

What next for Work Experience and Internship services in Hounslow?

Patricia King, Andrew Dakers and Declan Swan
November 2011



TURNING WORK
EXPERIENCE
**INTO WORK
INSPIRATION**
A Business in the Community campaign



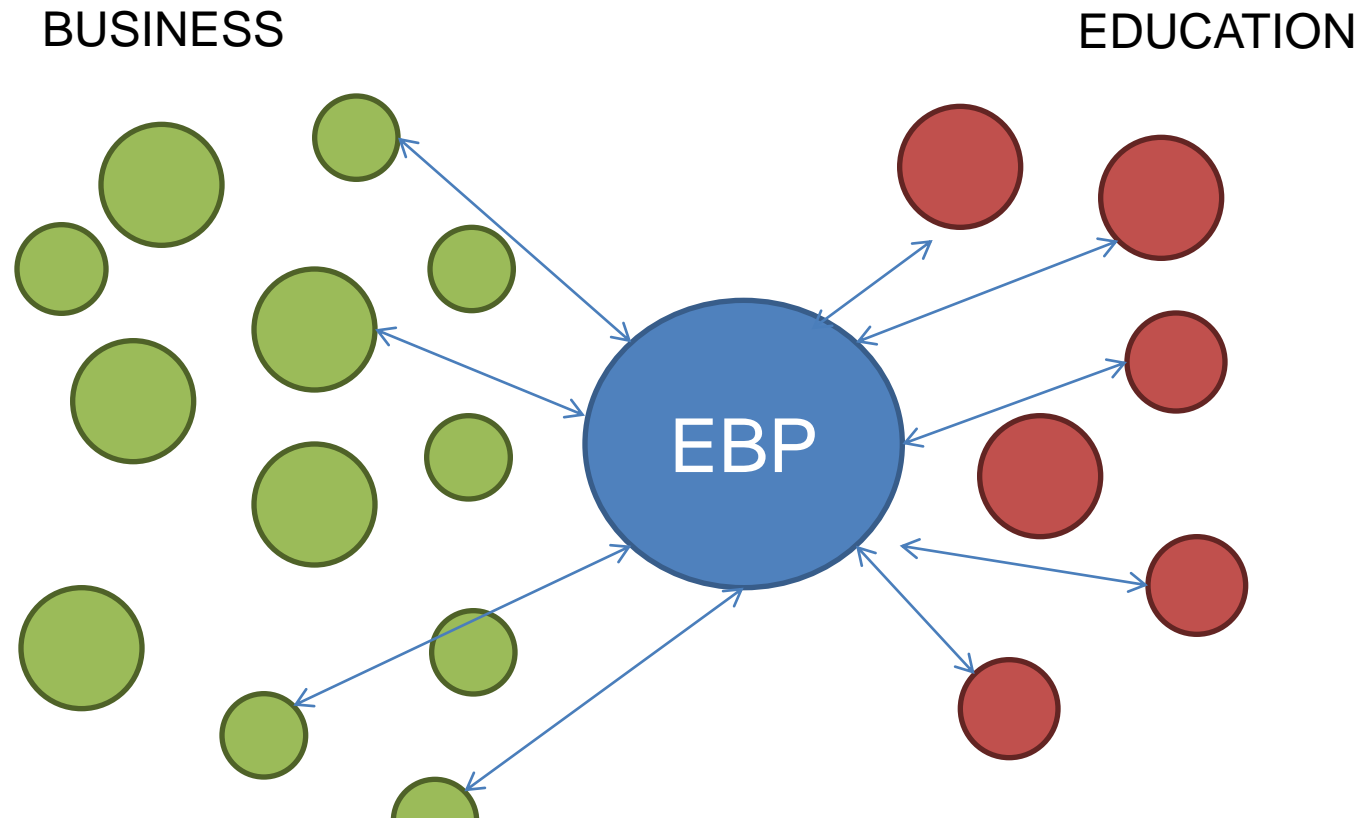
London Borough
of Hounslow





- An introduction to Hounslow EBP
- IEBE Employability Hub
- Work Experience & Internships Wheel
- The WEX Factor
- Veryan WebView 2.0
- World Café

Education Business Partnerships



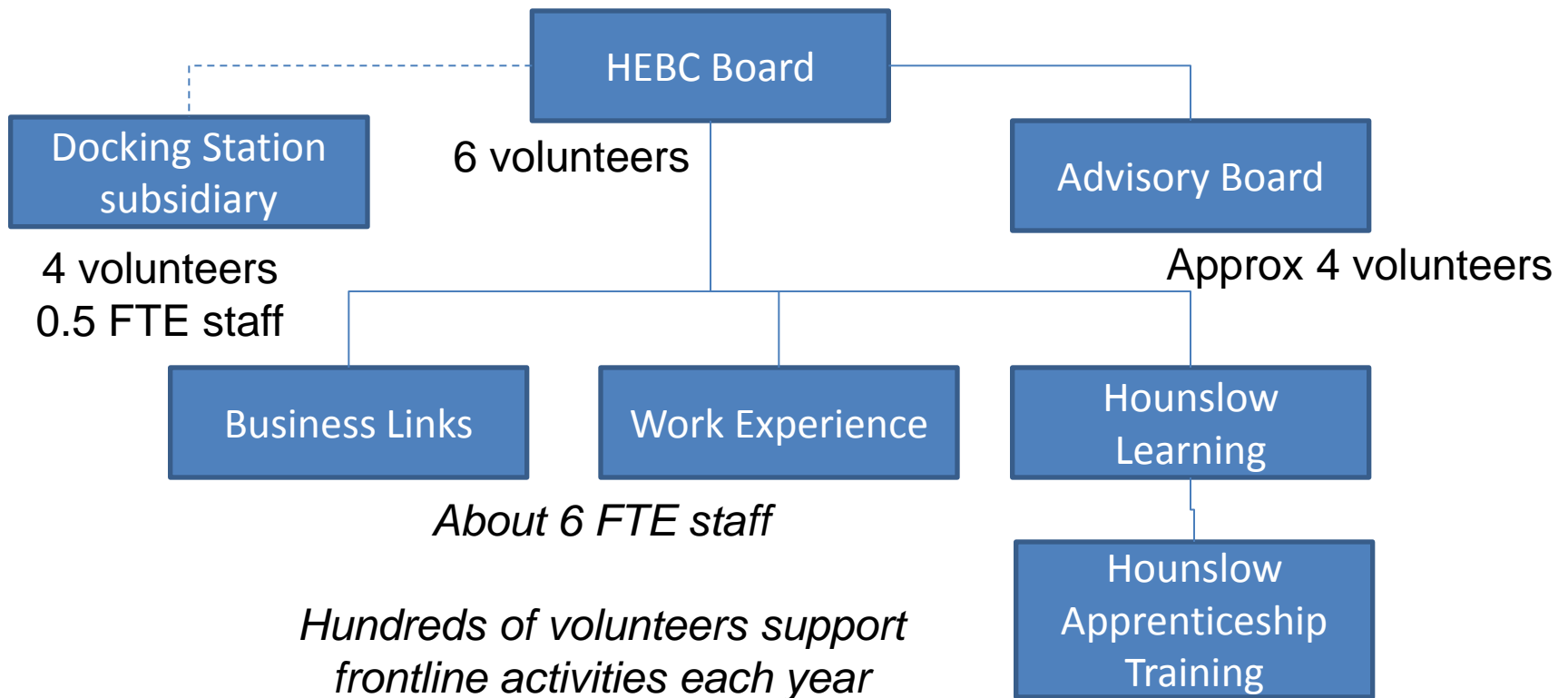
*Emerg ed in late 1980s/ early 1990s –
Enabling efficient collaboration between
education and business*

Hounslow Education Business Partnership

- HEBP works with schools, colleges and businesses to prepare young people for adult and working life and, by doing so, contributes to the economy and society of London Borough of Hounslow.
- Trace our formation back to 1980.
- From the outset chaired by a senior business representative – generously hosted by GSK for 25 years.
- Recently judged 'excellent' by the Institute for Education Business Excellence.
- This year incorporated as a charity and transferred our small staff team off the Local Authority payroll.



Organisation



In numbers...

HEBP works with c.5000 young people each year through:

- 3000+ Work Experience Placements
- 1300+ Health and Safety Visits
- 5000+ Business Links Opportunities
- Support for Hounslow's Broad Curriculum Offer
- 50 new employers engaged per annum
- c.£300k income/ expenditure per annum



Corporate partnerships

- BAA – Engineering Challenge
- BP – Science Challenge
- British Airways – Customer Service and Engineering
- Carillion – Construction and Science Challenge
- Chiswick Park – The WEX Factor
- IBM – Finance Conference
- London Borough of Hounslow – Apprenticeships and Work Experience
- Octink – Industry day
- Thames Water – Engineering Challenge
- The Army – Sixth form induction
- London Syon Park, Waldorf Astoria – Industry day
- West Middlesex Hospital – Medical internships
- Worley Parsons – Industry days

...and many more...



What does this mean for
young people?

“Work based context for future learning”

“Inspiration, energy and enthusiasm”

“A reason to go to school!”

*“Informed career/study choice
and greater employability”*



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iebe

Institute for education
business excellence

Promoting young
people's employability
through quality and
professionalism

HOUNSLOW
EBP Education
Business
Partnership

iebe
part
of it

Young people are facing an uncertain future...



- ✓ Youth unemployment is at record levels
- ✓ Economy remains fragile and growth is low
- ✓ Social mobility is getting worse rather than better
- ✓ Government is recommending work-related learning for 14-16 year-olds should no longer be statutory
- ✓ Focus on 'traditional' subjects is pushing enterprise and employability down the agenda

...and now more than ever they need high-quality employability support



- ✓ Provide context and relevance for subject-based studies
- ✓ Help them understand their local economy and community
- ✓ Increase motivation, raise aspiration and improve attainment
- ✓ Improve employability skills
- ✓ Help inform future learning and career choices

IEBE is the professional home of education business practitioners



✓ Education business practitioner:

Anybody who organises, supports or participates in education business activities focused on young people's learning

✓ Launched June 2009 – the first organisation of its kind in the world

✓ We set and safeguard the standards of employability-related learning

We work to improve the employability and life chances of young people...



- ✓ Quality-assuring businesses, schools and specialist providers
- ✓ Accrediting individual practitioners
- ✓ Providing development opportunities and facilitating best practice exchange

...through our ground-breaking Platform for Excellence™

Improved employability of all young people

High-quality organisations



Highly professional practitioners

aebe
Award for Education
Business Excellence

For
brokers



For
schools



For
businesses

iebe
fellow

iebe
member

iebe
associate

iebe
masterclasses

Qualifications

Best practice
exchange

iebe
approved™

How we make a difference



Business Ready™ schools work more effectively with business to embed employability in the curriculum



Education Ready™ businesses use their resources more effectively to support schools and colleges



Professionally-accredited teachers are better equipped to design effective learning opportunities



Professionally-accredited business people are better equipped to provide effective curriculum support



iebe part of it



Business Ready™
Patricia.King@hounslowebp.org.uk



Education Ready™
Ruby.Mir@hounslowebp.org.uk

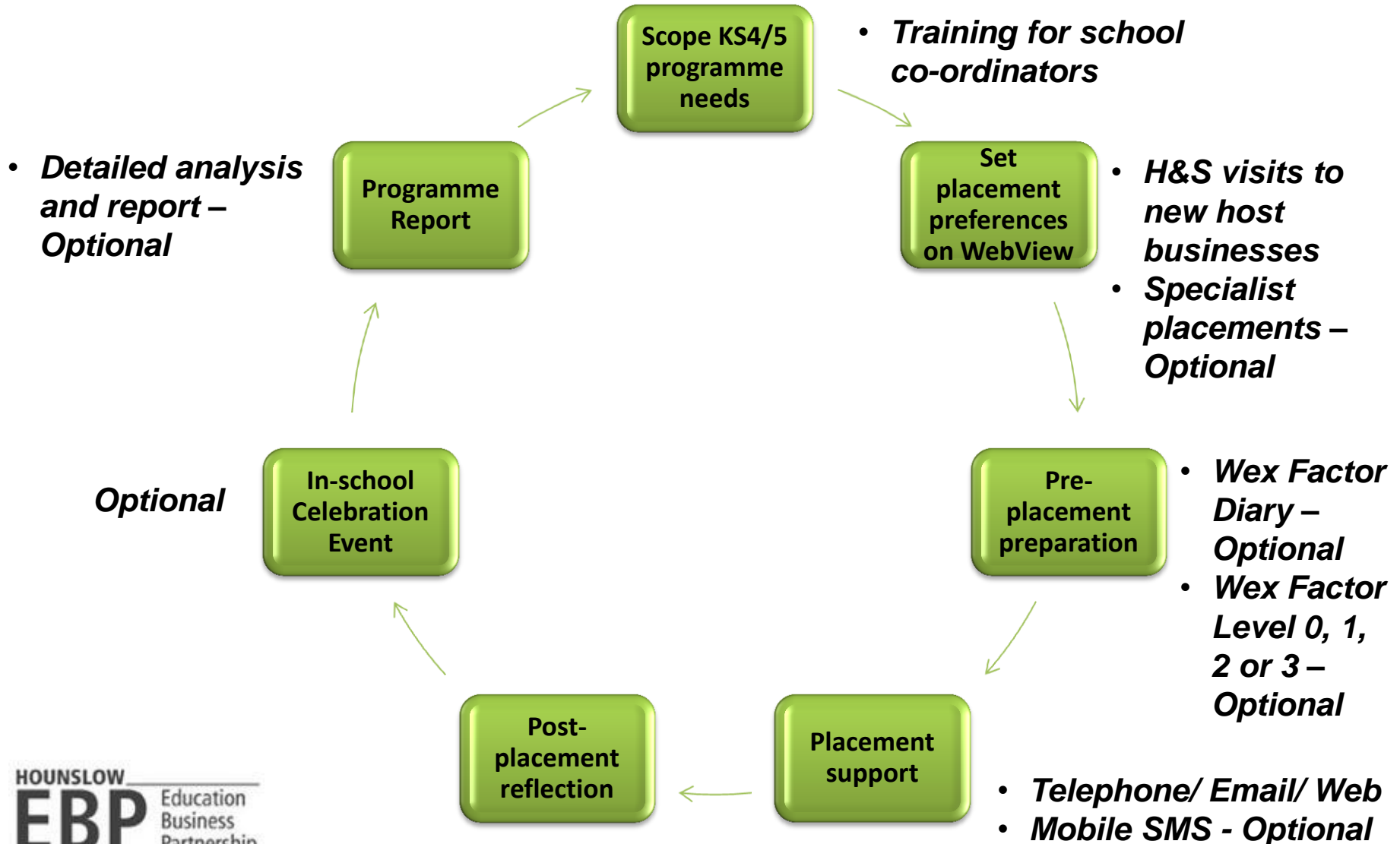


IEBE Professional Membership & Masterclasses
Andrew.Dakers@hounslowebp.org.uk



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Work Experience & Internships Wheel



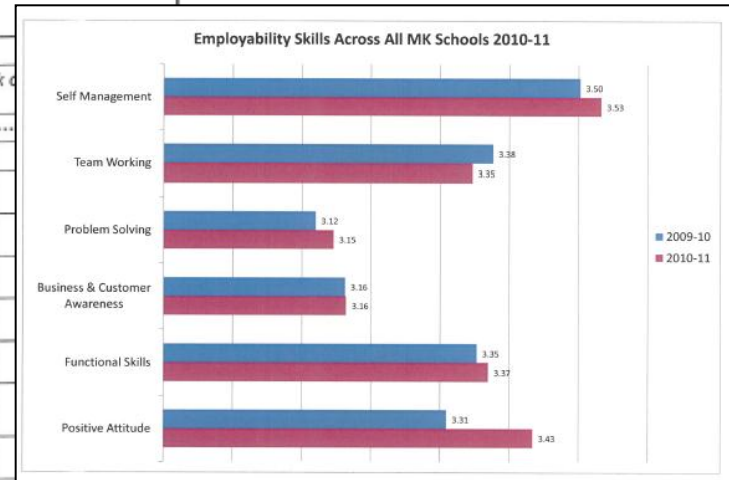
Attendance: No. days attended 10 No. days absent 0 Reason for absence _____

Employability Rating

Rating out of 4 (please tick)

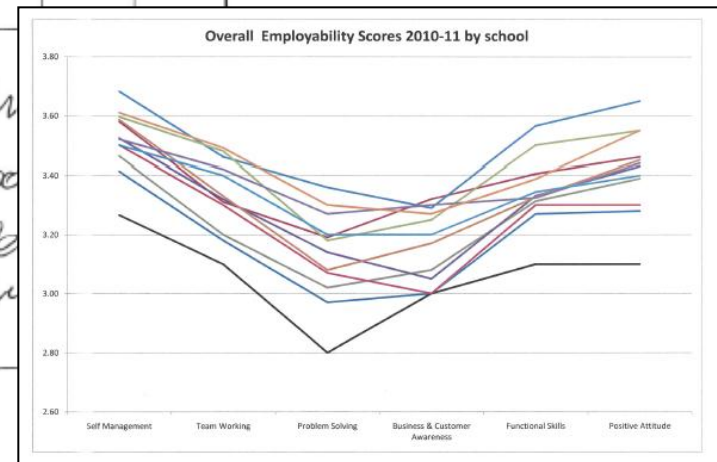
< Outstanding.....

Competency	Indicator	4	3	2	1
Self-management	Time-keeping	✓			
	Appearance		✓		
	Accepting responsibility		✓		
Team working	Respecting others, contributing to team discussions, helping achieve team goals	✓			
Problem solving	Identifying problems and choosing the right solutions		✓		
Business & customer awareness	Understanding business needs/ constraints and customer needs/ satisfaction		✓		
Communication & literacy	Speaking, e.g. clear speech, positive body language		✓		
	Listening, e.g. active listening and questioning to understand tasks	✓			
	Writing, e.g. notes, letter or reports				✓
Use of numbers	Measuring, weighing, estimating, calculating				✓
Use of computers	Understanding of IT in business and use of IT programmes				✓
Attitude	Positive 'can do' attitude, flexibility and readiness to improve		✓		



Comments Sam was Great to have on the She worked hard and got on well with others in the team. We would welcome Sam back anytime on behalf of John Lewis Plc

Signed _____ Date 27/7/2011
 Position Section Manager



In 2012 move to CBI Employability KPIs



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The WEX Factor

- Innovating to improve quality of work experience
- Ensure that HEBP “provides young people with a line of sight to the future”
- 5 day programme equivalent to 1 GCSE – introduces fundamental employability skills (presentation, teamwork, punctuality...)
- Last year 400 students completed successful pilot programme

**(THE WEX
FACTOR)**

The WEX Factor

Level	Awarding body	Time commitment	Outcomes	Cost per student
0	WJEC	0.5 day x 4 & 5 day placement	0.25 GCSE	£150
	BSC	1 day	0.25 GCSE	£150
1	City & Guilds	1 day x 5 & 5 day placement	D-G GCSE	£150
2	City & Guilds	1 day x 5 & 5 day placement	Full GGSE (B)	£250
3	ASDAN	150hrs	70 UCAS points	£300

Prices negotiable depending on group size, timing and delivery model

THE WEX FACTOR



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VeryAn software

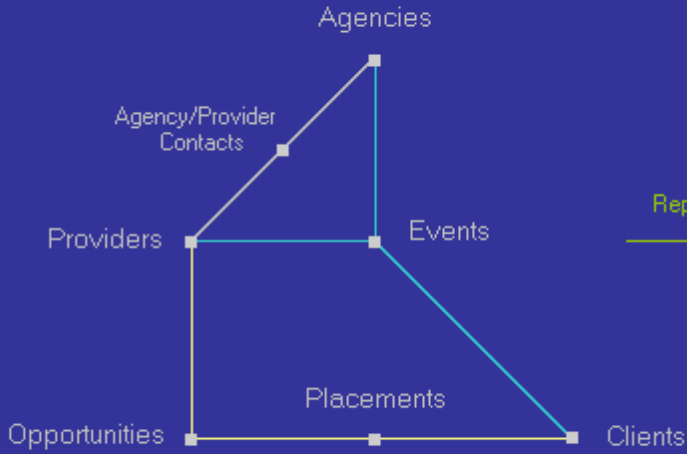
- Three pieces of software underpin our operations:
 - Veryan WorkPlace – contacts and events management
 - Veryan Star – business placement assessment, including H&S
 - Veryan WebView – schools facing placement management

Delivery model

- Schools' annual subscriptions to Hounslow EBP includes subscriptions to the VeryAn software platform
- Discount is achieved by purchasing through EBP

WorkPlace Main Menu

 **WorkPlace**
Next generation information










Reports

- Mail Merge
- Standard
- Statistics
- Local Queries and Reports

Contact Management

Licence: WW-44
Version: XP-10A-W1114d
Expires: 31/08/11



 Import/Export  Set-Up  Help  Graphs  Maps  On-line Resources

WorkPlace

- Work related learning management.
- Includes contact management system for activities other than work experience.
- Capable of creating bulk or tailored E-mail shots from both the PLACEMENT and the EVENT modules.
- In the year ahead we will shift more toward e-communications to reduce postage overhead.

Star



VERYAN You are logged in as Admin				
Live	Actioned	Archive	Pending List	
Live list				
List providers starting: A B C D E F G H I J K L H N O P Q R S T U V W X Y Z ALL Filter				
Provider	Requested Deadline	App'tmnt	Agent	
A W P NHS Trust	09/11/2010 11/07/2011	09/06/2011	carder	
Abbeywood Tots Day Nursery	18/04/2011 03/10/2011		murray	
Academie Aquitaine	31/05/2011 10/10/2011		carder	
Amesbury Property Company Ltd	10/12/2010 09/05/2011		daley	
Apple Dental Practice	18/04/2011 03/10/2011		murray	

VERYAN You are logged in as Admin Log Out			
Live	Actioned	Archive	Pending List Documents
Placement Assessment			
Visit date	09/06/2011	Time:	11.30hrs
Highest Risk Rating	L		
Company name:	A W P NHS Trust	Type of business	Community Services
Address:	The Coast Resource Centre Diamond Batch Locking Castle Weston Super Mare N Somerset BS24 7FY	Tel No:	01934 523711 / 07917106303
		Fax No:	01934 520423
		Email:	rania.anagnost@aawp.nhs.uk
Contact person: Position:	Ms Sally Anne Bale medical Secretary	Tel: 01934 523711 / 07917106303 Email: sally-anne.bale@aawp.nhs.uk	
Person responsible for H&S:	Ms Ronnie Wall	Tel No: Email:	01934 523700 ronnie.wall@aawp.nhs.uk
No. of employees at this location:	100	No. of employees in company:	10000
Will the student be working at a different site?	No		
Will the employer be working as a sub-contractor?	No		
Occupation areas covered by the assessment:			
Opp Ref:	Type of Work Experience		
116257	Administration Assistant		
1. INSURANCE			
	Insurance company	Policy No.	Expiry Date
Employer Liability:	No	No insurance seen	
Public Liability:	No		
Are students required to travel in vehicles as part of the placement?	No		
If yes, are they covered by the company's Motor Vehicle Insurance policy?			
Will the student only travel in vehicles driven by competent drivers?			
Please confirm that you will notify/have notified your insurers about students on work experience	Yes		
2. H&S POLICY & ARRANGEMENTS			
Which authority has the employer registered with?	LA		
Written H&S Safety Policy (5 or more employees)?	Yes		
How would students be made aware of the H&S policy contents?	At induction		
What are the arrangements for reviewing the H&S policy, organisation and arrangements?	Internal management review each year. At any significant change in the business, laws, regulations or codes. After significant incidents/accidents		
How does the employer consult/communicate with employees/learners regarding health and safety?	H & S Committee, Staff meetings, Memos/newsletters/bulletins/safety alerts		
How does the employer ensure they have access to competent health and safety advice and assistance?	In-house, Central H&S Unit		
Further comment on above			
When was the last time the premises were visited by an enforcement agency?			
What was the purpose of the visit?	Planned topic based visit		
What outstanding actions are there from the last enforcement visit? Please note any outstanding actions that are significant to	No action requested by the authority		

Star



- Star is a 'bolt on' module for Veryan WorkPlace.
- Allows Hounslow EBP to allocate a health and safety visit to our assessors and for the assessor to receive, manage and return the visit information electronically.
- The assessor uses a Notebook device to communicate wirelessly with the main database over an Internet link.
- When a touch screen device is used, signatures can also be captured.
- In 2012 Star will allow HEBP to save valuable hours of administration time.
- Star will deliver faster turnaround for schools on the visits Hounslow EBP makes to new employers.

VERYAN WebView

VERYAN

VERYAN
WebView

Utilities for Teachers | [Help](#)

[Student list \(alphabetical\)](#)

[Student list by Tutor Group](#)

[Students with choices by tutor group](#)

[Student status report](#)

[Students with insufficient selections](#)

[Most popular selections](#)

[Unbooked students](#)

[Allow Job Description printing](#)

[Show contact details and address](#)

[Visit Lists](#)

[Send Email to Hounslow WEX Team](#)

[Noticeboard](#)

[Placement Search](#)

[Book students](#)

[Latest Confirmations](#)

[Job availability list](#)

[Latest additions](#)

[Unlock a student's choices](#)

[Disallow Job Description printing](#)

[Hide contact details and address](#)

[WEX Noticeboard](#)

WebView

- Popular and effective system since Hounslow EBP first introduced it in c.2006.
- Hounslow EBP's system was one of the first generation to be supplied.
- Every version of WebView is bespoke to local needs.
- Whilst it is highly functional, VeryAn have subsequently developed systems with a more attractive 'look and feel'...

WebView 2.0



HCS You are logged in as **Teacher Thea Jones** | Log Out

Home | Subscribed | Search | Students & Bookings | Orders | Reports | Work Experience | Timetables | Progression & Challenges

School Home

welcome

The HCS 120 Work Based Learning Team is committed to offering skills and meaningful opportunities for young people to experience the world of work and enterprise. Empowering a cohort of 12,000 placements a year, all work to transfer the link between you and the working world.

This system has been designed to support you through the process. You can control the work experience team via the system.

Download in partnership with **VERYAN 120** via below

Accessibility | Privacy Statement | Other Services

HCS Ltd, Delta House, Avenue One, Southwell Road, Southwell, Notts, NG25 9PL
Tel: 01430 750007 | Fax: 01430 750007 | Email: enquiries@hcs.co.uk | Web: www.hcs.co.uk



HCS You are logged in as **Teacher Thea Jones** | Log Out

Home | Subscribed | Search | Students & Bookings | Orders | Reports | Work Experience | Timetables | Progression & Challenges

Students & Bookings

Show students in group: | Job status: | Filter by: | Help

Name	Address	Tutor	Flag	Company Name	Job No.	Week	Status	Update & Cancel
Bell	Willy	120	<input type="checkbox"/>				Booked	Update
Blackmore	London	120	<input type="checkbox"/>				Booked	Update
Byler	York	120	<input type="checkbox"/>				Booked	Update
Brown	Sully	120	<input type="checkbox"/>				Booked	Update
Brown	Thomas	120	<input type="checkbox"/>				Booked	Update
Campbell	Shaw	120	<input type="checkbox"/>				Booked	Update
Collins	Stephen	120	<input type="checkbox"/>				Booked	Update
Coles	Steven	120	<input type="checkbox"/>				Booked	Update
Channing	Sarah	120	<input type="checkbox"/>	Food Business	12001	Approved	Booked	Update
Gray	Pauline	120	<input type="checkbox"/>				Booked	Update
Johnson	Mark	120	<input type="checkbox"/>				Booked	Update
Keen	Leanne	120	<input type="checkbox"/>				Booked	Update

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Home Workboard Search **Workboard & Postings** Internal Search Work Experience/Placement Opportunities & Postings

Search

Please select one of the options below, or enter the job number

Job number:

Administration, Business and office work	Financial Services	Performing Arts
Building and Construction	Healthcare	Personal and Social Services including Health and Safety
Catering and Hospitality	Languages, Information and Culture	Retail Sales and Customer Services
Computers and IT	Legal and Welfare Services	Science, Mathematics and Design
Design, Arts and Crafts	Sports, Sport and Tourism	Security and Armed Forces
Education and Training	Manufacturing and Production	Social Work and Counselling Services
Engineering	Marketing and Advertising	Transport and Logistics
Environment, Health and Safety	Media, Print and Publishing	

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HES Ltd, 50th Floor, Avenue One, Leathwell Garden City, Northampton, NN2 2EY
Tel: 0300 300071 Fax: 0300 300071 Email: www@hounslow.org.uk Web: www.hounslow.org.uk

HES The 4th Report of an Audit/The Hounslow School

Home Workboard Search **Workboard & Postings** Internal Search Work Experience/Placement Opportunities & Postings

Job Description

Filter 1: Sorted 2: Filter 3: 1 of 1 Job:

[Previous position](#) | [Return to job list](#) | [New search](#) | [Help](#)

Employer: YMCA (Central North) - All 10 SAs

Job Title: Administration Assistant - Boreham

Job Number: 40190

Classification: 40 - Admin/ Clerical/ Office Work

Business: Day Services

Area: An opportunity for the student to gain an experience of working for world-wide charity organization

Details involved: Under supervision, by a qualified/experienced member of staff, after assessment, training, the student performs the duties:

- Assisting with general office duties such as filing, typing and proof-reading
- Assisting with various computerised activities such as word processing, data input, emailing
- Assisting with heating and cooling water
- Assisting with handling and distributing mail
- Helping to label records up to date
- Help to assist in other departments such as Horticulture and Gardening
- Be included on tea and coffee rota and/or other rota work with making tea and coffee
- Helping to prepare for meetings and presentations
- Helping to enter work done (cash and info)
- Student may have opportunity to go out with a member of staff to another site such as a Day Centre for the elderly.
- **Additional Skills/ Learning Objectives:**
- Learning about customer services i.e. how to answer the telephone and take messages correctly
- Learning about the use of software packages to input data and produce graphics
- Learning about the qualities and qualifications required in this area of work

401 - Admin/ Clerical/ Office Work, Working with Others, Problem Solving, Improving Own Learning and Performance (Number, Information Technology)

Requirements: Able to work as part of a team. Good communication skills. Must be able to follow instructions. Must be interested in the type of work. Use own initiative.

Health and Safety: Students will be given an induction on their first day that will include health and safety information, an introduction to the team and tour of the premises. Information on the companies safety policies including emergency procedures and the Young Person's Risk Assessment will also be provided.

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Home Workboard Search **Workboard & Postings** Internal Search Work Experience/Placement Opportunities & Postings

Opportunity List

Results 1 to 10 of 10

Business	Job Title	Area	Area	Job No.	Details
Day Services	Admin Assistant	Hounslow		40190	
Day Services	Administration Assistant Business	Hounslow		40189	
Trust Sites	Receptionist/Clerical Assistant	Hounslow		20012	
Charity	Fundraising/Office Assistant	Widmore		20017	
Trade Sites	Clerical Assistant	Widmore Garden City		20013	
Daycare (after-school and before school)	Reception/Reception/Office Assistant	Widmore Garden City		20009	
Computer software sales (hardware & maintenance)	Administration/IT Assistant	Widmore Garden City		20079	
Daycare (before school)	Clerical Assistant	Widmore Garden City		20008	
Community Sports & Performing Arts Project	Marketing Assistant	Widmore Garden City		20020	
Daycare - Evening	Office Assistant	Widmore Garden City		20006	
Trading Standards	Assistant/Office Officer	Widmore Garden City		20005	

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Hounslow WebView 2.0

Initial thoughts....

- Screens that allow administrators to deliver, and students receive, information in clearer and more effective format – e.g. clearer colour coding/ icons for exploring opportunities.
- Better search functionality.
- A new CV writing module.
- Show how placements support students' career aims.
- More effective two way communications between employers, schools and colleges, students and parents and carers.
 - Long-term, anytime, any place access to WebView
- Full information on learner's personal journey through WebView.
- Capture and present students' and employers' employability skills evaluations.



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A photograph of five young men in school uniforms standing outdoors. They are wearing dark blazers over light blue shirts and patterned ties. The background shows a paved area and some greenery under an overcast sky. The title 'Journey around the café' is overlaid in white text with a black outline.

Journey around the café

1. Join a hosted table, preferably where there are some unfamiliar faces.
2. Listen to the background briefing by your table host and then engage in conversation around the first round's question and your table theme. You have 10 minutes!
3. Upon completing the first, second and third rounds, your table host will stay put, whilst you 'travel' to your next table. *Remember to carry key ideas, themes and questions into your new conversations.*



Café etiquette

- **Focus** on what matters
- **Contribute** your thinking
- **Speak** your heart and mind
- **Listen** to understand
- **Link and connect** ideas
- **Listen together** for insights and deeper questions
- **Play, doodle, draw** - writing on table cloths is encouraged
- **Have fun!**



Café tables

- **Table 1 // How do we successfully roll-out the Employability Hub?**
- Table 2 // How do we improve the bespoke Work Experience & Internship offer?
- **Table 3 // How do we integrate The WEX Factor in your school curriculum?**
- Table 4 // What improvements to VeryAnn WebView would you like us to prioritise?



Next steps

- **Employability Hub** – E-mail: andrew.dakers@hounslowebp.org.uk
- **Work Experience & Internships/ WEX Factor/ Veryan WebView 2.0** – E-mail: patricia.king@hounslowebp.org.uk