



YEAR 12 WORK PLACEMENT 2018

STUDENT HANDBOOK

Name: _____

Form: _____

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DETAILS OF YOUR WORK PLACEMENT

Please complete the details of your work placement below as much as you can:

Name of organisation:

Address:

Type of Organisation:

Telephone Number:

Email contact:

Name of supervisor:

Dates of placement:

Department/Section:

Job Role:

Tasks:

Hours of Work:

**Break/lunchtime
arrangements:**

What to wear:

How to get there:

EMERGENCY CONTACT FOR SCHOOL

If there are any problems whilst on your work placement please contact:

Rev. C Evans
Deputy Headmaster
Head of Sixth form and Careers
Reading School
T: 0118 9015600 (ext. 243)
E: cevens@reading-school.co.uk

Mrs C Desai
Independent Careers Adviser
Reading School
T: 0118 901 5600 (ext. 240)
E: careers@reading-school.co.uk
(Working days: Tuesday and Thursday)

If you are ill contact both the School and your place of work as early as possible, preferably by 9.00am on each day of your absence.

INTRODUCTION

1. A GUIDE TO MAKING WORK EXPERIENCE WORK FOR YOU

This is a chance for you to explore the world of work while you are still at school.

You will be able to:

- 1.1.1 find out about your abilities and aptitude for work
- 1.1.2 encounter the work environment
- 1.1.3 discover what employers want from school leavers/graduates
- 1.1.4 enquire about training and employment opportunities in that field

2. DO SOME RESEARCH ON YOUR EMPLOYER

Find out their company values, it's always important to know who you work for and what they like. Use this information to strike up conversations and use it as an opportunity to ask questions. Find out key facts about the business, the more you know, the more enthusiastic you will appear.

3. WHAT WILL HAPPEN DURING THE PLACEMENT?

3.1 The First Day

The first day can seem daunting, you're going into a new environment with new people and you are going to face new tasks. But just keep these tips in mind and you'll breeze through the whole process:

- 3.1.1 **Introduction** - Make an effort and introduce yourself to the people around you, once you feel comfortable you will be able to work better;
- 3.1.2 **Health & Safety** - Find out all about the building you will be working in; fire exits, where the toilets are etc. You must observe safety regulations and listen carefully to all instructions given.
- 3.1.3 **Dress code** - If the dress code is not stipulated you should contact the employer directly to check what is appropriate beforehand. If in doubt dress smartly on the first day – first impressions are important. Some companies have strict safety rules and these should be adhered to at all times.
- 3.1.4 **Be Punctual** - make sure you look the part – you never get a second chance to make a first impression;
- 3.1.5 **Ask questions** - Talk to a range of different people about their experiences in their profession, you could find out some useful information (see questions sheet at page 7). Just remember the more you ask the more you learn. **Never assume, always check!**
- 3.1.6 **Notes** - Make notes of important things you hear and learn and keep a diary of your day. It is a useful record to refer back to for when you are putting together your CV or to write about your experience in an application or personal statement. List the activities you have partaken in – it could be something as simple as answering the phones or updating spreadsheets.
- 3.1.7 **Responsibility** - Follow the instructions of the person supervising you and if you are unsure of something, check before you do it. If you complete your task early ask for more;
- 3.1.8 **A Can-Do Attitude** - offer to help, even if it's the most simple of tasks. Most importantly, try to experience a wide range of activities, this way you will have a true overview and feel of the business;

- 3.1.9 **Manners go a Long Way** - The people you are working with are giving up their time for you; be grateful and let them know that you are grateful. A simple thank you and good morning will make a world of difference to your employer. Be courteous and polite at all times.
- 3.1.10 **Ask for Feedback** - Ask your supervisor how you can improve; this will make you look professional and also make them feel secure about giving you more work. Ideally seek feedback throughout your placement so you have time to improve. i.e. on completing a task you could ask is there anything I could have done to do that task better?
- 3.1.11 **Make Contacts (network)** - The people you meet during your work experience could help you in the future – they may know of job openings, possibilities for you to get involved in other projects and may be able to provide you with a reference at the end of your placement.
- 3.2 This very much depends on where you are going to, but the company who are taking you onto their premises will try to show you a variety of work situations. You are expected to work/observe as the employer instructs you to and for the hours that he or she requires. You will also be expected to behave in a sensible and polite manner at all times. Remember the new boy is at the bottom of the pecking order so you may be photocopying or filing but this is all work experience!
4. **THINGS TO REMEMBER**
- 4.1 Before you commence your work placement:
- 4.1.1 Call or email your contact to confirm the arrangements the week before;
- 4.1.2 check your starting arrangements;
- 4.1.3 check your normal hours of work;
- 4.1.4 plan your travel arrangements - times of buses/trains, length of time to walk from station, etc; and
- 4.1.5 Dress code.
5. **DURING THE WEEK:**
- 5.1.1 keep to the working times that you were told - if you are late, give your apologies and an explanation by contacting the company on the morning and leave a message to make them aware. (Remember employers are not impressed by lame excuses!!);
- 5.1.2 find out the correct titles of the people with whom you have contact;
- 5.1.3 actively listen - pay close attention to the instructions you are given;
- 5.1.4 ask if you don't understand anything;
- 5.1.5 make sure you know the health and safety rules - this is for everyone's benefit;
- 5.1.6 your attitude is important - you cannot always be smiling but try to be pleasant to people and do the best job you can. Take an interest in the work that is going on, even though you may decide it is not the job for you!
- 5.1.7 if you have any problems with your work experience speak to your supervisor about them. If there are real issues that cannot be solved after discussion with your supervisor contact the school as soon as possible;
- 5.1.8 at the end of your placement make sure that all records and the Employer's Report Form have been completed before returning to school; and
- 5.1.9 remember some work you do may be confidential and should **not** be removed or discussed outside the work place.

6. **COMPLETE EVALUATION**

Ask your employer to complete the Employer Evaluation Form at the back of this handbook as 'proof' of your work experience and return the original or a copy to Mrs Desai and also keep a copy safely yourself for your UCAS application or CV.

7. **AFTER THE WEEK**

7.1.1 Bring your completed handbook and Health and Safety form back to school, if this is not convenient please scan the completed pages of the handbook to Mrs Desai at careers@reading-school.co.uk so this can be sent to your tutor for information.

7.1.2 Write a thank you letter to the company as soon as possible.

8. **DEBRIEF**

You may be chosen to host a feedback session in school for the pupils in the year below and for members of staff.

HEALTH AND SAFETY

All employers should give you an induction which includes a Health and Safety briefing on arrival at the company as they would any new employee. This should cover such things as what to do in the event of a fire and any hazards that are in the work place. **If they do not, please ask them about it.**

Please be aware that you are in a different environment, some of you may even be in a hazardous environment depending on your placement. You are not a trained member of staff. You should behave sensibly at all times and take advice from trained members of staff regarding your own and others safety.

Be aware of your own safety!!! If you have any concerns about anything you are asked to do, say so!

Remember:

You are representing your school. It is easy to damage or enhance a school's reputation and who better to impress than local employers - you may be writing to them one day to apply for a job. In some cases students have been offered summer jobs as a result of the impression they made while on work experience.

You do not receive payment for the work you do and you may have criticisms of the arrangements made, but a large number of people have gone to considerable trouble to on your behalf. Do not forget to thank everyone for the help they have given to you before you leave.

QUESTIONS SHEET

In order to get the most out of your placement remember to ask questions about the organisation and about your supervisor. If you are able to find a recent graduate to talk to ask them what course they studied and why they chose that particular course. Also ask them when they decided on this particular job.

Suggested questions:

About your company/organisation:

1. Does the person you are working with enjoy his/her job?
2. What motivates him/her to do it?
3. What qualifications are required for the job?
4. Would you enjoy doing his/her job? Why?
5. Are there flexible working arrangements i.e. flexitime/job share schemes in place?
6. Do employees need to take work home with them in the evenings and do they need to work at weekends?
7. Is travel a feature of their job?
8. How much holiday do they have?
9. Do they need to hold a driving licence?
10. Which of the following skills are needed for the job?
 - Good communication skills
 - Problem solving skills]
 - Use of own initiative
 - Team working
 - IT Skills

Any other questions/Notes:

WORK PLACEMENT HEALTH AND SAFETY INDUCTION CHECKLIST

Name:	Form:
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Please tick all areas completed.	Employer	Student
Location And People Induction tasks to be completed: <ul style="list-style-type: none"> • Tour of work area and welfare facilities • Introduced to Supervisor and work colleagues 	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Fire Induction tasks to be completed: <ul style="list-style-type: none"> • Action to take on discovering a fire • Fire warning system explained • Means of escape explained and demonstrated (emergency exits) • Location of firefighting equipment • Shown assembly point in the event of an evacuation • Importance of keeping fire exits & corridors clear of obstruction explained • Seen a copy of the current Fire policy 	 <input type="checkbox"/>	 <input type="checkbox"/>
Accidents Induction tasks to be completed: <ul style="list-style-type: none"> • Accident reporting procedures explained • Shown where First Aid facilities are and given names of any first aiders on site 	 <input type="checkbox"/>	 <input type="checkbox"/>
Health and Safety Documentation Induction tasks to be completed: <ul style="list-style-type: none"> • Briefed on organisation's health and safety policy • Briefed on any risk assessments that apply to work being carried out • Seen a copy of the current general Risk assessment 	 <input type="checkbox"/>	 <input type="checkbox"/>
Safe Systems of Work Induction tasks to be completed: <ul style="list-style-type: none"> • Lifting and handling training given if required • Use of personal protective equipment demonstrated • Precautions required for any chemical, electrical, mechanical hazards • Do you need to wear any protective clothing? 	 <input type="checkbox"/>	 <input type="checkbox"/>

I have received and understood the instruction, training and information as indicated above

Student Signature: **Date:**

Company name:

Name of Supervisor: **Job Title:**

Supervisor Signature: **Date:**

WORK EXPERIENCE DIARY

It is always useful to keep a note of what you have observed and experienced during your work experience for use when completing your university application form. There may be details that you will forget!

	Department	Activities	Notes
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			

RECORDING AND DEVELOPING YOUR COMPETENCY SKILLS

COMPETENCY SKILL AREA	WHAT ACTIVITIES DID YOU DO TO USE THIS / DEVELOP THIS SKILL AREA	WHAT DID YOU LEARN? WHAT DO YOU NEED TO DEVELOP FUTURE IN THIS SKILL AREA?
<i>COMMUNICATION/COLLABORATION</i> e.g. talking to people, discussing, writing letters or reports, contributing to team meetings, understanding ideas, following or giving instructions, communicating via telephone or email		
<i>Proactive</i> Having a 'can do' approach to work experience; Being prepared to go the extra mile to learn something new;		
<i>Flexible</i> Being able to adapt eg stay on later if required; working with different styles of communication; Coping with a different task than the one I was expecting to do.		
<i>APPLICATION OF MATHS AND NUMBERS</i> e.g. using numbers or maths, calculations, graphs, statistics, analysis of numbers and facts, accounts, invoicing, handling money, weighing or measuring items		
<i>APPLICATION OF INFORMATION TECHNOLOGY</i>		

COMPETENCY SKILL AREA	WHAT ACTIVITIES DID YOU DO TO USE THIS / DEVELOP THIS SKILL AREA	WHAT DID YOU LEARN? WHAT DO YOU NEED TO DEVELOP FUTHER INTHIS SKILL AREA?
<p>e.g. computer use, producing documents, databases, spreadsheets, desk top publishing, using programmes to make reports interesting, graphics and design, email, internet research, specialist software such as for accounts</p>		
<p><i>PROBLEM SOLVING</i></p> <p>e.g. thinking for yourself, planning and tackling difficult task, meeting deadlines, being unclear about what to do, being unsuccessful in a task, getting lost, being late and missing something</p>		
<p><i>BUSINESS AND CUSTOMER AWARENESS</i></p> <p>e.g. learning about the workplace, responding to customer questions and enquiries, providing efficient service, demonstrating product knowledge, knowing the company functions, knowing the competition, improving profitability</p>		
<p><i>TEAM WORKING AND WORKING WITH OTHERS</i></p> <p>e.g. doing activities with other people, contributing ideas to a team or a meeting, respecting others, accepting supervision, accepting part role in overall activity</p>		

COMPETENCY SKILL AREA

WHAT ACTIVITIES DID YOU DO TO USE THIS / DEVELOP THIS SKILL AREA

WHAT DID YOU LEARN? WHAT DO YOU NEED TO DEVELOP FUTURE IN THIS SKILL AREA?

SELF-MANAGEMENT / IMPROVING OWN LEARNING

e.g. research, study skills, organising yourself, meeting agreed targets, planning work, managing time, managing travel arrangements independently, gaining confidence, recognising what can do well and what your need to improve or develop

PRACTICAL

e.g. physical, practical activities and tasks, sports, operate machinery, use different equipment, mend things, create and build things

ASSESSMENT AND FEEDBACK

Please ask your supervisor to complete the form below

Thank you for giving this young person the opportunity to experience the working environment.

Please could you complete this form and return to School either via the student or post to: Mrs C Desai, Careers Adviser, Reading School, Erleigh Road, Reading RG1 5LW Email: careers@reading-school.co.uk

This will enable the student to include this in their record of achievement which will support their university/employment applications.

NAME OF STUDENT:

NAME OF COMPANY:

NAME OF SUPERVISOR:

NATURE OF ROLE ON WORK EXPERIENCE:

Date of Work Placement:

Assessment of Student	EXCELLENT	VERY GOOD	GOOD	AVERAGE	POOR
Attendance	<input type="checkbox"/>				
Punctuality	<input type="checkbox"/>				
Reliability	<input type="checkbox"/>				
Communication skills	<input type="checkbox"/>				
Using initiative	<input type="checkbox"/>				
Enthusiasm	<input type="checkbox"/>				
Team working	<input type="checkbox"/>				
Standard of work	<input type="checkbox"/>				

Assessment of Student	EXCELLENT	VERY GOOD	GOOD	AVERAGE	POOR
Ability to follow instructions	<input type="checkbox"/>				
Ability to work independently	<input type="checkbox"/>				
Ability to use maths / work with numbers accurately	<input type="checkbox"/>				
Ability to use computers / IT	<input type="checkbox"/>				
Willingness to learn	<input type="checkbox"/>				
Attitude					
Ability to respond to feedback	<input type="checkbox"/>				
Cooperation with others	<input type="checkbox"/>				
Contributed to discussions	<input type="checkbox"/>				
Ability to solve problems	<input type="checkbox"/>				
Demonstrated business awareness	<input type="checkbox"/>				
Responsiveness to being supervised / instructed	<input type="checkbox"/>				

*for any you have rated either Excellent or poor, please use overleaf to give your reasons:

COMMENTS ABOUT ANY "Excellent" or "Poor" RATINGS i.e. reasons for giving ratings above:

Supervisor – Additional comments about how you feel the placement went, what went well and what could have gone better:

Student – How do you feel the placement went and what could have you done better:

Signed by supervisor:**Date:**

Print name: **Role of supervisor**

Student print name: **Form**

Please return this to Mrs Desai