

Work Experience Guide



Foreword

NHS Grampian considers work experience as one of the most essential parts of engaging and attracting people into our future workforce.

As a public organisation, we have a role to capture, develop and raise awareness of the huge variety of jobs and career prospects available within NHS Grampian.

Our well structured work experience will give each participant a valuable insight to our organisation and the opportunities it offers. Work experience placements are not only for school pupils but also for adults; people looking for new opportunities to develop new skills, graduates interested in taking a new direction, individuals looking for new challenges. NHS staff can themselves, use work experience to develop new insights to other areas of expertise within the organisation.

I hope you find this guide useful. Our aim is to offer support, guidance and direction to allow you to fulfill the best possible experience within NHS Grampian, and highlight career opportunities within Aberdeenshire, Aberdeen City and Moray.

Operational Director of Workforce, Susan Coull



Please contact the below departments if you have any queries

The Learning & Development Administration Team (**Short Term Placements**)
Email – gram.workexperience@nhs.scot

Facilities Learning & Development Team (**Long Term Placements**)
Email – gram.apprenticeships@nhs.scot

Contents

| | |
|--|-------------------------------------|
| Section 1 - Introduction | 1 |
| The purpose of this guide..... | 2 |
| What is work experience? | 3 |
| Who can apply to work experience? | 3 |
| Additional support | 4 |
| What to consider before applying..... | 5 |
| Section 2 - Benefits of work experience | 6 |
| How work experience fits into the bigger picture | 7 |
| What to expect from NHS Grampian..... | 8 |
| Candidate feedback | 9 |
| Section 3 - What route do I take? | 10 |
| If you are attending secondary school | 10 |
| If you are not attending college, out of education, looking for a career change or return to practice | 11 |
| Section 4 - Process and how to prepare | 12 |
| Work experience departments | 12 |
| Employability Programmes | 15 |
| Section 5 - Mandatory and Safety Information | 17 |
| Frequently Asked Questions | 17 |
| Equality and Diversity..... | 17 |
| Accessibility | 18 |
| Useful Resource | 19 |
| Section 6 - Acknowledgements | 20 |
| Section 7 - Application Forms | 21 |
| School Pupil Application Form | Error! Bookmark not defined. |
| Adult Application Form | Error! Bookmark not defined. |
| Feedback | Error! Bookmark not defined. |

The purpose of NHS Grampian is to

NHS Grampian - proudly working together
to improve our health
caring • listening • improving

We will take every opportunity to improve the health of
our population by:

- treating everyone with dignity and respect
- behaving with integrity, consistency and compassion
- communicating clearly
- being open, honest and fair
- learning and improving ourselves and others
- being environmentally responsible
- celebrating success
- collaboratively working with colleagues, patients, families, carers, communities and other non-NHS partners
- making best use of our resources
- encouraging innovation and building on success
- respecting individual needs and preferences
- engaging others and respecting their views

By consistently demonstrating these behaviours, we will put
people at the heart of everything we do.

Section 1 - Introduction

Welcome to NHS Grampian's work experience guide!

This guide has been created to support you, your work experience and future career opportunities across the NHS Grampian. We offer well-supported work experience to positively influence future generations of health professionals and all associated disciplines.

These types of opportunities also ensure that you are properly informed about careers in health before embarking upon your chosen course of study or career.

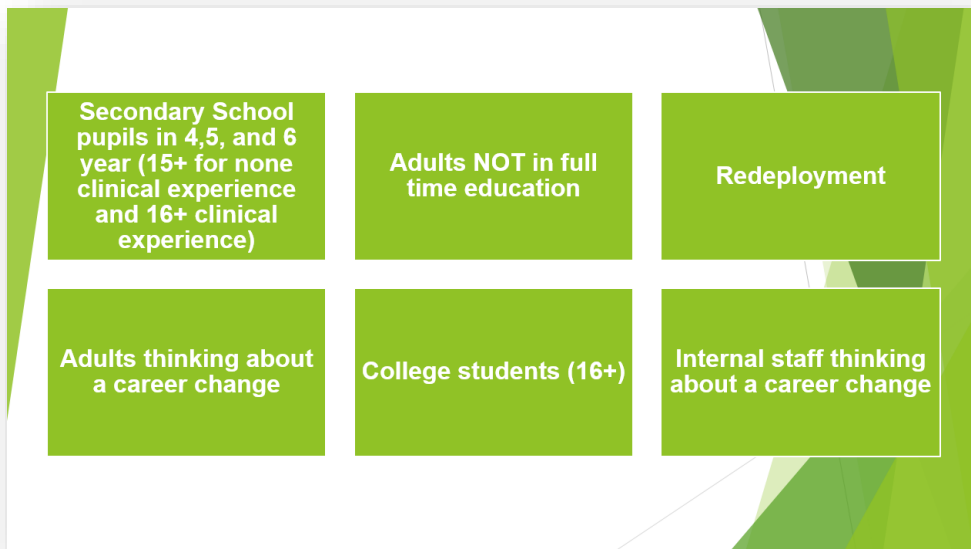
NHS Grampian will ensure that you have a safe, appropriate and effective experience during your time here. We will protect your -

- Health and Safety
- Safeguard you from any potential risks or dangers
- Give appropriate support and guidance
- Complete Risk assessments
- Provide Insurance cover

All work experience requests **MUST** go through the Learning and Development Administration Team. Relevant application stages will be explained throughout this guide.

The purpose of this guide

NHS Grampian's work experience guide has been created to support you before and during your time within the organisation. Following this guide, will ensure that you (the work experience candidate) will be placed within a safe environment with the correct support and experience, depending on the department you have chosen.



Please be aware that you may not be approved for your first department choice, therefore it is best to think about two other options in case this occurs.



What is work experience?

Work experience is primarily spending time **shadowing and observing** in order to understand a role better. As well as getting involved in routine tasks to help support the organisation in a very practical way, participants have the opportunity to experience essential work based skills such as time keeping, team working, problem solving and working collaboratively.

What is not included with work experience?

1. Work experience is not a long-term experience within the organisation.
2. Anyone undertaking work experience within NHS Grampian is not paid to do so.
3. Work experience should not be seen as volunteering.
4. No hands on clinical experience is permitted within hospital environments thereby ensuring the safety of both you and our patients.

Who can apply to work experience?

School pupils

We aim to provide 4th, 5th and 6th year pupils with the opportunity to gain work experience to support access to future healthcare study and careers. 4th year pupils who are 15 years old, can apply for non-clinical work experience, while those who are 16+ will have the opportunity to observe within some clinical settings for 1 day up to 1 + week on the discretion of the department. The hours of work experience will vary between the hours individual departments can offer, although will typically be structured around normal school hours.

Students

College students must be 16+ and studying within a fulltime college course to apply and will gain up to 1 weeks experience pending on the discretion of the department.

Adults

Adults who are not in fulltime education and who are thinking about a career change are welcome to contact the Learning and Development Administration Team, to apply for and arrange work experience.

NHS staff

If you are currently working within NHS Grampian and wish to explore a new career/department, or are currently placed on redeployment, you are welcome to contact the Learning and Development Administration Team to arrange work experience.

Additional support

Candidates requiring additional support will be offered assistance, if required, to complete a risk assessment prior to the start of any placement. NHS Grampian will carry out a risk assessment and any reasonable adjustments will be made for disabled applicants.

NHS Grampian strives to be an all-inclusive organisation and through work experience, you will have the opportunity to participate within the world of work, through structured work programmes and engaging experiences beneficial to your learning and career prospects.

What to consider before applying

- What are my skills and attributes?
- What do I wish or aspire to be?
- What types of roles can I do in healthcare?
- What do I hope to gain from the experience?
- What specific part of the organisation do I find interesting?
- How much experience (if any) do I have already?



Asking yourself questions around what you hope to achieve, will help you decide on the most suitable place to apply for work experience.

Section 2 - Benefits of work experience

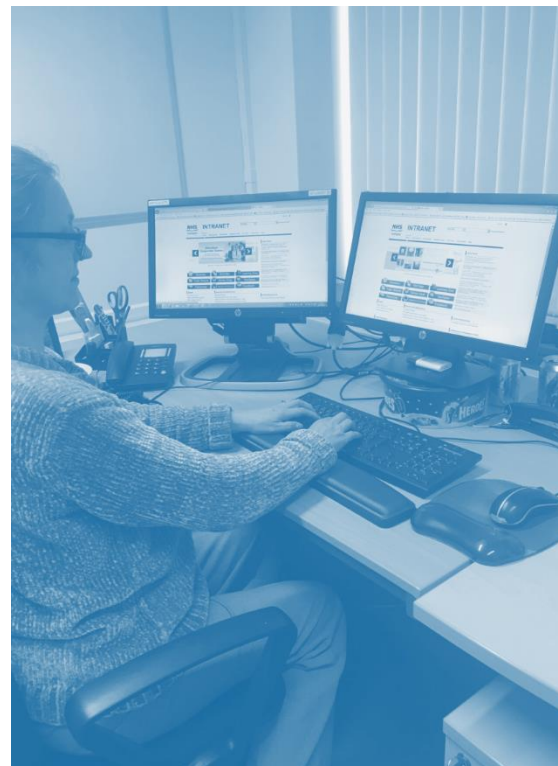
One of the most important benefits of work experience is the extensive learning about your own abilities within the real world of work. Work experience helps you explore your strengths, weaknesses and identifies potential career opportunities for your future by indicating what skills and qualifications you will need to progress. For more information about specific qualifications, please check out websites such as www.myworldofwork.co.uk and www.skillsdevelopmentscotland.co.uk.

Work experience can help you to draw a comparison between the skills you already have and those required by a specific job, as well as what to focus on during your placement.

Stating that you have independently sought out work experience on your Curriculum Vitae will instantly draw employers' attention towards the initiative you have taken to enhance your knowledge, skills and real life experience.

Five reasons why you should consider work experience with NHS Grampian

- 1 Committed and supportive environment
- 2 Improves your chances of getting into higher education
- 3 Allows you to explore, gain knowledge and understanding of a career you are considering for your future
- 4 Improves your employability and career options
- 5 Prepares you for the demands and expectations of the working world



How work experience fits into the bigger picture

Completing work experience is highly desirable and very beneficial when:

- applying to further education
- applying to full or part time work
- investigating your career choices
- considering returning to a clinical practice
- showing prospective employers your enthusiasm and a proactive attitude to professional development
- showing commitment to future learning within the world of work
- you want to stand out from the crowd on your application
- Shows in an interview setting your commitment, motivation and potential



What is a Scottish Vocational Qualification (SVQ)?

A Scottish Vocational Qualification, or SVQ, is a certificate of vocational education in Scotland. SVQs are available to people of all ages.

Vocational training is a type of education that allows you to prepare for a particular career through hands-on, practical experience.

The requirement for healthcare related work experience is preferred for candidates wishing to enter medical school, nursing and midwifery, mental health and most allied health profession courses.



Skills involved in your work experience

Work readiness skills

- problem solving
- flexibility
- working under pressure
- working collaboratively within a team and independently
- creativity
- health and safety

Personal learning skills

- team working
- thinking about your learning
- responding to change and challenges
- independence
- creative thinking
- self-confidence
- communication skills

What to expect from NHS Grampian

It is important that work experience programmes are designed and structured to be engaging, informative, and worthwhile for both you the candidate and the department. Depending on what department and general nature of the work experience placement, you can expect a variety of things, and of course, the unexpected to arise, during your time within NHS Grampian.

We do ask that you make yourself aware of the work experience code of conduct (found within the information sent by NHS Grampian), our dress code policy and that you are respectful to those whom you shadow and the patients you have contact with.

At the end of your work experience, you and your nominated deputy manager will conduct an evaluation about –

1. Your experience
2. What you have learned
3. How it has helped you and your future career path

You will have the opportunity to provide NHS Grampian with feedback about your experience. This is vital as we develop future programmes and shapes what the department can offer to future work experience candidates.

What we expect

- Professional etiquette and personal conduct is required during your work experience – be aware of the way you communicate with staff and patients, your appearance, respect for staff, patience and holding a positive attitude
- You have a responsibility to yourself to create a positive and long lasting impression
- Uphold duty of confidentiality

Your department's responsibilities

- Welcoming you into the department
- Introducing you to the department and team, ensuring that you are aware of all fire exits and protocol
- Setting clear objectives for you to achieve
- Working hours – Maximum of 8 hours per day
- Freedom of information and data protection – you have the right to know what information the organisation in which you are based holds about you. Your employer has a responsibility to ensure that your information is used in line with defined guidance

Candidate feedback

Below are some examples of the feedback we have received from people who have been on previous work experience with us.

“I really enjoyed the experience in the hospital and every area I was in gave me new knowledge and experience, I was able to join a ward round which I thoroughly enjoyed and I learnt a lot from this. My placement met my expectations and it enabled me to see what goes on in different areas of the hospital” – **Adult work experience**

“What I enjoyed most about my placement was seeing the variety of different radiographic techniques, seeing an ultrasound taking place and speaking to staff and students about career opportunities within radiography” – **School pupil work experience**

“The placement met my expectations; I enjoyed the variety of each day, seeing different aspects and roles of physiotherapy within NHS Grampian. The staff were welcoming and extremely helpful and ensured I was always engaged.” - **Adult work experience**

The purpose of NHS Grampian is to

NHS Grampian - proudly working together
to improve our health
caring • listening • improving

“During my placement I gained a lot of new experiences within the stroke ward by seeing different types of physiotherapists working with stroke patients, this opened my eyes to the different types of paths I can take when studying physiotherapy.” - **School pupil work experience**

“Everyone in the hospital were friendly, welcoming and accommodating when I was in their ward. I appreciated the time they took out of their busy day to answer my questions and explain what they were doing and why. I sat in on a baby being tube fed and was given the opportunity to observe an epilepsy clinic which I thoroughly enjoyed listening to, i.e. the concerns and questions of both parent and child. There was nothing I didn't enjoy about my experience.” **Adult work experience**

“This experience was invaluable to me and will play a huge part in defining my future and plans. I would just like to say a big massive thank you to the whole team for all of their help today. It is greatly appreciated and their passion has enlightened a new interest of mine.” **Adult work experience**

Section 3 - What route do I take?

If you are attending secondary school

If you are in secondary school (1-3 days maximum)

Pupil and School

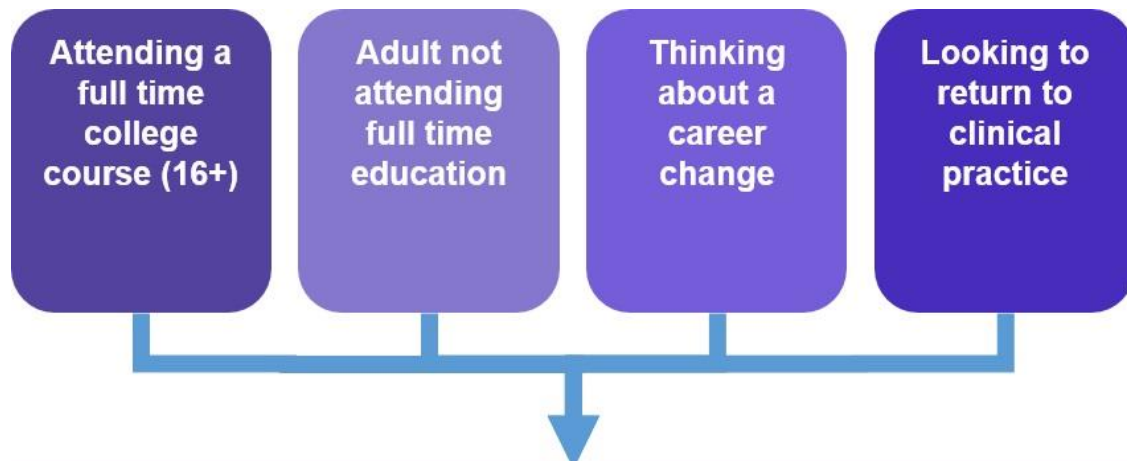
- Discuss with your guidance teacher at your school about the type of work experience you want to do
- Together complete the NHS Grampian application form
- Your guidance teacher will send the application form to your school's Work Experience Unit to be processed and sent to NHS Grampian's Learning and Development administration team.
- Not all first choices will be accessible. It is therefore important that you include 2 other options within your application
- Please note there are separate routes for *Medical* and *Dental* work experience

**The process could take up to 4 weeks
(please plan and take into consideration this waiting time)**

NHS Grampian

- Once the Learning and Development Administration team receive your application, it will be sent to your chosen department for consideration
- A confirmation email will be sent to your work experience unit regarding your start date and location
- We will send you a preparation guide to help you get ready for your first day of work experience

If you are not attending college, out of education, looking for a career change or return to practice



What to include in your email

- Full name and contact number
- Your current work or education status
- Dates of availability (up to 1 week max)
- The department you wish to gain work experience
- What you wish to gain from your work experience

The Learning and Development Administration Team will send you the application form once they receive your request. Please be aware that it may take up to 8 weeks for your work experience to be arranged.

Please contact the Learning and Development Administration Team directly with your initial request

Email – gram.workexperience@nhs.scot

Section 4 - Process and how to prepare

Work experience departments

There are many types of opportunities for work experience across NHS Grampian. Below is a list of departments which support work experience placements.

If you cannot see the route which you wish to take, please contact your work experience unit OR if you are an adult contact NHS Grampian's work experience department.

- Allied Health Professionals (physiotherapists, podiatry, dietitians, radiography, occupational therapy, speech and language therapy)
- Corporate Communication (graphic design, multimedia, reporter)
- Counsellor (genetic, CBT)
- Doctors
- Dental
- Maintenance
- Finance and accounts (payroll officer, assistant)
- Facilities (gardeners, electricians, catering etc.)
- Human Resources (HR, policies, procedures, staff welfare etc.)
- eHealth
- Laboratories
- Medical physics
- Nursing
- Administration and Clerical

Work experience within theatres (below the age of 15), surgical settings and mental health are currently not available.

How do I prepare?

Before starting your work experience, it is a good idea to do some preparation in order to help you get the most out of it.

First impressions count

- **Dress appropriately** – You can find out the dress code within your confirmation email
- **Be punctual** – Make sure you know what time to arrive on your first day
- **Make eye contact** – This shows you are engaged and interested
- **Be yourself and smile!** – You are there to learn and experience as much as you can so enjoy your experience

Have an idea of what you want to achieve

- Write down 3 things you want to learn during your work experience or placement
- Ask lots of questions
- Be a good listener

Be ready to learn

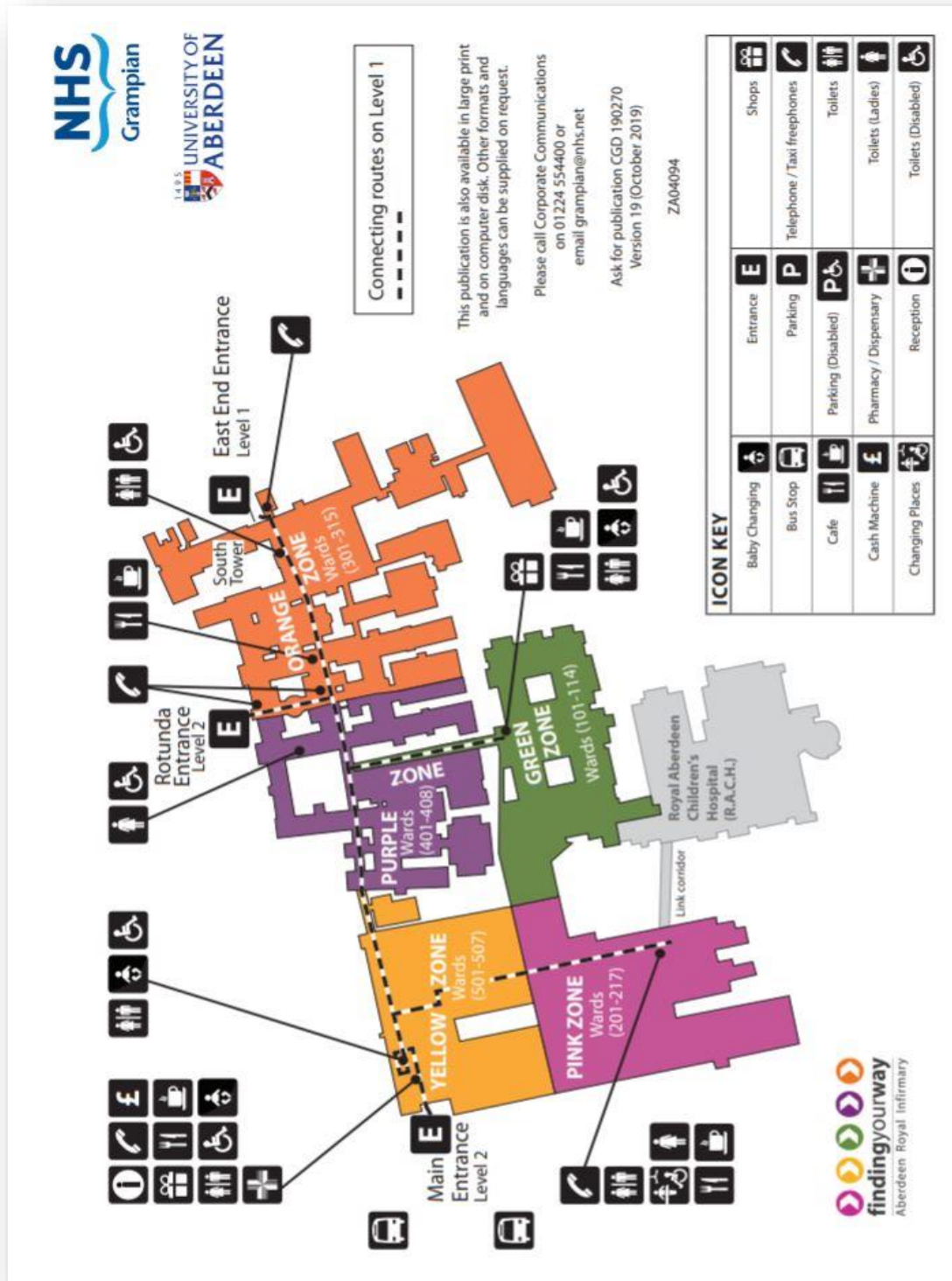
- Take a notebook and pen with you to write down your learning
- Be like a sponge and absorb as much as possible!
- Everyone in the organisation will have something different to share and you should grasp every opportunity to learn and develop



Know where you are going and how to get there

- We will tell you where you need to arrive for your first day
- Please make sure you know the address and whereabouts of the office or department you will be based, **before** your first day
- Do a test run of your travel before you start
- If you have to travel via bus, train or car, do your research, figure out a plan A, and plan B route if there are any disruptions

A map of Aberdeen Royal Infirmary for example -



Employability Programmes

NHS Grampian have been proactive in supporting and engaging with a variety of 'employability' initiatives based in and around the Grampian region.

The initiatives we are currently engaged with are:

Corporate Parenting



The Children and Young People (Scotland) Act 2014 defines corporate parenting as "the formal and local partnerships between all services responsible for working together to meet the needs of looked after children, young people and care leavers".



Our Family Firm

"Our Family Firm" is part of the wider Corporate Parenting approach which Aberdeenshire Council takes to support Looked After Children and Young People who have, or have had, experience of care in Aberdeenshire. The aim is to give these young people the same opportunities as others their age, including work placements and employability skills, which contributes to individuals finding a positive destination.

Barnardo's



Providing advice and advocacy on the skills needed to support sustained employment. Focuses on increasing confidence, resilience and self-esteem through employment, work experience, volunteering, educational opportunities and qualifications.

The Prince's Trust



The Prince's Trust agree that high-quality work experience placements prepare young people for the workplace, help them gain employability skills and provide a route to an apprenticeship, paid employment or further study. The Prince's Trust have entered into a partnership with NHSScotland (as well as other NHS Scotland Boards) to offer on the job training.

Get Into



Get Into is for individuals aged 16 to 30 and who are looking for 'on the job' experience and training.

Station House Media Unit



Station House Media Unit (SHMU), established as a charity in 2003, is one of the core cultural organisations in Aberdeen. The organisation supports disadvantaged communities, both geographic and communities of interest, with an employability and training arm, and a programme for offenders, both pre and post release.

Project SEARCH

DFN Project | **SEARCH**

Project SEARCH University of Aberdeen is a collaboration between the University of Aberdeen, Inspire (Partnership Through Life) and North East Scotland College, operated under a licence from the Scottish Commission for Learning Disabilities (SCLD) and funded by Aberdeen City and Aberdeenshire Councils.

This programme provides preparation for employment to young people with disabilities through a mix of education and work experience placements.

Section 5 - Mandatory and Safety Information

Frequently Asked Questions

When can I apply to NHS Grampian?

Work experience (except Medical) is available all year round, for those aged 15 years (non-clinical) or above (clinical). Application forms for school pupils are available through their guidance teacher or local work experience units, mature students can access the application form by contacting The Learning and Development Administration Team.

Can I shadow a doctor?

Doctors at Work is an NHS Grampian programme for pupils or undergraduates wanting to apply for medicine. The format of the programme currently is hybrid with a week's virtual sessions on various topics of medicine usually in June and thereafter a full day or half day placement with a doctor between June to September.

Application forms for this programme are sent to schools and universities near the time and should be submitted to the Learning and Development Administration Team.

What if the department I am applying to cannot accept my application?

In the event of over subscription of the work experience programme, pupils who have had no work experience in NHS Grampian will be given preference for placement. You are asked to choose three dates from the list offered in the application form.

What do I wear during my work experience?

Individuals are expected to dress smartly and appropriately according to the needs of the department into which they are placed. The Learning and Development Administration Team will inform you via email what dress code is applicable to the department of your work experience.

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

Equality and Diversity

NHS Grampian has been at the forefront of healthcare equality, diversity and human rights in Scotland since 2005. Many of our local initiatives have been recognised as “Models of Excellence” or “Models of Good Practice” and rolled out in other Health Board and Local Authority areas.



Equality and Diversity is simply about treating people fairly, both in the services we provide and within NHS Grampian. As well as being common sense, this is also a legal duty.

The main piece of legislation governing conduct in this sphere is the Equality Act 2010. This Act defined the 9 components or “protected characteristics” of equality and diversity as:

- **Race**
- **Disability**
- **Sexual orientation**
- **Religion or Belief**
- **Sex (male or female)**
- **Gender reassignment**
- **Age**
- **Pregnancy and maternity**
- **Marriage and civil partnership**

A person has legal protection against discrimination arising from one or more of these protected characteristics.

What if my request cannot be accommodated?

Wherever healthcare is provided, it is important that we have in place effective two way communication. To ensure effective two way communication, NHS Grampian has in place:

- **Translations**
Written healthcare material can be translated into any language required. In addition, a lot of the more popular NHS Grampian health care information is available pre-translated, on the NHS Grampian web site.
- **British Sign Language (BSL) interpreters**
NHS Grampian has access to all of the four qualified BSL interpreters in Grampian.
- **Pictorial /accessible material**
NHS Grampian has a group led by a Speech and Language Therapist who is a specialist in this area. A wide range of material is already available and more is being produced each month.
- **Material in other formats**
Healthcare information can be provided in any other format required, such as large print, audio or Braille.
- **Portable Induction Loops**
These are available to assist hearing aid users. Over 250 are already in use.

Accessibility

NHS Grampian has been at the forefront of healthcare equality, diversity and human rights in Scotland since 2005. Many of our local initiatives have been recognised as “Models of Excellence” or “Models of Good Practice” and rolled out in other Health Board and Local Authority areas.

NHS Grampian's aim is to ensure that we meet the needs of people with a disability by making sure that everyone can:

- Access our buildings and grounds
- Contact us in a way that is easiest for them
- Get health information in many formats (such as Braille, large print etc.).

Please include any accessibility information within your application when applying to work experience. The Learning and Development Team will be in contact to discuss how we can meet your needs.

This document is also available in large print and other formats and languages, upon request. Please call NHS Grampian Corporate Communications on (01224) 551116 or (01224) 552245.

Useful Resource

Careers

- **NHS Grampian careers**
www.apply.jobs.scot.nhs.uk
- **NHSScotland Recruitment**
www.jobs.scot.nhs.uk
- **Skills Development Scotland**
www.skillsdevelopmentscotland.co.uk
- **My World of Work**
www.myworldofwork.co.uk

Section 6 - Acknowledgements

Anne Duffy eLearning and Development Manager
Douglas Andrew ...Learning & Development Manager (Employability & Apprenticeships)
Hayley O’Gara Workforce Project Officer
Julie Gillespie Allied Health Professionals - Practice Education Lead
Jacqui Mackintosh Joint Training Co-ordinator
Kay Morgan Pharmacy workforce development facilitator
Linda McKerron Service Manager - Learning and Development
Karen Allan Health Care Support Worker Lead
Kathryn Kinnear Service Manager - Hosted MHLDS Royal Cornhill Hospital
Linda Leighton-Beck Head of Social Inclusion
Rachael Little Employee Director
Nigel Firth Equality and Diversity Manager

Section 7 - Application Forms

NHS Grampian Work Experience - School Pupil Application Form

| | | | |
|-----------------------|--|---------------------|--|
| Name: | | School: | |
| Date of Birth: | | School Year: | |
| Mobile Number: | | Email: | |

| | |
|------------------------------------|--|
| One Preferred Hospital: | |
| One Department of Interest: | |
| NHS Contact (if any): | |

Preferred dates (Including school holidays) Maximum 3 days

| | From | To |
|------------------------------|-------------|-----------|
| 1st Choice | | |
| 2nd Choice | | |
| 3rd Choice | | |

| | |
|--|--|
| Please specify any reasonable adjustments you may require : | |
|--|--|

Please Note:

Placements are for a minimum of 1 day and maximum 3 days. Be aware that it may take up to 4 weeks to arrange your work experience; we would prefer a 4-week window from the date of your application to arrange this. N.B. Pupils applying for clinical experience must be 16 years of age at time of placement.

| |
|--|
| What do you wish to achieve during work experience if you secured a placement? |
| |
| How would securing a placement for Work Experience help you in relation to your study or future career choices? |
| |
| Do you intend on applying to a health related course, if yes which one? |
| |

| | |
|--------------------------------------|--------------|
| Guidance Teacher's E-mail: | |
| Guidance Teacher's Name: | |
| Guidance Teacher's Signature: | Date: |

For more information, please visit www.nhsgrampianworkexperience.com

Please return this form to the Work Experience Unit

NHS Grampian Work Experience - Adult Application Form

| | | | |
|----------------------|--|-------------------------------------|--|
| Name: | | Date of Birth: | |
| Telephone: | | Email: | |
| Home Address: | | Current College/ University: | |

| | |
|------------------------------------|--|
| One Preferred Hospital: | |
| One Department of Interest: | |
| NHS Contact (if any): | |

Preferred dates (Maximum 3 days)

| | From | To |
|------------------------------|-------------|-----------|
| 1st Choice | | |
| 2nd Choice | | |
| 3rd Choice | | |

Please Note:

Placements are for a minimum of 1 day and maximum 3 days. Be aware that it may take up to 4 weeks to arrange your work experience; we would prefer a 4-week window from the date of your application to arrange this. N.B. Those applying for clinical experience must be 16 years of age at time of placement.

| | |
|--|--|
| Please specify any reasonable adjustments you may require : | |
|--|--|

| |
|---|
| What do you wish to achieve during your work experience if you secured a placement? |
| |
| How would securing a placement for Work Experience help you in relation to your study or career choices? |
| |
| Do you intend/currently studying a health related course, if yes which one? |
| |

Once completed please return to gram.workexperience@nhs.scot
For more information, please visit www.nhsgrampianworkexperience.com

