

Work Experience Quality Standard - Guidance



As awarded by **Health Education England**

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Introduction

This document contains information and guidance in relation to HEE's Work Experience Quality Standard framework, and to assist in completing the application form.

After reading this document, if you require further assistance, please contact workexperiencetfc@hee.nhs.uk.

This quality standard has been tailored for the assurance of in-person work experience within healthcare organisations. Our definition of work experience is aligned with that of [The future of healthcare work experience: Discovery Report](#):

“ Takes place in the workplace and allows people to experience what it's like to undertake a job supervised by staff who already work in the environment. Work experience can last half a day through to programmes over one or two weeks. They are often referred to as 'placements'. Some offer hands-on experience, while some provide insights, observation, and work shadowing.”

This quality standard also refers to 'learners' as all users undertaking work experience placements. The predominant learners are schools and college pupils, but there are various other user groups as identified in chapter 4 of the [Discovery Report](#), such as unemployed people and career changers.

Purpose

Work experience is incredibly beneficial in providing an insight into the NHS. As the [Discovery Report](#) states, “no placement will ever be the same as another. This is important, but also presents challenges with regards to consistency, quality assurance and setting expectations.” Alongside the [work experience toolkits](#), HEE’s Work Experience Quality Standard has been created to help healthcare organisations to quality assure their work experience placements by enabling a level of standardisation while still allowing an appropriate amount of flexibility to acknowledge that work experience placements are offered in a variety of different ways. It also aims to ensure that learners are not disadvantaged in the quality of exposure they receive to health careers depending on factors such as geographical location or organisational interpretation of work experience.

By demonstrating how work experience placements are planned, delivered and evaluated, healthcare organisations could achieve a Bronze, Silver or Gold quality standard award from HEE, free of charge, that will last for two years. The quality standard digital logo and certificate will be awarded by HEE to the healthcare organisation via email, who can use this however they see fit (e.g., on Trust website/email signatures etc).

Please note, while this quality standard has been designed for the assurance of in-person work experience, it could be used to support and add value to existing quality assurance processes for other types of programmes and work placements.



Benefits

Applying for and achieving the Work Experience Quality Standard could have numerous benefits for the organisation which include:

- Providing assurance and recognition
- Showcasing the quality of work experience publicly
- Engaging more learners, and providing them with the best possible insight
- Assisting with workforce shortages and the future pipeline
- Enabling a cycle of continuous improvement

Application Form Checklist

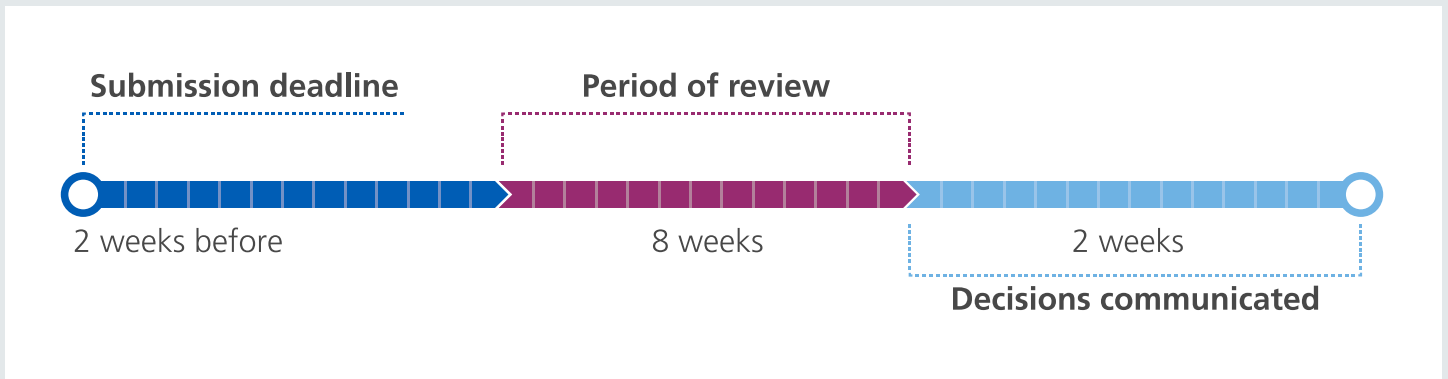
A checklist has been provided below to assist healthcare organisations to complete the application form, ensuring they clearly demonstrate how they meet each of the criteria and provide sufficient evidence. Please ensure all points are followed ahead of submitting an application form and evidence.

Application Form Checklist

- Complete every section** for which the healthcare organisations meets or exceeds the criteria (e.g., if applying for Gold, the Silver and Bronze sections should also be completed).
- Tick the corresponding box** for each of the criteria that the healthcare organisation meets
- Upload evidence** to demonstrate how each criteria is met (please see guidance notes within the framework). **Supporting commentary will not suffice if unaccompanied by evidence.**
- Evidence should be current** (dated within the last 12 months, or up to date policies).
- Evidence should include as many **completed, anonymised examples** which demonstrate that templates are being used by a variety of host departments, and completed by learners. We expect to see the following **minimum number of completed documents** across the whole of the application to be eligible to receive each respective award: 4 for bronze, 8 for silver, 12 for gold.
- Ensure **evidence only relates to face-to-face work experience provision**. We will not accept evidence which relates to pre-employment programmes, apprenticeships or online work-related learning etc.
- Complete every supporting commentary box**. As a minimum, this should accurately **reference all evidence** which supports each criteria point, including the names and page numbers. Supporting commentary may also include further context to the evidence provided.
- Complete the evidence log in full** to demonstrate how many pieces of evidence have been submitted, what they are, and what criteria they support. Please make it clear where evidence is used to support a number of different criteria points.
- Where possible, **upload evidence onto Sharepoint in separate folders** according to the criteria points.
- Ensure all **personal data is redacted** from evidence and supporting commentary.

The guidance notes within the framework provide further detail about how each healthcare organisation should demonstrate how they meet each of the criteria, with a focus on types of evidence that can be provided. However, they are not intended to be overly prescriptive; there may be other types of evidence that can be provided. Additionally, the term 'where applicable' is used to account for the limitations that some organisations will face in meeting certain criteria due to the fixed processes and procedures, and varying duration and types of placement.

Timeline of submission, review and awarding



Submission

Healthcare organisations can apply for the quality standard at any time throughout the year. However, organisations should be aware that their application will only be reviewed at set times of the year – more information can be found in Annex 1, or alternatively on the [HEE Work Experience webpage](#).

If further support is required with the application process, please contact workexperiencetfc@hee.nhs.uk

Please see below for the steps that organisations must take to apply, and what you can expect from HEE in response:

Healthcare organisations that wish to apply must:	HEE will:
Stage 1	
Email workexperiencetfc@hee.nhs.uk to request an application form, using the subject title “Work Experience Quality Standard – [health organisation name]”	Respond within five working days with an application form, and a private Sharepoint* folder for all evidence to be uploaded into.
Stage 2	
Complete the application form, including the evidence log, and upload to the Sharepoint* folder provided. All evidence must also be uploaded to the Sharepoint folder within 5 working days of uploading the application form. Please be aware of the submission deadlines in Annex 1.	Check that the completed application form and associated evidence has been uploaded to the Sharepoint folder as per the evidence log. Once confirmed, the healthcare organisation will receive a confirmation of receipt email.

Sharepoint is an approved document storage location used within HEE which can be made fully accessible to external users. Documents can be uploaded securely, taking away the need to send attachments via email.

Review

Application forms will be reviewed three times during the year, over an eight-week period. During this time, organisations are likely to receive queries in relation to their application form or requests for further evidence. Healthcare organisations should reply in a timely manner to any queries or requests received.

Specific dates of review, including the deadline for healthcare organisations to submit the completed form and associated evidence, are included in Annex 1.

The process of review will be undertaken by assessors within the NHS who have substantive experience of quality assurance and/or work experience and who work in a variety of healthcare settings across England.

Awarding

Decisions regarding the quality standard achieved will be communicated via email to the healthcare organisation at the end of the 8-week review. The organisation will receive their quality standard logo and certificate to recognise the quality standard achieved, where applicable.


Any healthcare organisations who wish to appeal the decision regarding the quality standard achieved, must do so in writing within ten working days of receiving the awarding communication. An email should be sent to workexperientctfc@hee.nhs.uk and should provide a clear reason for appealing.

Healthcare organisations will be reminded at least one month before their quality standard award expires. In order to continue using the award logo and certificate, healthcare organisations must resubmit additional evidence to demonstrate that work experience is being carried out at the quality standard currently held, or may aspire to apply for a higher quality standard where possible.




Guidance Notes – Framework Criteria


Healthcare Organisation



Bronze Criteria	Guidance notes and examples of evidence  BRONZE AWARD WORK EXPERIENCE QUALITY STANDARD
<p>1a) Demonstrate that work experience is a quality and meaningful activity</p>	<p>Evidence may include:</p> <ul style="list-style-type: none"> - Written contributions or endorsements such as emails and letters from staff at various levels, including senior buy-in. - Internal and external work experience promotion and/or celebration of placement achievements, demonstrated via visible promotion within the organisation and in the local community. Formats of this promotion may include marketing materials, information sessions, informative webpages with case studies etc.
<p>1b) Demonstrate how equality, diversity and inclusion is considered and embedded within work experience</p>	<p>Evidence may include:</p> <ul style="list-style-type: none"> - Demonstration that the work experience offer is accessible to diverse/underrepresented groups at the application stage, and during the work experience placement - Written guidance provided to placement hosts/supervisors which helps to tailor the placement to the learner. This may include advice and guidance relating to pronouns and inclusive language, disabilities, accommodating religious beliefs and practices (e.g. access to prayer rooms if available), or making other reasonable adjustments. - Written information or signposting of additional support that staff may have access to as an employee. This may include staff networks, employability assistance programmes, mental health first aiders etc.
<p>Hold valid and adequate insurance including:</p> <p>1c) Employers Liability 1d) Public Liability</p>	<p>Evidence may include:</p> <ul style="list-style-type: none"> - The relevant document/s which show you hold valid and adequate insurance for the duration of the placement (may be one document held by the Trust Litigation Team).
<p>Have the relevant HR procedures and policies in place, including:</p> <p>1e) Health & Safety policy 1f) Equality & Diversity policy 1g) Safeguarding policy</p>	<p>Evidence may include:</p> <ul style="list-style-type: none"> - Copies of organisational HR policies which cover health and safety, equality and diversity, and safeguarding (may be one policy or separate policies)

Pre-Placement




Bronze Criteria	Guidance notes and examples of evidence 
<p>2a) Conduct risk assessment/s for the area/s where work experience is being offered</p>	<p>Evidence may include:</p> <ul style="list-style-type: none"> - Copies of the risk assessment/s which identifies, classifies and mitigates all possible risks. This risk assessment must include the employer’s stance on Covid-19 vaccination requirements. <p>Organisations may wish to use an adapted version of the risk assessment template within the Work Experience Toolkits as evidence.</p>
<p>2b) Undertake DBS checks for staff supervising learners under the age of 16, where applicable</p>	<p>Evidence may include:</p> <ul style="list-style-type: none"> - Copies of policies or procedures which evidence the process the organisation undertakes to carry out DBS checks for staff supervising learners under the age of 16, where applicable. This is only necessary for ‘regulated activity’, where the person providing the training/supervision to the learner is unsupervised and is providing the training/supervision frequently (at least once a week or on more than three days in a 30 day period). There may also be a difference in eligibility for non-patient facing roles. For more information, visit: DBS eligibility guidance - GOV.UK (www.gov.uk).
<p>2c) Implement an inclusive application process</p>	<p>Evidence may include:</p> <ul style="list-style-type: none"> - Copy of organisation’s work experience application form (physical or digital) which is either publicly available or can be requested with ease (e.g. email address/contact available on Organisation’s website). - Associated communications (such as emails/ marketing materials/use of social media/information on Trust website) which provides information on the organisation’s application process. This may include a deadline for applying, how applications will be assessed, and expected response times. - Demonstration of inclusive recruitment practice such as accessibility to a wider and more diverse group of learners, use of name-blind applications, use of selection criteria etc. <p>Organisations may wish to use an adapted version of the template application form within the Work Experience Toolkits as evidence, and to access further information about what to include within the application process.</p>

Continued overleaf..


Bronze Criteria	Guidance notes and examples of evidence 
<p>2d) Disseminate relevant information to learners to help them prepare for the work experience placement</p>	<p>Evidence may include:</p> <ul style="list-style-type: none"> - Copy of anonymised welcome letter which provides details that the learner needs to know in advance including dates and times, location, who to contact and expectations. - Copy of placement agreement outlining the terms of the placement, including policies and procedures around confidentiality. - Copy of organisation’s work experience guide which provides more information about what to expect, what to wear and how to prepare. <p>Organisations may wish to use adapted versions of the welcome letter, placement agreement and clinical/non-clinical guide within the Work Experience Toolkits as evidence.</p>
<p>2e) Have a process for considering the overall risk and health and safety of the learner, and any implications on patient safety</p>	<p>Evidence may include:</p> <ul style="list-style-type: none"> - Copy of health questionnaire or section of application form which demonstrates consideration of the learner’s health and care needs. - Copy of risk assessment which shows how risk is considered and mitigated in relation to the learners, and any implications/risks to patient safety. <p>Organisations may wish to use an adapted version of the health questionnaire and risk assessment templates within the Work Experience Toolkits as evidence.</p>
<p>2f) Collect relevant personal details from the learner, and demonstrate an effective logging system in accordance with data protection legislation</p>	<p>Evidence may include:</p> <ul style="list-style-type: none"> - Copy of document/form (whether physical or digital) or screenshot of system used to collect relevant personal details from the learner who is due to start the placement. This should include any medical details and emergency contact details. This should also demonstrate how the organisation effectively inputs, stores and retains this data in accordance with GDPR. <p>Please note, all personal data should be redacted.</p>
<p>2g) Advise learning providers of the types of work experience which can be provided</p>	<p>Evidence may include:</p> <ul style="list-style-type: none"> - Copies of example communications (such as emails/marketing materials/use of social media/information from trust website) aimed at learning providers which ensures transparency of information regarding the organisation’s work experience offer.


Silver Criteria	Guidance notes and examples of evidence  SILVER AWARD WORK EXPERIENCE QUALITY STANDARD
2h) Consider which job areas are suitable and provide a list of possible opportunities for work experience learners	<p>Evidence may include:</p> <ul style="list-style-type: none"> - Copies of organisation risk assessments/procedural documents to evidence how the organisation has considered suitable job areas to offer work experience in. This may include the use of data to target departments where there are specific workforce needs/shortages. - Communications (such as emails/marketing materials/use of social media) which demonstrate the promotion of work experience opportunities to prospective learners.
Gold Criteria	Guidance notes and examples of evidence  GOLD AWARD WORK EXPERIENCE QUALITY STANDARD
2i) Implement an approved organisation policy for work experience	<p>Evidence may include:</p> <ul style="list-style-type: none"> - Approved organisation policy for work experience. This could either be a separate document or feature within other HR policies.
2j) Ensure work experience is viewed as a potential route to employment, and/or other relevant opportunities, when vacancies arise	<p>Evidence may include:</p> <ul style="list-style-type: none"> - Written communication to learners who have completed a work experience placement that provides further information about, or eases access to, vacancies in relevant sectors. This may include providing internal access to vacancies. - Information on organisation website or within timetable/schedule, such as links to relevant apprenticeships and NHS jobs. - Written communication to learners on other relevant opportunities which will help them with their next steps. This could include volunteering opportunities, employability programmes or educational courses. This may be particularly relevant for younger learners who are not ready/old enough for employment.
2k) Define and implement eligibility and/or prioritisation criteria within the application process	<p>Evidence may include:</p> <ul style="list-style-type: none"> - Copy of organisation's work experience application form which clearly states any eligibility and/or prioritisation criteria that will be in place when shortlisting. - Snapshot of webpage or document with statistics/data/infographic which demonstrates the process and rationale behind the eligibility/prioritisation criteria to diversify the intake of learners. This may include the use of workforce data. <p>Organisations may wish to refer to the Work Experience Toolkits for specific examples of criteria that could be used.</p>


Placement Induction

Bronze Criteria	Guidance notes and examples of evidence	 BRONZE AWARD <small>WORK EXPERIENCE QUALITY STANDARD</small>
3a) Conduct an effective induction process on the first day, which includes all information that the learner will need to know	Evidence may include: <ul style="list-style-type: none"> - A template timetable/plan/information pack which requests information from the learner to help get to know them, as well as an introduction to the team and organisation, and information which clarifies expectations. Organisations may wish to refer to the Work Experience Toolkits for more information relating to specific elements to include in the induction.	
Silver Criteria	Guidance notes and examples of evidence	 SILVER AWARD <small>WORK EXPERIENCE QUALITY STANDARD</small>
3b) Ensure that every learner has objectives for the work experience placement and the opportunity to track their progress throughout	Evidence may include: <ul style="list-style-type: none"> - Copy of example learning plan which provides the opportunity to set and record SMART objectives, conducted as a two-way process where applicable, and the ability to track their progress throughout the placement. - Copy of induction/schedule which communicates aims and objectives, or provides the dedicated time to set these as a two-way process/discussion, and the opportunity for these to be revisited within the evaluation process. 	
Gold Criteria	Guidance notes and examples of evidence	 GOLD AWARD <small>WORK EXPERIENCE QUALITY STANDARD</small>
3c) Provide information about relevant career pathways to help the learner to consider all options, either with the current employer or externally, where applicable	Evidence may include: <ul style="list-style-type: none"> - Copy of physical or digital document/s which contain age-appropriate information, advice and guidance relating to career pathways, either with the current employer or externally. These documents may signpost to helpful resources such as the Health Careers webpage and HASO. 	
3d) Develop a detailed and clear learning pathway with the learner relating to the work experience placement being undertaken	Evidence may include: <ul style="list-style-type: none"> - Template document which details a clear learning pathway relating to the work experience placement being undertaken which uses simple language to describe the breakdown of departments, and the job roles and skills that the learner will gain an understanding of/opportunity to develop. - More general information provided on the organisation website, such as links to career pathways with resources and content used within the placement. 	




During Placement

Bronze Criteria	Guidance notes and examples of evidence 
4a) Provide the learner with work experience as described at the induction	<p>Evidence may include:</p> <ul style="list-style-type: none"> - Example of anonymised reviews or reflective accounts from learners which provide feedback on the placement. - Example timetable which contains regular check ins with the learner to review progress against the induction and provides a regular opportunity for the learner to ask questions. <p>Organisations may wish to use an adapted version of the learner evaluation form within the Work Experience Toolkits as evidence.</p>
4b) Provide appropriate supervision at all times	<p>Evidence may include:</p> <ul style="list-style-type: none"> - Timetable/information pack which demonstrates that appropriate supervisor/s have been identified to ensure the learner is never left alone and is available at the start and end of days to welcome and review.
4c) Provide the learner with opportunities to raise issues or complaints, in confidence, if required	<p>Evidence may include:</p> <ul style="list-style-type: none"> - The provision of information which demonstrates a complaints procedure is in place which allows the learner to raise issues or complaints in confidence if required. - Marketing materials which promote and provide contact details for a dedicated programme/department/contact which provides a safe space and opportunity to raise any issues or complaints in confidence.
4d) Support any further training where required	<p>Evidence may include:</p> <ul style="list-style-type: none"> - Copy of placement timetable/induction pack which shows dedicated timeslots for the learner to undertake any compulsory and/or optional further training required, or screenshot of system used to record completion of training. - Information and guidance (physical or digital) around additional opportunities for training or development.


Silver Criteria	Guidance notes and examples of evidence	 SILVER AWARD <small>WORK EXPERIENCE QUALITY STANDARD</small>
4e) Provide a mentor/buddy so that each learner has access to one-to-one support	Evidence may include: <ul style="list-style-type: none"> - Induction document/information pack/noticeboard which demonstrates that an appropriate member of staff has been identified as a mentor/buddy and is available to provide one-to-one support for the learner as required. 	
4f) Provide the learner with opportunities to develop transferable skills within the placement, where applicable	Evidence may include: <ul style="list-style-type: none"> - Copy of a template timetable which has time built in for relevant training, where applicable (this may include health and safety training, food hygiene, development of numerical and language skills, etc). 	
4g) Provide guidance on employability skills from an employer perspective	Evidence may include: <ul style="list-style-type: none"> - Written guidance/questionnaire, or demonstration of time built into the timetable (e.g., end of day/week discussion/reflection), to assist the learner to identify relevant skills with examples that they have witnessed/demonstrated, and how this can support career pathways into healthcare. 	


Gold Criteria	Guidance notes and examples of evidence	 GOLD AWARD <small>WORK EXPERIENCE QUALITY STANDARD</small>
4h) Provide support and guidance to the learner to help them gain paid employment or to access further/higher education courses	Evidence may include: <ul style="list-style-type: none"> - Provision of written information (or links to specific webpages) which provides advice on suitable job roles and/or further/higher education courses. - Copy of placement timetable which shows allocated timeslots for formal interview practice and feedback. 	


Reflection and Review

Bronze Criteria	Guidance notes and examples of evidence	 BRONZE AWARD <small>WORK EXPERIENCE QUALITY STANDARD</small>
<p>5a) Provide regular opportunities for review of progress, including praise for achievements and feedback on areas for improvement</p>	<p>Evidence may include:</p> <ul style="list-style-type: none"> - Copy of one-to-one or group feedback/meeting template to demonstrate the structure of the review. - Template document/schedule which demonstrates time built into the placement for two-way review of progress (individually or in a group setting). The frequency should be proportionate to the length of placement, e.g., for shorter 1-2 day placements this may only happen once. 	
Silver Criteria	Guidance notes and examples of evidence	 SILVER AWARD <small>WORK EXPERIENCE QUALITY STANDARD</small>
<p>5b) Review the achievement and progress against learner objectives</p>	<p>Evidence may include:</p> <ul style="list-style-type: none"> - An example learning plan which assists with the review of achievements and progress against SMART objectives. - Template schedule/timetable to demonstrate dedication of time within a placement timetable to conduct this review. 	
Gold Criteria	Guidance notes and examples of evidence	 GOLD AWARD <small>WORK EXPERIENCE QUALITY STANDARD</small>
<p>5c) Support the learner to maintain a record of their achievements</p>	<ul style="list-style-type: none"> - Template document or reflective diary which allows the learner to maintain a record of skills, experiences and achievements gained throughout the placement. 	

Post placement

Bronze Criteria	Guidance notes and examples of evidence	 BRONZE AWARD <small>WORK EXPERIENCE QUALITY STANDARD</small>
<p>6a) Collect feedback from the learner to understand the short-term impact of the placement and help with continuous improvement</p>	<p>Evidence may include:</p> <ul style="list-style-type: none"> - Copy of evaluation form/survey which captures learner feedback and helps the organisation to understand the short-term impact of the work experience placement. This may include asking questions which help to understand the change in the learner’s knowledge, attitude and intention following the placement. - Evidence of any changes made to the work experience offer/placements as a result of the learner evaluation and feedback, or a procedural document which outlines the process of continuous improvement. <p>Organisations may wish to use an adapted version of the evaluation form within the Work Experience Toolkits as evidence.</p>	
<p>6b) Provide a certificate or document for the learner that recognises their achievement of successfully completing the placement, where applicable</p>	<p>Evidence may include:</p> <ul style="list-style-type: none"> - A template certificate/document of achievement that the learner can keep. This can be physical or digital. As a minimum, this should be required for placement durations of one week or longer. <p>Organisations may wish to use an adapted version of the template certificate of attendance or letter within the Work Experience Toolkits as evidence.</p>	

Silver Criteria	Guidance notes and examples of evidence	 SILVER AWARD <small>WORK EXPERIENCE QUALITY STANDARD</small>
<p>6c) Provide feedback on the learner’s performance during the placement, either verbally or written</p>	<p>Evidence may include:</p> <ul style="list-style-type: none"> - A template document with written feedback, or a document of the structure and typical content covered within verbal feedback. <p>Organisations may wish to use an adapted version of the supervisor feedback report within the Work Experience Toolkits as evidence.</p>	

Gold Criteria	Guidance notes and examples of evidence	 GOLD AWARD <small>WORK EXPERIENCE QUALITY STANDARD</small>
6d) Demonstrate a commitment to collecting longitudinal data, where possible, to understand the onward progression/destinations of the learners	Evidence may include: <ul style="list-style-type: none"> - Anonymised longitudinal data set which shows the onward progression or destination of the learners after certain intervals following the placement (e.g. 6 months-1 year onwards). We recognise that this may not be a full data set, and challenges may be experienced in gaining the destinations of all learners. - Demonstration of longer term engagement/communication with learners directly or the organisation arranging the placement which shows a continued attempt to collect longitudinal data of the learners. 	
6e) Provide support at the end of the placement to help the learner with their next steps to pursue a career in health and care, where applicable	Evidence may include: <ul style="list-style-type: none"> - Provision of information (physical or online) on careers in healthcare and upcoming/live vacancies. - Provision of additional training and development opportunities (physical or online) to help the learner gain paid employment within or outside the host organisation, or to access relevant further/higher education courses, where applicable. 	
6f) Work closely with the organisation arranging the placement to coordinate advice offered on local labour market information, where applicable	Evidence may include: <ul style="list-style-type: none"> - Communications (e.g., email trails/targeted marketing materials) which demonstrate collaborative working with the organisation that arranges the placement to coordinate advice offered on local labour market information, where applicable. This could include schools/colleges, job centres, internal departments etc. 	
6g) Provide a written reference to be used by the learner	Evidence may include: <ul style="list-style-type: none"> - A template written reference which covers basic details including employer name, name of learner, role/department, and dates of placement. If the placement is two weeks or longer, this reference should be individualised, including all skills and knowledge achieved during the placement (if employer allows). 	

Annex 1 – Cycle of review dates

Please see the dates for the cycles of review below for 2022/23 and 2023/24. These dates will be advertised and updated accordingly on the [HEE Work Experience webpage](#).

2022/23

Cycle 2	
Submission deadline:	18th January 2023
Period of review:	1st February - 29th March 2023
Decisions communicated:	31st March - 14th April 2023

2023/24

Cycle 1	
Submission deadline:	18th May 2023
Period of review:	1st June - 27th July 2023
Decisions communicated:	28th July – 11th August 2023

Cycle 2	
Submission deadline:	18th September 2023
Period of review:	2nd October - 27th November 2023
Decisions communicated:	28th November – 12th December 2023

Cycle 3	
Submission deadline:	18th January 2024
Period of review:	1st February - 28th March 2024
Decisions communicated:	29th March – 12th April 2024