME]

Work Shadowing Service Level Agreement

[INSERT DATE]

[INSERT NAME OF CMG SHADOWING /  
PLACEMENT LEAD FOR UHL]





## Service Level Agreement

Attracting the workforce of the future and supporting learners is vitally important to the health and social care community. Whilst attracting our future workforce can be done in many ways one key route would be through work experience/shadowing opportunities.

This Service Level Agreement (SLA) covers solely planned work experience/shadowing opportunities between **[INSERT NAME OF EDUCATION ESTABLISHMENT]** and University Hospitals of Leicester (UHL) for set courses linked to pre agreed department. These courses are:

### **[INSERT NAMES OF COURSES]**

The agreement is live for the period of **[INSERT START DATE]** until **[INSERT END DATE]**. This period will not exceed one education year and will be reviewed by the CMG each term to ensure that it is meeting the organisation's needs.

The (SLA) shares the responsibilities of the 5 main stakeholders

- 1.Learner (student of **[INSERT EDUCATION ORGANISATION]**)
- 2.**[INSERT EDUCATION ORGANISATION]**Programme Lead
- 3.People Partner / Learning and Development Lead
- 4.Manager of UHL department **[INSERT NAME OF DEPARTMENT]**
- 5.Member of staff being shadowed.

Evaluation and return on investment expectations are also described within the SLA alongside the approach to planning the schedule of placements.

Should there be any queries regarding the SLA in the first instance these should be directed to [lr.workexperience@uhl-tr.nhs.uk](mailto:lr.workexperience@uhl-tr.nhs.uk), the email should clearly state the type and nature of placement to enable the answer to be provided around the bespoke arrangements rather than through the usual Trust policy guidelines.





Learner	[INSERT ESTABLISHMENT] EDUCATION Programme Lead	Manager of UHL Department [INSERT NAME]	UHL Employee being shadowed	People Partner / Learning and Development Lead
Turn up on time	Take a lead in organising the placements with the Manager of the department directly	Take a lead in organising the placements with the Education Establishment Programme Lead directly	Follow the UHL values and behaviours and ensure that the learner has a positive experience of the Trust – they could be our future workforce	People Partner to provide advice and guidance to the Manager of the department to support the work experience/shadowing programme
Speak up if they have any safety concerns	Provide a schedule of placements for each educational year, maintaining a minimum of 12 weeks' notice	Confirm the schedule of placements within 4 weeks of their arrival	Ensure you raise any concerns on safety or security for you, your team/patients, the learner or service with the Manager of the department	Learning and Development to collate the statistics into the annual report and review the evaluation comments
Follow the guidelines for the placement as prescribed by the organisers	Ensure alternative plans are in place to support the learner in case service needs cannot support the work experience/shadowing even at short notice or during the placements	Support placements wherever possible within the safe running of the service		Learning and Development to support an annual review of the SLA and make recommendations for change
Follow the UHL Values and Behaviours	Provide statistics on number of placements sent to the organisation, number started, completed each educational year within 8 weeks of the educational year ending	Review statistics and share with the Learning and Development team on a quarterly basis to enable Talent for Care reporting		
Remain confidentiality about all they see and hear at the organisation	Provide a summary of evaluation from the learners on their placements	Review evaluations and reflect on comments to ensure continuous improvements are in place.		





Contribute to case studies and evaluation of placements	Develop template and request case studies of placements from learners. Share these with the UHL Learning and Development department	Share evaluation comments with the Learning and Development team on an annual basis		
<b>Learner</b>	<b>[INSERT EDUCATION ESTABLISHMENT] Programme Lead</b>	<b>Manager of Department</b>	<b>UHL Employee being shadowed</b>	<b>People Partner / Learning and Development Lead</b>
	Provide a suitable placement induction to the learners and ensure this is recorded	Follow the UHL values and behaviours and ensure that the learner has a positive experience of the Trust – they could be our future workforce!		
	Ensure all identity, right to work have been done and all DBS checks have been completed as appropriate to the course. Share all known student risks with the Trust.	Support Education Establishment in writing a suitable induction for the learners and ensure quality controls are in place for the programme; which includes a minimum of annual reviews		
	Support the learner with issues/queries that arise during or as a result of the shadowing	Read the Young Person at Work policy and ensure knowledge of safeguarding and referrals		
	Support the Trust with queries and issues that arise before, during or after the work shadowing			
	Induct the learner to the shadowing re confidentiality, values and behaviours and raising concerns as a minimum.			





Signed on behalf of [INSERT NAME OF EDUCATION ESTABLISHMENT]: ..... (Name) ..... (Job title)  
..... Date

Signed on behalf of UHL: ..... (Name) ..... (job title & CMG)  
..... Date

