

**Participant Manager’s Toolkit**

# ABOUT THIS PACK

This pack contains useful information that will help you to deliver the best Work Experience Opportunity possible. If you’re reading this pack, you should have already designed your Work Experience Opportunity, submitted your Opportunity Form and been given the name of your Participant(s).

If you have not yet designed your Work Experience Opportunity, [please click here](https://intranet.dwp.gov.uk/section/working-dwp/dwp-learning-portal/your-development/apprenticeships/movement-work/forms-and-resources-index) for a guide to designing your Work Experience Opportunity and the Opportunity Form.

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# Before the Work Experience Opportunity starts

As you should have already designed your Work Experience Opportunity timetable, you should be well on your way to delivering a fantastic work experience for a young person. Below is a list to ensure that your Participant will have a smooth transition into the Civil Service.

## Contacting the Participant

It is important to contact the Participant(s) straight away to make them feel welcomed. Ideally, you would meet up with the Participant(s) before the Work Experience Opportunity starts so that you can get to know them and find out what their motivations are and if they have any special requirements.

Remember to talk about:

* Special requirements and reasonable adjustments
* If they have a laptop/mobile device to access Skills to Succeed
* Their work pattern and dress code, lunch provisions, next of kin details etc
* What will happen on their first day, where to go etc
* The Participant Workbook (give them this to look at)
* Any questions the Participant might have

If you can’t meet up with the Participant in person, try talk to them on the phone and follow up your conversation with an email confirming the details discussed.

## Welcome Letter

A welcome letter template can be found on the intranet, [here](https://intranet.dwp.gov.uk/section/working-dwp/dwp-learning-portal/your-development/apprenticeships/movement-work/forms-and-resources-index).

## Getting a pseudo staff number

Apply for a pseudo staff number through SOP.

Click on Knowledge base (right hand side) – search pseudo staff number and the instructions and PSEUDO1 form will be displayed.

## Creating a user account

Apply for e-mail access.

Submit request via Technow: Request Something>User Access>User>Manager User>select “Create User” within the “what would you like to do” field and provide necessary information. Additional guidance can be found [here](https://intranet.dwp.gov.uk/file/392173/download).

Date Completed: Signed:

# During the Work Experience Opportunity

## Greeting the Participant

Collect the Participant from reception and check they have signed for a visitor’s pass. Explain that the Participant will need to get a daily visitor’s pass for the duration of the Work Experience Opportunity and tell them that the pass should be visible at all times.

## Induction

The induction should be done on the first day. Although it involves giving the Participant(s) a lot of information, it’s important to keep it fun and friendly. If there is more than one Participant starting at the same time, it would be useful to bring them together so they can begin to build a network. This would also mean that only one Participant Manager is needed to take the induction for the whole group. To learn more about this kind of approach, please see the [Shared Approach](#_Shared_Approach).

[Click here to see a suggested induction pack](https://intranet.dwp.gov.uk/section/working-dwp/dwp-learning-portal/your-development/apprenticeships/movement-work/forms-and-resources-index), but feel free to run the day as you like.

## Tour of the building

Cover the domestics, toilets, kitchen areas, etc.

Explain the fire alarm procedure and show them the fire exits.

Give a tour of the building, including:

* First aid room and first aid officer
* Prayer room
* Outside smoking areas
* Sandwich shops/food outlet/cafes
* Business Events Centre
* Vending machines/drinks
* Games/Sports/exercise facilities

## Introduce the Participant to colleagues

Make sure you take the Participant around the office and introduce them to as many people as possible. This will make them feel welcomed and valued. It will also help later when they might have to approach colleagues during their project.

This could be done as part of their building tour.

## Meeting with Participant

If the Participant is taking part in an Induction that is delivered by someone who isn’t their Participant Manager, they should have a meeting with the Participant Manager. If the Participant Manager is delivering the Induction, then they should remember to include the following things:

Reasonable Adjustments

Discuss any reasonable adjustments, e.g. do they have a hearing difficulty? Do they need to come in later because they have children?

Procedure for reporting absence

Explain who they need to contact if they’re unable to make it to work. Explain that their Work Coach will be contacted if they do not show up. Make sure they make note of your contact details.

Collect Next of Kin details

Collect emergency contact details from the Participant. You will need at least 1 emergency name and telephone number.

Explain use of mobile phones

Explain that the Participant should only use their phone for work purposes, e.g. accessing Skills to Succeed. Ask if the Participant has access to a laptop or mobile device they could use to access Skills to Succeed during office hours as this is not accessible on DWP internet.

Confidentiality Statement

Please remember to get the Participant to sign the confidentiality statement, which can be found [here](https://intranet.dwp.gov.uk/file/392191/download).

Equal Opportunity Statement

Ask the Participant to complete the online equal opportunity survey at the beginning of the Work Experience Opportunity. Here: <https://getinvolved.dwp.gov.uk/hr/522e38c3>

## System Access

Give the Participant their pseudo PID and explain how to access the system. Show them how to access Outlook. As a security requirement, arrange for the Participant to give you delegate access to their email.

## Civil Service Jobs and Civil Service Learning

Help them set up accounts on Civil Service Jobs and Civil Service Learning. They should use their personal email address so they are able to receive notifications after the Work Experience Opportunity has ended.

## E-Learning Checklist

|  |  |  |
| --- | --- | --- |
| **Mandatory Learning –** click the links to go to the relevant page | **Date Completed** | **Signature** |
| [Keeping Safe](https://intranet.dwp.gov.uk/page/movement-work-and-health-and-safety-training) |  |  |
| [Health and safety awareness for all staff](https://civilservicelearning.civilservice.gov.uk/learning-opportunities/elearning/health-and-safety-awareness-all-staff) |  |  |
| [Equality and Diversity Essentials](https://civilservicelearning.civilservice.gov.uk/learning-opportunities/elearning/equality-and-diversity-essentials) |  |  |
| **Display Screen Equipment (DSE) e-learning (682086)** |  |  |
| [Standards of Behaviour Policy](https://intranet.dwp.gov.uk/policy/standards-behaviour-policy)  |  |  |
| [Security Code of Conduct for DWP employees](https://intranet.dwp.gov.uk/policy/security-code-conduct-dwp-employees)  |  |  |
| [Basic fire awareness for all staff](https://civilservicelearning.civilservice.gov.uk/learning-opportunities/elearning/basic-fire-awareness-all-staff) |  |  |
| [Responsible for Information](https://civilservicelearning.civilservice.gov.uk/responsible-information) |  |  |
| [Acceptable Use Policy](https://intranet.dwp.gov.uk/policy/dwp-acceptable-use-policy-%E2%80%93-version-25)  |  |  |
| [DWP Security policy](https://intranet.dwp.gov.uk/section/working-dwp/security/security-policy-and-standards) |  |  |

## Suggested Additional E-Learning

**Communication Skills**

Express your ideas confidently and clearly. Listen and respond to other people

<http://www.bbc.co.uk/skillswise/topic/communication-skills>

**Formal & Informal Speaking**

People use language differently depending on the situation and who they are talking to.

<http://www.bbc.co.uk/skillswise/topic/formal-and-informal-speaking>

**Presentation Skills**

Plan what you want to say or show to people. Repeat key points. Listen and respond to questions.

<http://www.bbc.co.uk/skillswise/topic/giving-a-presentation>

**Team Working**

When your team works together well, everyone feels more motivated, valued and involved.

<https://civilservicelearning.civilservice.gov.uk/learning-opportunities/teamworking>

**Organisational Skills**

The ability to use your time, energy and resources etc. in an effective way so that you can achieve the things you want to achieve.

<https://civilservicelearning.civilservice.gov.uk/learning-resources/time-management-learning-guide>

**Resilience**

The ability to recover from or adjust easily to difficulty or change

<https://civilservicelearning.civilservice.gov.uk/learning-resources/personal-resilience-workbook>

## How to access the Skills to Succeed Academy

Go to [www.s2sacademy.com](http://www.s2sacademy.com)

### Access as the participant

* Participants should register [**here**](https://s2sacademy.com/user/register/) on the Learner Registration page using the following Access Code: **DW1MtW**
* Share the **‘**[**Learner Quick Start Guide**](http://s2sacademy.com/cms/uk/support_materials_files/Skills%20to%20Succeed%20Academy%20Learner%20Quick%20Start%20Guide.pdf)**’** with Participants for simple step-by-step guidance on how they can get started

### Access as the Participant Manager

* Register[**here**](https://s2sacademy.com/partner/register/) on the Staff Registration page using the following Access Code: **DW1WC12345** (please do not share this code with participants)

# Ending the Work Experience Opportunity

## Participant Survey

<https://getinvolved.dwp.gov.uk/hr/6d34a423>

## Participant Manager Survey

<https://getinvolved.dwp.gov.uk/hr/5de8c62e>

## Sign Publicity Consent form

<https://intranet.dwp.gov.uk/file/392569/download>

## Complete case study template

Please complete the case study template to help us publicise MtW. This template can be found [here](https://intranet.dwp.gov.uk/file/392576/download) and should be send to the MtW inbox: MOVEMENTTO.WORKSCHEMEADMIN1@DWP.GSI.GOV.UK

## Record of Achievement

Provide the Participant with a MtW Certificate. This can be found [here](https://intranet.dwp.gov.uk/file/392205/download).

# Participant Manager’s Checklist

|  |
| --- |
| **Before** |
| **Action** | **Date Completed** |
| Contact the Participant – remember to give them the workbook |  |
| Arrange pseudo staff number |  |
| Ensure that there is access to IT equipment |  |
| Notify security of participant start date |  |
| **During** |
| **Action – Day One** | **Date Completed** |
| Arrange visitor pass |  |
| Introduction to colleagues |  |
| Discuss local health & safety guidance including first aid room and first aid officers |  |
| Tour of the building |  |
| Discuss reasonable adjustments |  |
| Explain absence procedure |  |
| Collect Next of Kin details  |  |
| Explain phone rules |  |
| Confidentiality statement discussed, signed and retained  |  |
| Equal Ops form |  |
| Show Participant how to access system |  |
| Show the participant CSL explain how to access E-Learning |  |
| Complete Mandatory E-learning sheet |  |
| **End of placement** | **Date Completed** |
| Participant Feedback form |  |
| Participant Manager Feedback form |  |
| Ask participant to complete and sign publicity consent form  |  |
| Case Study Template |  |
| Issue Record of Achievement/MtW Certificate |  |

# What can Movement to Work do for me?

Movement to work is a great programme to be involved in. Not only does it give you the opportunity to have a positive impact on a young person’s life, but it also gives you the chance to develop your leadership skills without having to go on a course.

## Self-development

You may already know what you need to improve on, but in case you’re unsure, here is a tool to help you come up with some qualities and think about how to improve these. You can also use this tool with your Participant.

Put a skill/behaviour/quality into the box. With a green pen, indicate how important you think it is. Then, with a red pen, indicate how competent in it you think you are. If your competency is lower than its importance, you should work on this.

|  |  |
| --- | --- |
| **Skill** | **Rating** |
| Communication | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Motivational | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Organisation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Now think about how you will improve in these areas so that your competency either matches its importance or exceeds it. To translate this into a viable goal, think about applying the acronym SMART.

**S**pecific **M**easurable **A**chievable **R**epeatable **T**ime-phased

In the same way you have for the Participant, think about the tasks and activities you have planned during the Work Experience Opportunity and where you can work on these areas. If it helps, try to use a table to plan out where you can improve. For example:

|  |  |  |
| --- | --- | --- |
| **Area** | **Activity and improvement points** | **SMART** |
| Communication | Communicating with the participant:* Plan explanation before the conversation to avoid confusion.
* Pause to think through sentences before starting to talk to be more concise.
* Check understanding with the Participant.
 | **Specific** – Giving the Participant information, for example, when explaining the E-Learning component of the Work Experience Opportunity.**Measurable** – Check understanding, note how many clarification points the Participant makes.**Achievable** – Can you get to the point where they ask no questions?**Repeatable** – Can you do this every time you speak to the Participant?**Time-phased** – You have the duration of the Work Experience Opportunity |

You could create a table like this with the help of your line manager to understand what they think you can improve on and how they can support you throughout the Work Experience Opportunity.

# Tips for being a top Participant Manager

According to Forbes, below is a list of 8 top qualities that distinguish a good leader from a bad one. [The full article can be read here](https://www.forbes.com/consent/?toURL=https://www.forbes.com/sites/kimberlyfries/2018/02/08/8-essential-qualities-that-define-great-leadership/).

1. **Sincere enthusiasm**

True enthusiasm for a business, its products, and its mission cannot be faked.

1. **Integrity**

Whether it’s giving proper credit for accomplishments, acknowledging mistakes, or putting safety and quality first, great leaders exhibit integrity at all times.

1. **Great communication skills**

Leaders must motivate, instruct and discipline the people they are in charge of. They can accomplish none of these things if they aren’t very skilled communicators.

1. **Loyalty**

The best leaders understand that true loyalty is reciprocal. Because of this, they express that loyalty in tangible ways that benefit the member of their teams.

1. **Decisiveness**

A good leader isn’t simply empowered to make decisions due to their position. They are willing to take on the risk of decision making.

1. **Managerial competence**

Too many organisations try to create leaders from people who are simply good at their jobs. To be clear, those who emerge as being very good workers often have important qualities. They are the ones who have a strong understanding of the company’s products and services. They understand company goals, processes, and procedures. All of these are important.

1. **Empowerment**

A good leader has faith in their ability to train and develop the employees under them. Because of this, they have the willingness to empower those they lead to act autonomously.

1. **Charisma**

Simply put, people are more likely to follow the lead of those they like. The best leaders are well-spoken, approachable and friendly.

## Leadership and Management in DWP

Make use of the Leadership and Management page on the Intranet, which offers great advice and resources, including example objectives and how to achieve these. This can be accessed here: <https://intranet.dwp.gov.uk/section/working-dwp/leadership-and-management-dwp/leadership-means>

# Shared Approach

**Shared Participant Manager Programme**

The Shared Participant Manager Programme is designed to allow colleagues in one location to deliver a higher number of Work Experience Opportunities whilst reducing the workload for each individual Participant Manager.

The Participants would be enrolled onto Movement to Work as a cohort. This means that certain elements of the Work Experience Opportunity that are common to all would be covered by a smaller number of Participant Managers. For example, the induction could be done for all the Participants at the same time by one Participant Manager. As well as this, the cohort could run a team project, therefore supporting each other with the guidance from a select number of Participant Managers. Each Participant Manager would run an activity for the group, and time could be set aside for Participant Managers to interact with their individual Participants on a 121 basis.

This shared approach would mean that Participants could form a network that would serve them outside of the opportunity, whilst also reducing the workload for individuals, and therefore encouraging colleagues with demanding schedules to still get involved.

This would also give one Participant Manager the opportunity to be the lead Participant Manager or SPoC for this cohort, therefore developing further on their leadership skills and giving them a bit more responsibility than the other Participant Managers.

# Become an Ambassador!

Another way to support Movement to Work would be to become a Movement to Work Ambassador. As an Ambassador, you would tell your colleagues about MtW and explain why they should take part and where to find relevant information, as well as sharing best practice within your office. You could attend meetings to talk about Movement to Work and volunteer to be a SPoC if your location doesn’t already have one.

If you’re still thinking about becoming a Participant Manager, or if you’ve been a Participant Manager in the past, please join our Movement to Work network on the DWP intranet where you can share good news stories, best practice and activity ideas/resources.

The network can be found here: <https://intranet.dwp.gov.uk/apps/groups/movement-work-network>

# Policy Guidance

Our policy guidance booklet can be found on the intranet, [here](https://intranet.dwp.gov.uk/section/working-dwp/dwp-learning-portal/your-development/apprenticeships/movement-work/forms-and-resources-index).