

Work Experience Policy & SOP

Clinical and Operational Placements

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Work Experience Policy & SOP Clinical and Operational Placements

Contents

Hosting Manager.....	4
People Team	5
Supervising Clinician or Senior Colleague	5
Safeguarding and Health & Safety Leads.....	5
Participant	5
Eligibility & Selection	5
Pre-Placement Requirements	6
Placement Structure.....	7
Clinical Placements	7
Operational / Administrative Placements	7
Safeguarding and Confidentiality.....	8
Monitoring and Evaluation.....	8
Early Termination	8
Record Keeping and Retention	9
Review & Monitoring	9
Equality Impact Assessment	9
Version Control.....	10

Work Experience Policy & SOP Clinical and Operational Placements

Introduction

BrisDoc Healthcare Services is committed to supporting the development of the future healthcare workforce and to helping individuals gain an understanding of the world of work.

Work experience placements provide valuable opportunities for young people and adults to gain insight into healthcare and operational careers, develop employability skills and appreciate the values and behaviours that underpin patient care and effective teamwork.

This combined Policy and Standard Operating Procedure (SOP) brings together BrisDoc's previous work experience documents into a single framework. It outlines both the organisation's policy position and the operational steps to be followed when hosting placements in any BrisDoc service, whether clinical or operational. The intention is to ensure a consistent, safe and positive experience for participants, patients, and staff alike.

Policy Statement

BrisDoc is committed to offering work experience opportunities that are inclusive, safe and of educational value. All placements must be planned and supervised in a way that protects patients, learners and staff, and ensures compliance with relevant legislation and in Clinical settings with NHS guidance.

BrisDoc supports work experience as part of its social purpose and workforce development strategy. Placements are intended to offer a learning experience, not employment, and should never replace paid staff.

The following apply:

- All placements must be risk-assessed, age-appropriate and supervised at all times.
- The safety, privacy and dignity of patients must be maintained.
- Participants must not access clinical systems or confidential data.
- Every placement must include an induction and debrief.
- The hosting manager is responsible for ensuring compliance with this policy.

Purpose

The purpose of this document is to set out clear standards for the management of work experience placements within BrisDoc. It aims to ensure that all placements are well planned, appropriately supervised, and contribute positively to both learning and service quality.

Specifically, the policy seeks to:

- Promote healthcare and operational careers within the communities we serve, creating a sustainable workforce for the future.
- Provide participants with structured, meaningful exposure to the workplace.
- Safeguard patients, participants and staff through appropriate checks and risk assessments.
- Ensure that all placements reflect BrisDoc's values and standards of professionalism.

This Policy must be read alongside related policies on Safeguarding, Health and Safety, Equality and Diversity, and Information Governance.

Work Experience Policy & SOP Clinical and Operational Placements

Scope

For the purposes of this Policy and SOP, individuals undertaking a work experience placement are referred to as participants. This term includes school and college students, adult learners, and anyone undertaking a short-term unpaid placement within BrisDoc for the purpose of learning and career insight.

This Policy and SOP apply to all BrisDoc Services offering short-term, unpaid work experience placements. These may include:

- Clinical placements: Observational placements within patient-facing services such as GP practices, out-of-hours clinics or healthcare support settings.
- Operational or administrative placements: Observational or project-based experience in non-patient-facing teams such as HR, finance, governance, or digital services.

Placements are normally for participants aged between 14 and 18 years, although adults seeking career change insight or returning to work may also be considered.

This policy does not apply to formal clinical education placements that form part of an accredited qualification, volunteer roles covered by the Volunteering Policy, or paid employment.

Responsibilities

Hosting Manager

The hosting manager is accountable for the planning, delivery and monitoring of the work experience placement. They are responsible for ensuring that all pre-placement requirements have been met, that the individual is appropriately supervised, and that the experience is meaningful and safe.

They must:

- Review requests for placements within their service.
- Undertake or delegate completion of the workplace risk assessment.
- Ensure the individual receives a local induction and has a named supervisor.
- Confirm to the People Team that all checks and forms are complete before the placement begins.
- Monitor attendance and engagement throughout the placement.
- Collect feedback and provide assurance that the placement has been completed.

Hosting Managers must ensure all requirements are completed using the Hosting Manager Checklist (Appendix D) to confirm compliance with pre-placement, in-placement and post-placement actions.

Work Experience Policy & SOP Clinical and Operational Placements

People Team

The People Team provides policy oversight, templates, and assurance but does not arrange or manage placements.

Its role is to:

- Maintain the approved policy, forms and templates.
- Provide advice and guidance to hosting managers.
- Maintain a central register of all placements for assurance and audit purposes.
- Conduct periodic reviews to ensure compliance with policy standards.

Supervising Clinician or Senior Colleague

The supervisor ensures that the participant's activities remain within approved boundaries and that patient care, safety and confidentiality are upheld.

Supervisors must be present or immediately available throughout the placement.

Safeguarding and Health & Safety Leads

These leads provide expert advice and assurance on safeguarding and workplace risk assessments, particularly where placements involve individuals under 18 or patient-facing activities.

Participant

The individual undertaking work experience is expected to behave professionally, respect confidentiality, follow all instructions and report any concerns to their supervisor.

Eligibility & Selection

Placements are normally available to individuals aged 14 and above.

- Those aged 14–15 may undertake administrative or non-clinical placements only.
- Those aged 16 and above may undertake clinical observational placements under strict supervision.

Applicants may be referred by schools, colleges or may apply directly. All requests must be made using the approved Work Experience Application Form and must include:

- Personal details and emergency contacts.
- Educational or career objectives.
- Parental or guardian consent for under-18s.
- Reference from a teacher or employer.

Work Experience Policy & SOP Clinical and Operational Placements

The hosting manager will decide whether to accept the placement, taking into account service capacity, suitability of the applicant, and patient safety.

The hosting manager must then inform the People Team once the decision has been made.

Pre-Placement Requirements

Before a placement begins, the following must be completed:

Risk Assessment – A work-experience risk assessment must be completed before any placement begins. The Hosting Manager is responsible for obtaining the correct version of the form from the People Team.

- Under-18 participants: use the Young Person Work-Experience Risk Assessment.
- Participants entering clinical environments: use the Clinical Work-Experience Risk Assessment.
- All other participants: use the General Work-Experience Risk Assessment.
- The People Team maintains the current templates on Radar and ensures they reflect up-to-date health-and-safety and infection-prevention guidance.

Health Declaration – to confirm the individual is fit to attend and does not present an infection risk.

Work Experience Agreement - Each participant must sign a Work Experience Agreement confirming the purpose and conditions of their placement (Appendix A – Work Experience Agreement). This document sets out the learning objectives, supervision arrangements, and expected standards of conduct.

Confidentiality and Consent Form - All participants must complete and sign a Confidentiality and Consent Form (Appendix B) before starting their placement. The form confirms understanding of BrisDoc's confidentiality obligations and includes parental consent for those under 18. Supervisors must not allow a participant to commence without a signed form.

Parent/School Agreement Form - For school or college placements, the Parent/School Agreement Form (Appendix C) must be completed to confirm consent, emergency contact details, and the school's acknowledgement of its own responsibilities during the placement.

Identity Verification – such as passport, school ID, or birth certificate.

DBS checks are not normally required for short, fully supervised placements. They may be required for longer or repeated placements involving unsupervised access to patients or sensitive data.

The Hosting Manager Checklist (Appendix D) provides a quick reference to ensure all required documents and risk controls have been completed before confirming the placement. The hosting manager must confirm to the People Team that these requirements have been completed before the placement commences.

Induction and Conduct

Every participant must receive an induction on their first day.

The induction should cover:

Work Experience Policy & SOP Clinical and Operational Placements

- Introductions and overview of the service.
- Health and safety, fire evacuation and emergency procedures.
- Infection prevention and control, if relevant.
- Information governance, confidentiality and safeguarding.
- Expected standards of behaviour and dress code.

Participants must be supervised at all times and are expected to:

- Treat patients, colleagues and property with respect.
- Maintain confidentiality.
- Follow all instructions and safety procedures.
- Notify the supervisor if unwell or unable to attend.

Any breach of conduct or confidentiality will result in the immediate termination of the placement.

Placement Structure

Placements normally last up to one week but may be shorter or longer depending on the purpose and service capacity.

Working hours should reflect the nature of the service and must comply with the Working Time Regulations for young people.

Participants must be given appropriate rest and meal breaks.

Clinical Placements

Clinical placements offer an opportunity to observe patient care under supervision.

They must not involve independent clinical work, access to medical records, or unsupervised interaction with patients.

Certain environments are strictly excluded — such as end-of-life care, safeguarding consultations, or child immunisation clinics.

Patient consent must always be sought before a participant is present during consultations or procedures.

Operational / Administrative Placements

Operational placements may include shadowing staff, observing team meetings, and undertaking supervised, age-appropriate administrative tasks.

Participants must not access confidential HR or patient information and must not handle live data systems without supervision.

Work Experience Policy & SOP Clinical and Operational Placements

Supervision and Safety

A named supervisor must be allocated for every placement. The supervisor is responsible for the participant's safety and learning throughout the placement.

The hosting manager must ensure that appropriate infection control and PPE guidance is provided, where relevant, and that participants are never left unsupervised in clinical or confidential environments.

Hosting Managers are responsible for ensuring that all identified risks and control measures documented in the appropriate Work-Experience Risk Assessment form obtained from the People Team are implemented and reviewed before the placement commences.

All incidents, accidents or near misses must be reported in line with BrisDoc's Learning Event Policy.

Safeguarding and Confidentiality

All staff involved in work experience placements must have completed safeguarding training.

Supervisors must ensure that participants know how to raise any concern during their placement.

Under-18s must not work alone or in isolated environments.

Confidentiality is paramount. Participants must sign a confidentiality statement before starting and are reminded that the duty of confidentiality continues after the placement ends.

Any breach will result in immediate termination of the placement and, if appropriate, notification to the school or parent.

Monitoring and Evaluation

The hosting manager should hold brief daily check-ins with the participant and complete a short evaluation at the end of the placement.

The participant should be encouraged to provide feedback to the Host Manager at the end of the placement.

The People Team will maintain a central record of placements and provide periodic summary data to the People Committee for assurance.

Early Termination

A placement may be ended early if the participant breaches confidentiality, behaves inappropriately, becomes unwell, or if operational pressures or safety concerns arise.

Any early termination must be reported to the People Team, who will record the reason on the central register.

Work Experience Policy & SOP Clinical and Operational Placements

Record Keeping and Retention

The People Team will maintain a central register of all placements, recording applicant details, host department, dates, and completion status.

All related documentation will be retained securely for at least 12 months in accordance with BrisDoc's Data Protection and Records Management Policies.

Review & Monitoring

This policy and SOP will be reviewed every three years or sooner if legislation or organisational needs change.

The People Team will monitor compliance through periodic audits and feedback from hosting managers.

Findings will be reported to the People Committee.

Equality Impact Assessment

BrisDoc is committed to promoting equality, diversity and inclusion across all aspects of its work.

In line with the Equality Act 2010 and the Public Sector Equality Duty, this policy has been subject to an Equality Impact Assessment (EQIA).

The purpose of this assessment is to ensure that the policy does not unlawfully discriminate against any protected groups, and that it promotes equal opportunity and fosters good relations among participants, colleagues and the communities we serve.

No adverse equality or quality impacts have been identified.

The policy promotes inclusive access to work experience placements across both clinical and operational environments and supports fair treatment regardless of background, identity or circumstance.

It explicitly requires Hosting Managers to consider individual needs and reasonable adjustments as part of risk assessments and placement planning.

This includes adjusting for participants with disabilities or additional learning needs, ensuring accessibility, and being sensitive to cultural and religious needs.

The policy also promotes BrisDoc's commitment to social value and widening participation by encouraging placements for individuals from diverse or underrepresented backgrounds.

Implementation of this policy will be monitored by the People Team and reviewed at least every three years to ensure continued equity of access and outcomes.

Work Experience Policy & SOP Clinical and Operational Placements

Version Control

Date	Version	Author	Change Details
Jan 2019	1.0	Workforce Support	Initial CKMP Clinical Work Experience SOP (SOP 55)
October 2021	2.0	Workforce Team	Updated templates and administrative process
06/12/2022	2.1	Mike Duncan Nigel Gazzard	References to People Team replaced HR Department.
09/04/2025	2.2		Extended review by 6 months as agreed by R Hancock. Document review in progress.
29/10/2025	2.3	MD	Document has been checked for compliance and has been reset with a new review date. Legislation/frameworks checked Management of H&S at Work Regs 1999, DPA 2018, Children Act 2004, NHS safer placements guidance
October 2025	3.0	Director of People & OD	Full consolidation of Clinical and Operational Work Experience Policies and SOPs; clarified hosting manager responsibilities; updated safeguarding, equality, and assurance; added appendices and EQIA