



A GUIDE FOR MANAGERS

**Work experience
students**

Contents Page

	Page
Planning	3
Timetable and Checklist for students	4
Further information	
• Contact with Schools/Tutors	5
• Travelling Expenses	5
• Hours of Work/Lunch Hours	5
• Catering Facilities	5
• Equal Opportunities	5
• Security	5
• Insurance	5
• Health & Safety	6
• Incident Reporting	6
• First Aid	6
• Fires and Emergency Procedures	6
Annex 1 - Health & Safety Checklist	7
Annex 2 - Fire Precautions	9
Annex 3 - Risk Assessment form	10

Planning

As the line manager for the student you will need to have thought about what they will do over the course of their placement with you. The student will probably be gaining experience of their first 'work environment' therefore, it would be beneficial to provide them with as much variety as possible. The following are some suggestions for the type of experience that would be appropriate:

- ◆ Answering telephones
- ◆ Sending through faxes
- ◆ *Some* photocopying and filing
- ◆ Typing letters/memos/emails
- ◆ Assistance with work that the line manager is doing – perhaps asking them if they have any suggestions/improvements they could make
- ◆ Specific projects outlined for the student – (taking minutes from a meeting they attended & writing these up, collation of information from various sources identified for them, and then presenting this)

The Department of Education and Employment has identified the following skills that work experience students should receive experience in:

✓ **Communication**

Suggested Tasks - discussions, using the phone, writing memos, letters, emails, sending faxes, dealing with external & internal customers

✓ **Information Technology**

Suggested Tasks - typing up minutes for a meeting attended, entering info into a spreadsheet, creating documents etc, writing emails, writing a Powerpoint presentation

✓ **Application of Number**

Suggested Tasks - gathering, processing numerical data, tackling problems, explaining mathematical data

✓ **Improving own learning and performance**

Suggested Tasks - setting own targets, following through activities, identifying skills, lessons learnt (via their diary), learning through the programme

✓ **Working with others**

Suggested Tasks - working with teams, pairs, groups to achieve goals, working with people of all age groups & positions

✓ **Problem solving**

Suggested Tasks - selecting solutions to given problems

It would be beneficial for both the student and you as a line manager if you spend some time before the placement commences identifying different tasks, projects and activities that encompass as many of these areas as possible. The student will then receive a variety of experience and skills development.

Timetable & Checklist for Work experience Students

Before First Day	
Prepare for the students arrival – identify tasks, projects, activities	
Complete parts 1 & 2 of the Health & Safety Checklist (Annex 1) including the Risk Assessment form (Annex 3)	
Prepare a tailored timetable for the student	
Contact the school to clarify any details	
Consider organising tours (suggestion – Big Ben - phone 4862. You may wish to take the student on the Line of Route. Check with the SAA office to confirm access)	
First Day	
Welcome by Line Manager	
Instructions of where to leave personal belongings	
Finalise with student working hours	
Tour of work area (including toilets, kitchens, stationary & photocopiers etc)	
Tour of the building in which student will be working (make a special point of drawing attention to fire extinguishers & assembly point)	
Health & Safety Talk	
Accident and Emergency Talk (let them know about the accident reporting book, first aiders)	
Explanation of arrangements for if student is sick (who to contact – usually line manager)	
Explain the aspect of confidentiality of work whilst on work experience	
Introductions to other colleagues	
Discussion with line manager about student's timetable of work experience – opportunity for student to share what they want to get out of the placement too.	
After first day	
Stagger the introduction of the other tasks identified for them	
Incorporate into the timetable (to the best of your ability) the things that the student identified that they would like to do	
Check arrangements for any tours you have arranged	
Last Day	
End of placement debrief (review of what they have learnt)	
Arrange for payment of travelling expenses, if applicable.	

Contact with the school/Tutors

There should be contact with the school to arrange the placement of the student from the offset. Details should be clarified and notification of arrangements given.

Schools usually organise a workplace visit by a tutor during the placement. This gives both the student and you an opportunity to discuss how things are going.

Travelling Expenses

You may wish to consider covering the cost of travel for the student whilst on their placement. If you wish to do so, you may use the funds from your Incidental Expenses Provision. This is at your discretion and dependent on funding available to you. You will need to submit the appropriate Claim forms available on the DFA intranet site, and attach either a copy or original receipt.

Hours of Work/Lunches

Students will be expected to work a typical working day, which should be no more than 8 hours. The Working Time Regulations 1998 also apply to work experience students and they should not work more than five days out of seven.

They should have a one-hour lunch break.

Catering Facilities

Students should be shown where the restaurants are and it is hoped that you or a member of your team will take them over to these personally. If possible, please ensure that somebody accompanies the student to lunch each day. Students under 16 should be accompanied at all times on the estate. The student may, however, want to bring a packed lunch, and if so please direct them to the nearest rest room or suitable area.

Equal Opportunities

Work experience placements should be open to all students regardless of their gender, ethnicity, religion, culture, disabilities or sexual orientation.

Security

Students will need to be issued with a security pass on their arrival. To do this the Pass office will require them to fill out a security questionnaire beforehand. These should usually be sent to their school. Copies are available from the Pass Office they will also explain the security clearance process if you are unsure.

If the student is 16 or under the process is usually straight forward, but if they are over 16 clearance of the questionnaire may take up to 2-3 weeks. Students will, therefore, need to send their forms back in sufficient time before their work experience is due to start. They should not be taken on if they have not been security cleared first.

You should inform students of the importance of security, and provide them with any further information you see fit regarding this issue.

Insurance

The school will probably ask you about insurance. All Members have Employers and Public Liability insurance, which is paid for by the House of Commons. Copies of certificates should be displayed in all offices, however, the Personnel Advice Service (ext:2080) will be able to provide you with a copy, if required.

Health and Safety

Health and safety law requires that we give special consideration to the risks faced by young persons work, taking into account their inexperience, lack of awareness to existing or potential risks, and immaturity. With this in mind a guidance checklist and part completed risk assessment have been prepared as shown in Annex 1 & 3.

You should ensure they cover all parts of the checklist. Once completed both you and the student should sign and date the boxes at the end of the checklist.

Your particular attention is drawn to item 1 of the checklist, which requires that a suitable risk assessment be completed prior to the commencement of a placement. A copy of the assessment must be provided to the student's school or parents. Most placements are likely to be office based and managers may find completion of Annex 3 suitable for their assessment. Item 4 'general office work in the office environment' relates to office layout, environment, workstation, furniture, etc. and should be completed - if no significant hazards are present you may indicate 'none' in the second column. If the student is likely to be exposed to any other hazards then these should be added to the assessment accordingly, indicating existing and/or additional protective measures taken.

Incident Reporting

All incidents resulting in injury, ill health, damage to property, or any other loss must be recorded on an incident report form and investigated in accordance with House procedure. Additionally, any incidents (near misses) that did not, but had potential to result in injury, ill health, etc. should be treated similarly. Student placements should be instructed to immediately inform their line manager if they are involved in or witness an incident.

Where a student is injured or affected by an incident their school/parents should be informed as soon as possible. You must investigate any incident involving a student. Outcomes of such investigations should identify root causes of the incident and, where possible preventive measures should be put in place to avoid a recurrence. This will involve a review of the risk assessment.

If you have any queries relating to Health and Safety please discuss them with the Attendant in your building, they will also have the reporting books.

First Aid

Managers should inform students of the following:

- location of nearest first aid kit
- location of first aid room (if applicable)
- details of local first aiders (see green pages of telephone directory)
- location of nearest first aid notice
- first aid procedure

Fire/Emergency Procedure

Emergency evacuation situations usually relate to fire, but within our work environment they may also be in connection with bomb/explosion threat or security alerts. You must ensure that students are given information and instruction in accordance with the requirements laid out in Annex 4. It is imperative that they are aware of the procedure in case of fire and the alternative routes of escape from their normal place of work.

Managing Health and Safety

Some students may be less mature and lack experience and awareness of risks of other employees, which may make them more vulnerable to accidents whilst working in an unfamiliar environment.

There are a number of steps that employers should take to help safeguard the health and safety of students. The checklist below is not exhaustive, however it does give a framework to help ensure that the main health and safety issues are covered and communicated. This form may be used as a checklist of actions that need to be taken to help fulfil health and safety responsibilities, and for recording and validating when the actions are taken.

Should you require any further advice on health and safety please contact the Office Manager in the Occupational Health, Safety and Welfare Service on ext: 1484.

Prior to Commencement of Placement

*The school/college or parent/guardian should be informed of the results of the findings of actions 1 and 2. It is envisaged that in most cases students will be working in a low risk office environment carrying out relatively safe tasks, however risks may still be present. These should be identified together with measures to be taken to eliminate or control the risk. **Wherever a significant risk is present students must not be exposed to that risk.***

No.	Action	✓
1.	<p>Carry out a written risk assessment</p> <p>a) Assessing any hazardous activities carried out in the workplace (<i>in doing so you must take into account the immaturity and inexperience of students</i>).</p> <p><i>A copy of the HSE leaflet 'Five steps to risk assessment' can be found on the HSE website: www.hse.gov.uk or from the Personnel Advice Service, if required)</i></p> <p>Note: The types of hazards the risk assessment may identify include operating dangerous machinery; carrying out manual handling tasks; being exposed to dangerous substances, radiation, extreme hot or cold, noise or vibration; working at height; etc.</p> <p>b) Assessing the working environment and ensuring it is healthy and safe. For instance the environment should be free from slip/trip/fall hazards, be cleaned regularly, have adequate lighting/temperature/ventilation, have sufficient workspace, etc.</p> <p>c) Assessing the furniture and equipment provided for the student, ensuring it is in good condition and appropriate for the intended use.</p>	
2.	<p>Check with the school/college or parent/guardian whether the student has any medical condition (inc. new mother/pregnancy) or physical/learning disabilities that need to be taken into account, and take necessary action so as not to create a hazardous situation.</p>	

On Commencement of the Placement

Please refer to the green pages at the front of the internal telephone directory, which give further guidance on many of the following issues. Students should be required to read the green pages.

3.	Explain the emergency evacuation procedures. (See Annex 2)	
4.	Inform the student that they must be supervised whilst working; who will supervise them; and what training is to be provided.	
5.	Inform the student that they must inform you, or a colleague in your absence, if they notice any workplace hazard or fault, or if they feel unsafe or unwell at work.	
6.	Confirm working arrangements, including times of start, finish, lunch and rest periods (in accordance with the Working Time Directive). <i>(Note: Students should never be required to work more than an 8-hour day)</i>	
7.	Show the locations of welfare arrangements, including toilets, handwashing facilities, drinking water, rest areas, and refreshment facilities.	
8.	Explain first aid procedures.	
9.	Explain that accidents must be reported and the reporting procedure. <i>(Note: You must inform the school or parent/guardian as soon as possible if the student is involved in an accident or feels unwell.)</i>	
10.	Inform the student of smoking arrangements within the workplace.	
11.	Give appropriate training and instruction on how to carry out tasks safely and safe use of furniture and equipment, e.g. adjustable chair, photocopier, paper shredder, etc.	
12.	Show the student the Health and Safety Law poster, normally displayed near to building receptions.	
13.	If required, provide suitable protective clothing, footwear or equipment of good condition and correct size.	
14.	Inform the student of local security arrangements.	
15.	Give any other relevant information/training/guidance, etc. that may be required - Please specify:	

Completed By

Agreed 3 to 15

Name:

Signature:

Date:

Student

Name:

Signature:

Date:

FIRE PRECAUTIONS

INFORMATION FOR WORK EXPERIENCE STUDENTS

Please refer to the green pages of the internal telephone directory for procedures in other types of emergency situation

1. Ensure that the student is aware of the layout of the building in which they are working. Their attention must be drawn to alternative exit routes from their normal places of work.
2. Follow the marked "Fire Exit" routes with the student to see where they lead and where they exit the building.
3. Ensure that the student is aware of the location of the fire alarm call points.
4. Ensure that they read the fire warning notices. These notices are adjacent to the red fire alarm call points. The notices give information on what to do if you discover a fire; what to do if you hear a fire alarm; how to evacuate the building; and where the assembly point for the building is located.
5. Show the student the location of the assembly point.
6. Inform the student that it is essential that he or she remain at the assembly point until official permission is given to re-enter the building.
7. Inform the student that it is essential that they use the correct emergency telephone number. The telephone number for emergencies within the parliamentary estate is 3333. Failure to use this number to report a fire or other emergency may result in delay to the emergency services.
8. Ensure that the student knows exactly where he or she is working (room number, floor and building name) so that accurate information can be passed to the security control room in case of an emergency.
9. Show the student the fire extinguishers located near to their place of work. Get the student to read the instructions on the extinguishers and be sure that they understand them.
There are two types of extinguisher on the parliamentary estate;
 - (a) **Nine litre foam extinguisher.**
This can be used on all types of fire, **except fires involving electrical apparatus.** It is the larger of the two types and is easily recognised by its stainless steel body.
 - (b) **Carbon dioxide extinguisher.**
This is specifically for use on fires involving electrical apparatus. It can easily be recognised by its black body and is the smaller of the two types.
10. Students should only tackle a fire with an extinguisher if they are confident that they will in no way endanger themselves. The personal safety of all staff is of paramount importance.
11. Students must be made aware that the fire alarm system in the Palace is different to that in the rest of the parliamentary estate;
 - (a) **Palace fire alarm.** The alarm in the Palace is transmitted by voice messages over a loudspeaker system. This system broadcasts a warning message that will be followed by a stand-down message, or in the event of a confirmed fire, by an evacuation message.
 - (b) **Remainder of the parliamentary estate.** The fire alarms in all of the other buildings in the parliamentary estate are in the form of electronic sounders. There is no warning message. Full evacuation takes place immediately the fire alarm actuates.
10. Remind students that divisions in both Houses are communicated to members via a bell system. They should not confuse the division bell with an alarm of fire.
11. If there is an evacuation marshal in the area where the student will be working he or she should be made aware of the presence of the student and the likely duration of the student's work programme.

Risk Assessment for Students on Work Based Placements

Name of Member/Department:	Workplace Address:
Telephone Number(s):	
Date of Assessment: Date(s) of Subsequent reviews (if any):	

Work Experience Activity What types of activity the student is likely to be required to do?	Hazard Identification What hazards may cause significant harm or injury to the student?	Controls in Place Existing preventive/protective measures that are in place to control risk of harm or injury	Additional Controls Extra precautions to be put in place to protect the student, including prohibition from carrying out the task (if appropriate)
1. Travel about unfamiliar environment	Stress and dangers from lack of familiarity and getting lost Emergency/hazardous situations	Escorted at all times on estate	Use of Checklist to ensure cover essential emergency/housekeeping arrangements
2. Use of office machinery/equipment	Electrical appliances/moving parts (e.g. photocopier, shredder, DSE)	All machinery/equipment purchased and supplied by House in compliance with current legislative requirements. All electrical equipment periodically tested by Parliamentary Works Department	Close supervision and training/instruction in use of machinery/equipment Check that all items of electrical equipment to be used by the student have valid PAT test label. If not arrange test before used.
3. Movement of stationery	Manual handling	Provision of trolley, bags, etc. to aid handling	
4. General office work in office environment			Only lightweight handling - break down heavier items such as box of copier paper
5.			
6.			

This assessment is based on the best information available on the date shown above. It addresses the significant risks to a student for the duration of the work experience placement (*tasks 1 to 3 are generic for student placement*). The content of the risk assessment will remain under review and will be amended if and when there is any significant change that brings about new or additional risks, or following an incident. A copy of this risk assessment shall be passed to the school/college or parent/guardian prior to commencement of a work experience placement.

Name: _____ **Position:** _____

Signature: _____