Work Placement and Experience SOP

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Work Placement and Competition Manager

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

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1.0 Change History

Changes to this SOP are documented in Appendix 1 of this document. When reading electronic copies of this document, you can click here to view the change history.

2.0 Abbreviations

The definition of abbreviations used within this SOP are as follows:

- **College Placement Staff –** members of College staff responsible for organising and monitoring students on placement; Student Support Officer (SSO), Training Support Officer, Work Placement Officer (WPO), College Tutor.
- **FE - Further Education –** education or training after the age of 16 that leads to a range of qualifications.
- **HE - Higher Education –** post-sixth form education; generally started after A-levels usually carried out at a university or College, and involving study for a degree, diploma, or similar advanced qualification.
- **Industrial Supervisor –** 'Participating Partner' member of staff appointed to supervise and mentor placement student responsible for completing relevant placement documentation.
- **Participating Partner –** Work Placement Provider or employer providing Work Based learning 'on the job' Training and placement opportunities, who have completed the partnership agreement.
- **Participant –** Apprentice/Client/Trainee/Placement Student - any registered SERC student gaining experience with the Participating Partner under the terms of this Agreement. Participant to be regarded as employee by the Participating Partner for Health & Safety reasons. Health & Safety Executive
- **SERC Participating Partnership Agreement–** agreement between the Placement Provider and South Eastern Regional College (SERC) outlining the main terms and conditions of the scheme and providing evidence of employer's insurance cover.
- **TAMS –** Trainee & Apprentice Management System (DfE software used by Training Organisation Staff).
- **Training Organisation –** South Eastern Regional College is a Contractor responsible for the overseeing of work-based training opportunities and delivery of off-the-job training under contractual arrangements with DfE for ApprenticeshipsNI and Skills for Life & Work Programmes.
- **SSO - Student Support Officer –** Training Organisation representative responsible for the support, guidance, and pastoral care of the individual trainee. Training Support Officers also are responsible for liaison in all matters with the Participating Partner.
- **WPO - Work Placement Officer –** generally non-academic College placement supervisor facilitating or organising students on placements and completing placement visits. Primary contact between Participating Partner, Students and College.

3.0 Summary

3.1 It is essential SERC students are placed in safe, secure, and caring environments which support their qualification and help them to learn and develop new Technical, Transversal and Uber Skills. The College equips each student for placement/experience, providing support, monitoring, and recording. This Standard Operating Procedure (SOP) outlines the process when arranging work placements and/or experience for Further & Higher Education and Training Organisation SERC students and details each role within the procedure.

3.2 These procedures will be reviewed annually (and amended if necessary) to reflect changes in circumstance or legislation.

4.0 SERC Definitions

4.1 **Apprentice/Client/Trainee/Placement Student:** any registered SERC student gaining experience with the Participating Partner under the terms of this SOP.

• '**Placement Student**' for the purpose of this SOP.

4.2 **Participating Partner (PP):** Placement Partner or employer providing Work Based Learning, 'on the job' training and placement opportunities, who have completed the partnership agreement.

4.3 **Work Placement:** paid/unpaid, mandatory, or non-compulsory, assessed workbased learning going towards a final course qualification and career.

4.4 **Work Experience:** work shadowing of two weeks or less for a student to observe and assist (with guidance), a member of staff in an organisation prior to pursuing a career.

4.5 **Apprenticeship Employment:** employed with the participating partner as part of the ApprenticeshipsNI programme.

5.0 Scope

5.1 This procedure applies to all College Staff involved in organising and monitoring work placements and work experience placements, and SERC approved Participating Partners whether allocated by the College or independently found by students. This procedure is intended to include SERC Students gaining experience/training in paid or unpaid placements attending a couple of days per academic year or in block placements, participating in mandatory or non-compulsory work based learning and work experience managed by the College (See Section 2.0 Abbreviations for complete list of definitions).

6.0 SERC Work Placement System (WPS)

6.1 The WPS is a comprehensive secure software system, built tightly around College work placement processes, to accommodate each College Staff member involved with work placement.

6.2 It is the responsibility of the College Placement staff to ensure the placement procedure is followed on WPS and all placement information is recorded for the management of SERC placements.

6.3 If applicable to the course, it is the responsibility of the FE/HE College Placement staff to monitor the completion of the hard copy or online documentation by students and Participating Partners e.g. evaluation forms (see Appendix 2 for further information).

6.4 WPS training is provided by the Work Placement and Competition Manager and TO staff.

6.5 Students' personal information must be kept confidential by SERC, the Participating Partner; their employees and agents acting on their behalf unless:

6.5.1 It may be necessary to share student's confidential health related and/or other support needs with Participating Partner in order to place the student in an appropriate working environment at all times, in compliance with the Data Protection legislation to meet our statutory obligations.

6.5.2 Circumstances arise where the Participating Partner may be legally required to disclose confidential information.

6.6 Both SERC and the Participating Partner shall at all times act in compliance with the Data Protection Act 2018 and the United Kingdom General Data Protection Regulation (UK GDPR), as amended or such equivalent legislation in effect from time to time.

6.7 Placement documentation and online records in the WPS are disposed of in line with the college 'Retention and Disposal Schedule SOP.

Details on how information will be processed, GDPR and Participating Partner Rights are available by clicking the following link:
https://privacy.serc.ac.uk/PrivacyNotice/PlacementProvider

7.0 Placement Indemnity

7.1 Participating Partners and external placement students Indemnity forms must **not** be signed by any member of SERC staff without forwarding to SERC's insurers for permission. FE/HE Staff should contact the Work Placement and Competition Manager and TO Staff contact Head of Training to administer.

7.2 The Participating Partner is required to hold a minimum of £10 million Employer and £2 million Public Liability Insurance. Participating Partners are expected to provide details and copies of relevant Employer and Public Liability insurance certificates, schedules, or letters of confirmation from their insurers or brokers to SERC.

7.2.1 The Participating Partners Employer Liability Insurance Certificate is acceptable (which will only show the legal requirement of £5 million), the Participating Partner signature on the indemnity form is confirmation that they have a £10 million limit of indemnity in place. An email confirmation of the max. cover can be saved to WPS.

7.2.2 The SERC indemnity states each Participating Partner contact their insurance company directly to ensure the appropriate cover is in place. The insurance must include a definition of "employee" that covers students on work experience programmes such as the Placement.

7.2.3 The college indemnity will not be signed with Participating Partners who employ the placement student on a full or part-time basis, or who take on paid or voluntary additional hours for their placement.

7.2.4 The college indemnity cover will still apply for summer/holiday period placements for registered students, only if organised by the college as part of the student's college course, and the college administers and controls the placement in the same manner as during term time. If the placement is outside of the requirement of the student's course and/or not administered/controlled in the same manner by the college, then it would not be covered.

7.3 Students must **not** be placed with Participating Partners who are unable to comply with the insurance requirements.

7.4 College Placement Staff must keep an online updated record of insurance details on WPS, the TO staff must also update on the Trainee & Apprentice Management System (TAMS), throughout the placement.

7.5 The SERC 'Participating Partnership Agreement' (PPA) must be completed as stipulated in the following procedure. A SERC Indemnity form must be signed for each individual student.

7.5.1 The third page of the indemnity is for students completing two consecutive placements with the same Participating Partner.

7.6 Insurance Cover for Overseas Placements – detailed in (see Section 9) of this SOP.

7.7 Education Authority (EA) placement students, SERC annually signs an overriding indemnity form to cover all SERC students on premises covered by the EA.

7.7.1 The EA is the insurer for Controlled Schools, CCMS Schools and Irish Medium schools so the indemnity will apply for those schools only.

7.7.2 The College insurers have asked that SERC includes the students name on each copy of the annual overriding indemnity form and a list of EA placements is kept.

7.7.3 The EA have asked that SERC includes a letter detailing the process (located in the staff Work Placement team site), with the college work placement documentation.

8.0 Access NI

8.1 Placement opportunities working with Children and/or adults at risk of harm or adults in need of protection may require a valid ACCESS NI clearance.

8.2 College Placement Staff must contact the Participating Partner to ascertain if ACCESS NI is a requirement, if required SERC will process.

8.2.1 Work Experience Students (see definition 4.) will require ACCESS NI clearance for supervised work shadowing that involves teaching supervision, instruction or care of children, as this is now considered a regulated activity.

8.3 College Placement Staff must contact the college Counter Signatories for information on the completion of the ACCESS NI application process.

8.4 Full and part time, higher and further education students are required to pay for their ACCESS NI clearance (please refer to the SERC Fees Policy).

8.5 Time must be allowed for electronic clearance certificates to be received by the student. The FE/HE Counter Signatory will record the clearance on the WPS.

8.6 College Placement Staff must instruct students to produce their ACCESS NI clearance to their Participating Partner. The counter signatories will manage any disclosures as detailed in 'ACCESS NI Procedure for Placement Students' guidance in the Work Placement staff team site, also included in the Safeguarding Care and Welfare SOP.

8.7 Both external and internal Students completing placements in SERC must have ACCESS NI clearance, Enhanced with Barred List, or Enhanced depending on whether they are student facing or not.

8.8 Further information can be obtained from the Department of Justice, Access NI and NI Direct: https://www.justice-ni.gov.uk/articles/about-accessni

https://www.nidirect.gov.uk/information-and-services/accessni-criminalrecord-checks/apply-accessni-check

8.9 Students working with Children and/or adults at risk of harm or adults in need of protection should be guided to the information leaflets 'Working with Primary School Children' in the Colleges Services – Work Placement site (student intranet site), this also details 'How to deal with Disclosures'.

8.10 Access NI requirements must be taken into consideration by College Placement Staff when placing students under the age of 18 with 'one-person businesses'.

8.10.1 It may be necessary for the Participating Partner to have an ACCESS NI 'Enhanced with Barred List Check', the College Placement staff member must discuss this with the Participating Partner - SERC will not meet the cost of this process.

9.0 FE/HE Work Placement Overseas

9.1 SERC defines 'Placements Overseas' as: any placement with an Employer based in any country outside Northern Ireland e.g. the Republic of Ireland, countries within or outside the European Union, Asia, and USA etc.

9.2 Permission from the Head of School must be granted for the placement to take place and SERC Safety, Health, Environmental and Quality (SHQ) Compliance Officer informed by College Placement Staff.

9.3 Discuss and complete the 'Work Placement Overseas Student Guidelines and Agreement" with the student ensuring they sign the agreement.

9.4 Placement students must take out Personal Travel Insurance for the placement and must inform their insurers that they will be working during their time away.

9.5 Students must provide their contact details, and contact information of those they are travelling with, or staying with so the College Placement Staff can keep contact from the outset by telephone, email etc.

10.0 Accident Reporting Process

10.1 **In the event of an accident or injury on placement** the following procedure **must be followed immediately.** The Participating Partner must inform College Placement Staff who will;

- Inform the SERC Head of Estates, Facilities Management & Health and Safety
- Complete an Accident Report Form; and
- Notify Head of School/Unit, Head of Training Programmes & Apprenticeships.

10.2 If the **situation escalates** or SERC Safety, Health, Environmental and Quality (SHQ) Compliance Officer cannot be contacted, please refer to the **'Escalation Process'** (Section 26).

11.0 Allegations of Suspected Malpractice, Abuse or Wrongdoing on Placement

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

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

11.1 Stage One - Communicate the Issues

- Many incidents of perceived malpractice can be dealt with in an informal way as the individual with the concern may not understand all aspects of the situation.
- College Placement Staff must immediately discuss and record the concerns with the individual who raised the concern (Student or Participating Partner) and try to resolve the matter. If the matter cannot be resolved, the College Placement Staff must initiate an informal investigation.

11.2 Stage Two - Informal Investigation

- College Placement Staff must interview the individual and record all relevant information related to the allegation or suspicion e.g., time, date, persons involved, circumstances etc.
- As repercussions of challenging Participating Partner's practices can be difficult to gauge; College Placement Staff will be expected to talk to the Participating Partner in a sensitive and professional manner and record their perspectives.
- All parties involved must be encouraged to put their name to the allegation as without this it is difficult to clarify any ambiguous or additional information to support the allegation.
- College Placement Staff must prepare a written report and meet with the Deputy Head of School/Unit to review the information and determine if there are sufficient grounds for further action and decide the most appropriate next steps which include attempt at resolution and/or a more formal investigation.

11.3 Stage Three - Formal Investigation

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

12.0 Work Placement Absence

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

12.2 This procedure applies to all students on Placement.

12.3 Notification Procedure

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

12.3.1 The first day of absence, at the earliest opportunity and no later than one hour after their normal start time.

12.3.2 The reason for absence must be given and an indication of the likely duration of the absence.

12.3.3 A message should only be left on answer services or e-mailed if the Placement Provider or College Placement Staff is not available.

12.3.4 If the student is too unwell to personally make contact, they should ask someone do so on their behalf.

12.4 Absence of up to Three Days

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

12.5 Absence for Seven Days or less

12.5.1 On the fourth calendar day of absence or the next working day thereafter, the student must inform the College Placement Staff and Placement Provider of their condition and expected duration of absence.

12.5.2 If a student returns to work during the seven consecutive calendar days or less (including weekends and public holidays) of sickness absence they must complete the 'Work Placement Self-Certified Statement of Sickness' form (Appendix 4).

- This must be completed and given to the College Placement Staff immediately.
- The College Placement Staff can download the form from the 'SERC Work Placement Team' site for the student;
- The tutor can make this document available for students to access on Moodle.

12.6 Absence in Excess of Seven Consecutive days

12.6.1 If the absence is more than seven consecutive calendar days (including weekends and public holidays), the student must obtain a medical certificate signed by their

doctor and give a copy to the Placement Provider and the original to the College Placement Staff immediately.

12.6.2 When sending medical certificates by post, students should mark the envelope 'confidential' and for the attention of their College Placement Staff.

12.6.3 If the absence continues beyond the period confirmed by the first medical certificate, the student must continue to submit medical certificates to cover the entire period of absence.

12.6.4 Subsequent medical certificates should reach the Placement Provider and College Placement Staff within two days of the expiry date of the last medical certificate.

12.7 Return to Work Placement

12.7.1 The student should give their Placement Provider and College Placement Staff notice of their intention to return to Work Placement.

12.7.2 On return to Work Placement from sick leave, the student must meet with the Industrial Supervisor who will contact the College Placement Staff.

12.8 Disciplinary Procedure

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

12.9 Students are not permitted to attend placement if not attending College.

13.0 Work Placement Procedure

There are five stages to placing a student:

Stage 1 – Preparation
Stage 2 – Work placement visit, completion of placement documentation
Stage 3 – Placement student briefing
Stage 4 – Placement including monitoring/review and visits
Stage 5 – Debriefing, follow up and evaluation/exit interview.

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

Please read the relevant area:
Section A - **Further & Higher Education Placements** (Sections 8 - 11)
Section B - **Training Organisation** (Sections 12 - 14)

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Section A: Further & Higher Education Work Placement

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Appendix 3: FEHE Levels of Risk for Placements
Appendix 4: Placement Sickness Self-Certification Form

Further & Higher Education Placements

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

14.1 College Placement Staff should discuss placement options with the student to ensure placements are suited to student's capabilities and curriculum requirements.

14.2 Curriculum Teams may assess student suitability for work placement and advise placement staff when they are ready for work placement.

14.3 Students can access work placement information and guidance in the Work Placement Site on the student intranet, college services.

14.4 Placement students can update personal **contact** and **emergency contact** details in their 'MySERC'; this must be approved by the tutor so Participating Partners (PP) can view this information using their secure access to the Work Placement System (WPS).

14.5 To supervise the placement process the College Placement Staff must introduce the students to the Work Placement App (Student Intranet) and ensure they complete the documentation required; **Health Declaration** and **Travel Form** they can also start to build their **CV** if required**.**

14.6 The onus is on the Student to secure a placement. Students can search and apply for **placements** and **companies** using the **Placement Search** in App or can inform staff they have **Found a Placement** if company does not exist on the system. They can approach potential placements in person, or by cover letter/email (Appendix 5) and their CV.

14.7 Students and Trainees will receive a briefing on their eligibility to claim travel expenses to and from placement, along with guidance on how to submit claims using the Traineeship Placement Travel Form (Appendix 7).

14.8 College Placement Staff will process the enquiries on the Work Placement System (staff training is available by contacting Carolyn King cking@serc.ac.uk).

14.9 All student placements details are to be appropriately timetabled on the College Timetabling system.

15.0 FE/HE Stage 2 – Work Placement Visit/Completion of Placement Documentation Remote Offline Working Procedure

15.1 For new Participating Partners or when the PPA has expired in line with the SOP risk levels (see Appendix 3), the College Placement Staff **must** visit the premises **before** the student commences work placement and meet relevant personnel to discuss the nature of the placement and complete the SERC 'Participating Partnership Agreement' (PPA) via the electronic remote offline working procedure (ROWP)

15.2 Additional Students with Participating Partner

15.2.1 When additional SERC students attend the same Participating Partner during the academic year; there is no need for a visit once the Initial Visit has taken place however;

15.2.2 The Single Indemnity form must be completed and signed by College Placement Staff and Participating Partner (for the Education Authority placements please see section 7.7), and student placed on the WPS including Risk Assessment, and the health, safety & welfare and insurance details updated.

15.3 Placement Documentation

15.3.1 All updated placement documentation will be made available at the start of each academic year, on the SERC Work placement Team site for download. The relevant Participating Partnership Agreement and Single Indemnity will be uploaded to the Work Placement System for the remote offline working procedure.

15.3.2 Placement job role and detailed company information and contacts must be recorded on the WPS.

15.3.3 Participating Partners are given risk levels on the WPS determined by the company activities and placement role; these levels dictate the frequency of the completion of the PPA in entirety (Appendix 3).

15.3.4 If the Participating Partner is Overseas with no office in Northern Ireland, then the Placement Partnership Agreement must be completed by whatever means possible e.g., phone, e-mail.

15.3.5 If ACCESS NI is required, please read Section 8 of this document.

15.3.6 Confirmation must be provided of who is responsible for supplying any required Personal Protective Equipment (PPE), and that adequate PPE will be available where necessary.

15.4 Placement Risk Assessment

15.4.1 When recording a student placement on the WPS the College Placement Staff must complete the online Risk Assessment Template taking into consideration information from the following (each student requires an individual Risk Assessment per placement).

- Placement description,
- Student Health Declaration and Travel Form.

15.4.2 If an overnight stay or travel outside of Northern Ireland is involved during placement the Participating Partner must inform the College Placement Staff member and this will be added to the Risk Assessment; the Head of School/Unit

and SERC Safety, Health, Environmental and Quality (SHQ) Compliance Officer must be informed.

15.4.3 Confirmation of provision of adequate Personal Protective Equipment (PPE) must be agreed between the College Placement Staff and Participating Partner.

16.0 FE/HE Stage 3 – Placement Student Briefing

College Placement Staff to ensure:

16.1 Students receive College contact information and are aware of College support system and expectations during work placement.

16.1.1 SERC has provided students with placement information and guidance in the student intranet Work Placement site in College Services e.g., Health and Safety, Code of Conduct etc.

16.1.2 Placement students are made aware to inform College Placement Staff if they are unsupervised or feel unfairly treated during work placement; action to be taken immediately.

16.1.3 Students must access their placement description in the App and tick “Agree” to acknowledge the work placement dates, mode of attendance and work schedule plans.

16.1.4 Students must ‘Agree’ that they have read and understood the Risk Assessment

16.1.5 If a placement is outside Northern Ireland the “Work Placement Overseas Student Guidelines and Agreement” has to be completed by the student with the aid of the College Placement Staff.

17.0 FE/HE Stage 4 – Placement

17.1 The Participating Partner should implement a ‘Health and Safety’ induction for each student during the first week of placement, the “Induction Form” on WPS to be completed by the student.

17.2 The student has the option to complete the “Learning Agreement” in the App.

17.3 The College Placement Staff should keep a record of any absences on placement and address as required. Students can record their attendance in the App.

17.4 College Placement Staff to maintain regular contact with placement student by phone, mobile, e-mail, in College and site visits and act upon any problems experienced.

17.5 If required, an assessment visit by College Placement Staff can be completed and recorded on the WPS in the “Placement Report” subject to course requirements. Additional visits should be organised if problems are raised.

17.6 Problems raised by Participating Partner feedback via monitoring and review process using evaluation forms/progress reports must be dealt with as soon as possible by College Placement Staff. If necessary, these should be discussed with placement student and forwarded to SERC Head of School/Unit.

17.7 Placement students should be encouraged to articulate learning experiences in a work placement diary, they can record this in the App Attendance Tab, Student Work Placement Diary.

17.8 Through ongoing Health and Safety monitoring, College Placement Staff must address any obvious Health & Safety concerns immediately and if deemed necessary report to the

SERC Head of School/Unit and Safety, Health, Environmental and Quality (SHQ) Compliance Officer for follow up purposes.

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

18.1 The WPS has Work Placement evaluation forms embedded in the system for completion by the Participating Partner, students, and tutors subject to course requirements. Outcomes to be assessed and discussed with placement student by College Placement Staff for evidence of work placement.

18.1.1 For Trainees, the Traineeship Work Placement Review Appendix 8 is to be completed.

18.1.2. For Trainees on simulated placements the Traineeship Simulated Placement Review Evaluation Form Appendix 9 is to be completed.

18.2 Course Coordinators, and where necessary Head of School should consider how reasonable recommendations can be acted upon e.g. changes within each specific industry: latest software or industry practices. Advise Awarding Body/update course in line with the Sector Skills Council/Industry recommendations.

18.3 College Placement Staff to communicate with Participating Partner and if willing to continue to offer placements, can update the WPS and make placement searchable.

19.0 Placement Visits

19.1 Initial Assessment Visit – to approve the use of the Participating Partner: completion of 'Participating Partnership Agreement'. The Initial Placement Visit should be adequate even though several students may be attending during that year and subsequent years subject to the risk level of the Participating Partner. (see Appendix 3).

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

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Section B: The Training Organisation Placement

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Communication Plan
Appendix 6: Traineeship Bipartite Agreement
Appendix 7: Traineeship Placement Travel Form

20.0 TO Stage 1 – Preparation for Finding a Suitable Placement

20.1 College Placement Staff should interview student and record all relevant information, each student to complete a 'Disability/Health/Learning Needs Disclosure Form; acquire student's approval to forward information to Participating Partner.

20.2 Placements must be suited to student's capabilities and curriculum requirements.

20.3 Traineeship participants will be briefed on Traineeship Bipartite Agreement (Appendix 6) and eligibility to claim travel to/from placement and process to do this via Traineeship Placement Travel Form (Appendix 7).

21.0 TO Stage 2 – Work Placement Initial Visit

21.1 College Placement Staff **must** visit with the Participating Partner **before** the student commences work placement.

21.2 College Placement Staff to visit placement premises to meet relevant personnel and discuss the nature of the placement.

21.3 Emphasise to the Participating Partner - students **must** be effectively supervised at all times while on work placement.

21.4 The **'Participating Partnership Agreement'** must be completed in full, the information section should be left with the Participating Partner.

21.5 The comprehensive Health, Safety & Welfare document (contained within the placement agreement) must be completed and signed by College Placement Staff and Participating Partner.

21.6 If an overnight stay or travel outside of Northern Ireland is involved during Placement an additional Risk Assessment must be completed and signed by College Placement Staff and Head of Training and copied to the Safety, Health, Environmental and Quality (SHQ) Compliance Officer at SERC.

21.7 SSO must clarify the Personal Training Plan (PTP) and Skills for Life & Work (SFL&W) or ApprenticeshipsNI Delivery Agreement with the Participating Partner.

21.8 Confirmation of provision of adequate Personal Protective Equipment (PPE) must be agreed between the College Placement Staff and Participating Partner.

21.9 Information on relevant factors affecting each student e.g., medical conditions from the 'Disability/Health/Learning Needs Disclosure Form' to be relayed to the Participating Partner where consent given.

21.10 College Placement Staff to complete/update TAMS PTP with employer and placement details and send links to all parties for approval. A complete and signed hard copy Delivery Agreement, to be completed and a copy shared with the Participating Partner for their information. TO staff must input all placement information on WPS. All insurance details must be recorded and updated throughout the placement on TAMS and Work Placement System (WPS).

22.0 TO Stage 3 – Placement Student Briefing

College Placement Staff to ensure:

22.1 Students receive College contact information and are aware of College support system and expectations during work placement.

22.2 Placement students are made aware to inform College Placement Staff if they are unsupervised or feel they are unfairly treated during work placement: action to be taken immediately.

22.3 SFL&W/ApprenticeshipNI programmes participants sign the DfE Delivery Agreement.

22.4 Traineeship programme participants will agree and sign Traineeship Bipartite Agreement (Appendix 6) and complete Traineeship Placement Travel Form (Appendix 7).

23.0 TO Stage 4 – Placement

23.1 All Trainee placement details are to be appropriately timetabled on the College Timetabling system

23.2 The Placement Provider to implement 'Health and Safety' induction for student on first day of placement and provide proof to College Placement Staff.

23.2 Placement Provider/College Tutor must sign Trainee Timesheets each week as evidence of trainee attendance in the workplace and class or alternatively confirm attendance via phone with SERC Admin Staff.

23.3 College Placement Staff maintain regular contact with placement student by phone, mobile, e-mail, in College and site visits; act upon any problems experienced.

23.4 Trainee/ApprenticeshipNI monitoring review visits must be completed as part of an 8-10 weekly cycle alternating in-house and workplace visits. Additional visits will be organised should problems arise. All completed review dates must be recorded on caseload tracking.

23.5 Problems raised by Placement Provider feedback via monitoring and review process using course evaluation forms/progress reports, must be dealt with as soon as possible by College Placement Staff: if necessary, these should be discussed with placement student and forwarded to Head of Training Programmes & Apprenticeships.

23.6 SSO will complete Monitoring/Review documentation for trainees/apprentices and all issues arising during a workplace visit should be recorded. (All Monitoring/Review documentation must meet the required standard as stipulated by DfE).

23.7 Ongoing Health and Safety monitoring by College Placement Staff: draw attention to any obvious Health & Safety concerns which should be addressed immediately and if deemed

necessary reported to the Assistant Programme Manager, Head of Training Programmes & Apprenticeships and Safety, Health, Environmental and Quality (SHQ) Compliance Officer at SERC for follow up purposes.

24.0 TO Stage 5 – Debriefing, Follow up, Evaluation

24.1 College Placement Staff to conduct exit interview, where possible on completion of the placement.

24.2 Course Coordinators, Head of Training Programmes & Apprenticeships to act on Employers recommendations e.g., changes within each specific industry: latest software or industry practices. Advise Awarding Body/update course in line with the Sector Skills Council/Industry recommendations.

24.3 For Trainees, the Traineeship Work Placement Review Appendix 8 is to be completed

24.4 For Trainees on simulated placements the Traineeship Simulated Placement Review Evaluation Form Appendix 9 is to be completed.

24.5 College Placement Staff to review and evaluate Participating Partner for continued use of placement.

24.6 Continued communication with Placement Providers to ensure future placements.

25.0 Payment of Traineeship Work Placement Travel Expenses

Colleges will reimburse the Trainee for approved travel costs incurred whilst attending work placement.

25.1. Trainees must provide details of their Bank Account to the College using the Bank Account Details Form provided by the college staff.

25.2. Trainees must complete a Work Placement Travel Claim Form, refer to (Appendix 7) and submit to the Training Unit on commencement of the work placement. In the event the Trainee is asked to attend different sites over the course of a placement, the form is to be updated.

25.3. Administrative staff will verify the cost of public transport. When calculating travel costs for Trainees who **use their own transport** the reimbursement must be calculated

25.4. Only travel costs to and from work placement associated with the Trainee will be considered for reimbursement.

25.5. Administrative staff will carry out assessment of the Travel Claim Form and inform the Trainee of the amount that they are entitled to receive weekly for travel costs.

25.6. The Trainee must be listed and marked on the e-register as being on placement and this must be checked, alongside their enrolment status, prior to payments being made.

25.7. Amount of travel to be paid weekly by BACs and must be recorded onto the payment record.

25.8. A copy of the Travel Form will be retained.

26.0 Escalation Process

26.1 **Further and Higher Education Schools**

1. College Placement Staff;

2. Course Coordinator;
3. Deputy Head of School;
4. Head of School;
5. Deputy Principal Curriculum:
   Gary Ritchie gritchie@serc.ac.uk

26.2 **Training Organisation**

1. Student Support Officer;
2. Assistant Programme Manager;
3. Head of Training Programmes & Apprenticeships
   Victoria Boyd vboyd@serc.ac.uk

27.0 Responsible Owner

It is the responsibility of Work Placement and Competition Manager to ensure that this policy is implemented, adhered to and reviewed.

28.0 Communication Plan

27.1 The Procedure will be posted on the College intranet.

27.2 College Placement Staff will receive training on procedure, completion of placement documentation and software through Staff Development.

27.3 All work placement related documents will be available on intranet site – Training Organisation and SERC Work Placement Team sites.

27.4 Regular review at Head of School/Head of Unit team meetings.

29.0 Review

This procedure will be reviewed annually, or when the need for change has been identified.

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Appendix 1: Document Change History

Version	Date	Change Detail
1.0	Feb 2024	Changes made to the SOP in line with the introduction of a new all college 'Participating Partnership Agreement', a new college Work Placement System and Audit outcome recommendations.
1.1	April 2024	Transferred to new Accessibility Template
1.2	March 2025	Cover Sheet updated 6.7. Reference to 'Retention and Disposal Schedule SOP' added 7.4. Updated TAMS title adding *& Apprentice* 8.2.1. Work Experience ref. to definition changed from 2.2. to 2.4 10.1. Head of Health and Safety amended to "Head of Estates, Facilities Management & Health and Safety; 10.2. The 'Escalation Process' link changed from section 32 to section 25 11.3. 'Customer Feedback Policy', updated to 'Complaints and Compliments SOP' 12.5. Tutor *can* (replaced must), make SERC 'self-certification statement available on Moodle for placements 13. Section A page numbers changed from 14 – 19, to 9 – 12 Section B page numbers changed from 20 – 24, to 13 – 15 14.4. Wording 'access to WPS' changed to 'Student Intranet' 15.3.1. iPad added to the completion of documentation 25.0. Updated escalation contacts; FE HE - G Ritchie. TO - Victoria Boyd Updated *Training Programmes Manager* to *Head of Training Programmes & Apprenticeships* throughout document
1.3	Oct 2026	Head of Health and Safety changed to Safety, Health, Environmental and Quality (SHQ) Compliance Officer 8.2.1 Updated AccessNI changes for regulated activity 14.2 Curriculum team assess student suitability for placement 14.4 Next of Kin contact replaced by Emergency contacts 15.0 Remote offline working procedure included 15.3.6 Provision of PPE 18.1.1 Reference to Traineeship Placement Review added 18.1.2 Reference to Traineeship Simulated Placement Review added 24.3 Reference to Traineeship Placement Review added 24.4 Reference to Traineeship Simulated Placement Review added Appendix 2 updated with new iPad procedure 25.0 added: Payment of Traineeship Work Placement Travel Expenses Appendix 8 SERC Traineeship Work Placement Review Template added Appendix 9 SERC Traineeship Simulated Placement Review Evaluation Form added.

Appendix 2: FE/HE Work Placements using WPS

	Prior to Placement
Student	• Update their **contact** details and **emergency contacts** in their 'MySERC' • Complete **Health Declaration**, **Travel Form** and **CV** in Work Placement App (WP App - student access to the WPS) • Complete **'I Found a Placement'** in WP App (Company, Placement or if sourced by Student) • (When placed on the WPS) - Read Placement Description and Risk Assessment; tick '**Agree**' - or inform SERC Staff of any changes deemed necessary.
SERC Staff	• Visit placement providers and complete 'Participating Partnership Agreement' (PPA) with placement provider in line with SERC 'Work Placement & Experience' SOP FE and HE *Risk Levels* – (additional students only require the 'Single Indemnity) ✓ Obtain copies of the Employer and Public Liability insurance ***All documentation must be completed, signed, returned and recorded before the student starts placement.*** ✓ Ensure **Insurance** and **Health, Safety & Welfare** information updated ✓ Update staff contacts • Create **Placement** on WPS, complete risk assessment WPS will forward the secure **Login** details to the Placement Provider so the system can be accessed.
	First Week of Placement
Student	• Complete the '**Learning Agreement**' • Complete the **Induction** on WPS • Placement ***diary/log*** *Continue throughout placement* • Complete the **attendance** *continue throughout placement.*
	During Placement
SERC Staff	• Visit student on placement and complete the '**Placement Report**' on WPO or course related documentation if required.
	Last Week of Placement
Student	• Complete the '**Student Evaluation'**
Placement Provider	• Complete the '**Employer Evaluation'**
SERC Staff	• Contact Placement Provider enquire if they would be prepared to offer another placement • Copy current placement and make available and searchable for future students.
	SERC Staff must ensure all documentation is completed on WPS and may have to prompt the Student and Placement Provider * Placement Report, Student and Employer Evaluations completed if required

Appendix 3: A Guide to FE/HE Levels of Risk for Placements

1.0 High Level Risk Category:

A Review Visit must take place once per year

1.1 Placements in high risk environment such as construction, factory, and chemical production work, activity undertaken with the Police, Armed Forces, or emergency services.

1.2 High risk placement locations e.g., countries the Foreign & Commonwealth Office web site page advises not to travel to and locations within the UK with known social unrest.

1.3 Placements with small or medium size enterprises where risk control may be inadequate e.g., small wood workshop, small engineering workshop, garage or automotive paint spraying workshops.

1.4 Social and public services areas e.g., work involving visits to private residences, outward bound centres, or self-employed small business operators.

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

2.0 Medium Level Risk Category:

A Review Visit must take place once every two years

2.1 Placements with organisations with high risk associated with their activity but where placement student would not be expected to work in those areas e.g., production lines, storage facilities.

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

***** *Placements in private sector not owned and run by the Health Trust.*

3.0 Low Level Risk Category:

A <u>Review Visit</u> must take place <u>once every three years</u>

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

3.2. Organisations which have undertaken Governmental type risk assessments, inspections

e.g., Health Care Trusts, NI Education Boards, licensed sports facilities, Veterinary Clinic/Practice etc.

Work Placement Job Examples:	
Admin Assistant – Office based work	**Receptionist**
Child Care/Play Group Assistant *	**Retail Assistant**
Estate Agent - Administration	**Teaching Assistant***
Fashion/Clothing Design	**Travel Agents**
Learning Support Assistant*	**Waiter/Waitress**

** Placements in Education Board or Health Trust premises, not private sector*

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Appendix 4: Work Placement Self-Certified Statement of Sickness

Student Name:	
Student Number:	
Placement Provider:	
About your sickness, please give brief details:	
What date did your sickness begin?	
What date did your sickness end?	
What date did you last attend Work Placement?	
What time did you finish Work Placement on this date?	
Was the sickness caused by an accident on Work Placement or an industrial disease?	**Yes/No**
If your answer is 'Yes', please give details:	
Student signature:	
Date:	

Please give to the College Placement Staff

The student may want to make a copy for their records

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Appendix 5: Sample Letter/Email for Work Experience

Your Name
Full Address
Postcode

The Providers Name
Full Address
Postcode

Date

Dear **Persons name or Sir/Madam**

Re: Work Experience Placement

I would like to enquire about the possibility of a work experience placement with your company during the week of **enter dates.**

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

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

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

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

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

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

Yours **sincerely/faithfully**
(When the recipient's name is **unknown** to you: Dear Sir or Madam ... Yours faithfully)
(When **you know** the recipient's name: Dear Mr/Mrs/Ms Hanson ... Yours sincerely)

(Sign your letter)

Print your name.

Enc.

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Appendix 6: Traineeship Bipartite Agreement (TBA)

Learner Responsibilities	Tick ( )	College Responsibilities	Tick ( )
I understand that I am representing the college whilst on placement and will do my best to make it a success.		We will support the trainee and placement provider throughout the placement process	
I will not leave placement unless there is a good reason which I have discussed with all involved.		We will process any trainee payments in a timely manner and store bank details securely.	
I will provide receipts and bank details for travel whilst on placement.		We will ensure current copies of relevant insurances are in place.	
If I am unable to attend placement, I will inform my placement provider and college on that day. If I am absent due to sickness for a period of time, I will inform both parties when I intend to return.		We will monitor trainee attendance on placement and support the resolution of associated issues.	
I will inform the college of any health conditions, which may impact on my placement activity. I give permission for this information to be shared with my placement provider.		We will provide information on all learner support services and treat any disclosures confidentially. We will support any safeguarding issues and escalate accordingly.	
In the event of an accident occurring whilst on placement, I will immediately inform my placement provider and college.		We will visit the workplace to ensure both the placement provider and the trainee understand their health and safety obligations and to check that all required personal protective equipment has been supplied.	
I understand that I will be visited regularly whilst in placement by college staff to establish how I am doing.		We will visit the trainee in placement to complete regular reviews to ensure that the placement is working successfully. An evaluation will be completed at the end of the placement process.	

Trainee Signature: _____

Date: _____

College Representative Signature: _____

Date: _____

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Appendix 7: Traineeship Work Placement Travel Claim Form

Campus (✔)	Newtownards		Bangor		Downpatrick		Lisburn	

Name	
Date of Birth	
Address	
Town	
Post Code	
Course Details	

Placement Name	
Address	
Town	
Post Code	

Start Date of Placement		Expected end date of placement	
Is this a first claim?	Yes/No	Change in Circumstances?	Yes/No
If a Change in Circumstances, please state:			
Date of Change		Reason for Change	

Journey Details

Day	From	To	Cost (If public transport/mileage if private travel)
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			

Trainee Signature		Date	

Calculation		Signature	Date
	Calculated by		
	Checked by		
Rate	Finance Informed		

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Appendix 8: SERC Traineeship Work Placement Review Template

Trainee Name:	
Work Placement Provider:	
College Placement Staff Name:	
Traineeship Review Date:	
Work Placement Progress Update:	

Work Placement Check List

	Yes	**No**	**Comments**
Are you happy in your work placement?			
Do you feel supported at all times?			
Have you received our EMA payments? (If applicable)			
Have you any Health and Safety Concerns?			
Have you had any accidents during your work placement - since your last review? (If yes, specify details and ensure reported and procedures followed)			

Additional Information.

- How do you plan to progress following completion of the Traineeship programme?
- Do you feel more confident about entering the workplace or progressing to another course following your placement experience?
- What skills/knowledge did you gain from your placement?
- Any key skills you believe require further development? Timekeeping, working with others, etc.
- Has your work placement provided a better understanding of the industry?
- How could the placement opportunity be improved?

Comments:

Trainee Signature:		**Date:**	
Placement Provider Signature:		**Date:**	
College Placement Staff Signature:		**Date:**	

Appendix 9: SERC Traineeship Simulated Placement Review Evaluation Form

Trainee Name:	
Placement Provider:	
College Staff Name:	
Period of work placement (from/to):	

1. How much have you enjoyed your simulated work placement. **a. Rate on a scale from 1-5** **b. Please provide further comments to the above**	1 = Not Satisfied 1 | 2 | 3 | 4 | 5 5 = Very Satisfied
2. What did you find challenging about being in simulated work placement?	
3. What have you learnt from your experience in simulated placement?	
4. How do you plan to progress e.g. (employment, apprenticeship, further education) following completion of the Traineeship programme?	
5. Do you feel more confident about entering the workplace or progressing to another course following your simulated placement experience? **Provide details of any further advice you require to support your progression.**	

6. What skills or knowledge did you gain from your simulated placement that you didn't have before? (consider vocational & transversal skills)	
7. Reflect on your work simulated placement and outline the skills you believe require further development. Provide examples, e.g. timekeeping, working with others, using initiative etc.	
8. How has your experience on placement influenced your understanding of the career or industry that you are interested in?	
9. Has your simulated placement helped you decide if this is the type of work that you wish to pursue?	
10. How could the simulated placement opportunity have been improved?	

Trainee Signature:		**Date:**	
Placement Provider Signature:		**Date:**	
College Staff Signature:		**Date:**	

An electronic version of this form may be developed.