# Movement to Work (MtW) Policy Guide

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## 

## Introduction

### Purpose

1. Participant Managers should use this policy guide to help them with any questions they have about the policy behind Movement to Work. In most cases, the policy will be the same as the host department.

### The Movement to Work programme

1. The MtW programme within the Civil Service is delivered through Jobcentre Plus and coordinated by the Department for Work and Pensions (DWP) Movement to Work central team. It offers work experience Work Experience Opportunities to unemployed benefit claimants who are between 18 and 30 years of age who are not in education, employment or training (NEET). The Civil Service is committed to delivering thousands of MtW Work Experience Opportunities each year as part of its work experience offer.

### Benefits

1. There is a range of benefits for both the Department and participants.

Benefits to the Department include:

* attracting a broader range of people from diverse backgrounds
* raising the Department’s profile as a place of work
* identifying potential and enabling individuals to make career plans
* giving people valuable skills and experience that will support their future careers
* providing existing employees with opportunities to develop their management and coaching skills.

1. Benefits to participants include:

* providing them with opportunities to develop their skills and knowledge in a workplace
* enabling them to make more informed career choices
* developing employability skills
* increasing their confidence levels.

### Data protection

1. Personal data collected as part of this policy will be processed in accordance with the department’s Data Protection Policy and Privacy Notice [DN: dept. to insert links]. The Privacy Notice explains what personal data the Department holds about you, how we collect it, and how we will use and may share information about you. Inappropriate access or disclosure of employee data constitutes a data breach and should be reported in accordance with the department’s data protection policy immediately. It may also constitute a disciplinary offence, which will be dealt with under the Department’s disciplinary procedure. [**DN: Departments can exercise their discretion to include the data protection statement within supporting policy products where data processing is referenced]**

## Offering a MtW placement

1. Participant Managers should refer to the guidance on how to offer a Work Experience Opportunity which can be found on OneHR or the DWP MtW Intranet page. This can also be requested by emailing the MtW inbox: [movementtoworkschemeadmin1@dwp.gsi.gov.uk](mailto:movementtoworkschemeadmin1@dwp.gsi.gov.uk)
2. To qualify as a MtW Opportunity, the work experience must last at least 10 days, however this can be spread over a number of weeks.
3. MtW Work Experience Opportunities usually last between four and six weeks. However, flexibility can be applied to deliver Work Experience Opportunities over a minimum of two weeks. Work Experience Opportunities delivered over a period of less than four weeks will need to be more focussed and careful planning will be needed to ensure a quality and meaningful experience is provided for the participant so they still have the opportunity to gain valuable experience and learn new skills that will help improve their prospects of finding work.
4. Every Work Experience Opportunity must include:

* an introduction to the Department
* an induction, with information on responsibilities and tasks to help participants get the most out of the placement
* a clear framework for supervision and monitoring of the participant
* regular contact between the participant and their manager to discuss progress and any areas of concern
* opportunities to engage with other participants, if applicable, to support each other and share experiences during the placement.

1. It is important to carefully consider the types of activities participants will undertake during Work Experience Opportunities. They are not expected to contribute to the business to the same level as a paid employee, but are in the workplace to learn.Making the activities as meaningful as possible will benefit participants and the Department. Depending on the knowledge and skills of participants, activities should be supported by any relevant training and could include:

* using office equipment such as photocopiers/printers, IT and telephony, subject to appropriate training
* answering the telephone and taking messages
* shadowing other team members
* organising, attending or taking notes at meetings
* observing interactions with customers, subject to the customer’s consent.

1. If you cannot provide enough meaningful work on your own team it is possible to split the Work Experience Opportunity with another team providing that the participant:

* has a clear role description
* is not overstretched
* has a single manager throughout the Work Experience Opportunity to provide them with continuity and support.

1. Participant Managers should consider responsibilities before Work Experience Opportunities are advertised. These responsibilities include establishing:

* who will manage the Work Experience Opportunity. This does not need to be someone of management grade
* the nature of the Work Experience Opportunity and the work that will be undertaken
* the hours of work and working patterns

1. Additional insurance arrangements are not needed for MtW participants. Crown Indemnity covers government departments and agencies. This means they do not need to take out insurance in respect of claims that may be made against them. None of the statutory provisions requiring other people to be insured in certain circumstances apply to the Crown.
2. If a Participant would like to do work experience within a Job Centre Plus, the Participant should not be placed in the Job Centre Plus where their Work Coach is based.

### Sourcing participants

1. The local Jobcentre Plus Work Coach will have a conversation about work experience with eligible claimants. If agreed that the claimant would benefit from a Work Experience Opportunity, the Work Coach will signpost them towards the Talent Platform so that they can apply. If the participant will benefit from a Work Experience Opportunity within a Jobcentre Plus, the Work Coach will complete a paper form and send this to the MtW Central team.
2. The local Job Centre Plus Work Coach should not place a Participant within the same Job Centre Plus as themselves.
3. The DWP MtW central team will register details of the Work Experience Opportunity on a central database and send the participant’s details to the departmental MtW SPoC and Participant manager.
4. On receipt of the participant’s details, Participant Managers should contact the participant to provide details of who and where to report to on their first day. There is guidance in the Participant Manager’s Toolkit, which can be found on the DWP Intranet, OneHR webpage or provided if you contact the MtW central inbox.
5. Participation is entirely voluntary. Participants will apply for their chosen role via the Talent Platform according to their own aspirations. If there is a specific business reason why a particular individual should not work within a specific department, Participant Managers or SPoCs should advise the DWP MtW central team.
6. MtW Work Experience Opportunities do not usually require a CV from the Participant. If a CV is required, the Participant Manager should let the DWP MtW central team know when notifying them of a Work Experience Opportunity.

### Equality and diversity

1. Benefit claimants are referred to the programme via their Jobcentre Plus Work Coach. Jobcentre Plus is responsible for ensuring that the process for selecting participants complies with equality legislation.

### The participants’ status

1. Participants undertaking Work Experience Opportunities are volunteers and will not receive any remuneration, as they will not fulfil the function of an employee. They do not have the status of ‘employee’ or ‘worker’ for the purpose of the Employment Rights Act 1996 and other relevant legislation. However, they will still benefit from specific rights afforded to volunteers undertaking work placements under relevant legislation, such as the [Health and Safety at Work Act 1974](http://www.hse.gov.uk/legislation/hswa.htm). **[DN: Department to add contact details for H&S representative]**
2. During the Work Experience Opportunity, participants will continue to receive their benefits where applicable.
3. Participants should be made aware that a MtW Work Experience Opportunity is not a direct route to employment in the Civil Service. However, during Work Experience Opportunities, participants should be kept informed of any Civil Service vacancies they are eligible to apply for through the external recruitment process. They should also be made aware of apprenticeships, such as the Social Mobility apprenticeship, which they could apply for.
4. If work experience participants are interested in and decide to apply for Civil Service vacancies, they can only do this for roles advertised externally. They should be treated in the same way as other external applicants. [The Civil Service Recruitment Principles](http://civilservicecommission.independent.gov.uk/civil-service-recruitment/) and the [Nationality Rules](https://www.gov.uk/government/publications/nationality-rules), will apply.

## Preparing for the Work Experience Opportunity

1. Participant Managers should use the Preparation Checklist to ensure that Participant Managers have covered all key activities that need to be completed before the participant begins their Work Experience Opportunity. Guidance for this can be found in the Participant Manager’s guide. Specific departmental advise can be given by the departmental SPoC.
2. Preparation is essential to providing participants with a meaningful learning opportunity. Further guidance on preparing the Work Experience Opportunity and a checklist can be provided by the SPoC or on the Intranet.
3. This may be the participant’s first experience of work, or they may have been outside the workplace for a significant period, and they could be nervous or unsure of what to expect. Participant Managers can use this opportunity to make sure they know how to get to the office, who to ask for on arrival, any requirements such as dress standards and whether they need to bring anything with them (such as proof of identity etc).
4. Talk to the participant about what they want to get out of their Work Experience Opportunity. For some, experience of a working environment and the opportunity to build their confidence will be as important as the role itself. Participant Managers should try to ensure that the Work Experience Opportunity meets their needs.

### Security considerations

1. To minimise potential security risks, careful consideration should be given to the type of work that participants undertake.
2. Personnel Security and National Security Vetting should not inadvertently become a barrier to offering work experience opportunities. Participant Managers should use normal departmental channels for security checks. **[DN: Departments to add contact details for HR/security contact]**
3. Participant Managers must ensure an effective identification check is undertaken for participants and their right to work is confirmed.
4. Special consideration should be given as to whether Disclosure and Barring Service (DBS) checks for employees are required when working with vulnerable adults. Participant Managers should contact HR if Participant Managers are unsure whether a DBS check is required and for help determining the level of disclosure needed or check with [the DBS](https://www.gov.uk/government/organisations/disclosure-and-barring-service) directly. **[DN: Departments to adjust depending on their internal process]**
5. Any personal information obtained should be collected, held and processed in compliance with departmental data handling rules. **[DN: Departments to insert where managers can find more information on holding data]**
6. The Nationality Rules that apply to Civil Service recruitment do not apply to MtW participants. Participant Managers should nevertheless ensure that all participants are appropriately supervised and that particular regard is paid to information security.

### Workplace adjustments

1. Workplace adjustments are used to remove barriers or a disadvantage for people with a disability, but could also help people who don’t have a disability by enabling them to develop and fulfil their potential. This could be a change to a policy, working arrangement or providing equipment. Participant Managers should work with Jobcentre Plus and claimants to identify and put into place workplace adjustments.
2. Where a workplace adjustment is required under the Equality Act 2010, the host department will be responsible for implementing and funding the adjustment. If necessary, further advice should be sought from departmental Occupational Health or health and safety teams. **[DN: Departments to add OH contact]**.

### Welcome letters

1. Once the Work Experience Opportunity has been agreed and the appropriate checks completed, Participant Managers should send the participant a welcome letter covering practical arrangements. An example welcome letter can be found in the Participant Manager’s Toolkit.
2. Participant Managers should meet with the Participant prior to the Work Experience Opportunity starts in order to discuss special requirements.
3. Participant Managers should take into account special requirements, such as Job Centre Plus appointments, medical appointments, probation requirements, caring commitments and any other commitments which mean that the Participant’s commitment to MtW should be altered.
4. Participant Managers should tailor the Work Experience Opportunity to suit each individual Participant’s needs. This could be to include more sessions on a certain subject, for example interview technique, or to remove sessions that would not be helpful for the individual.
5. Where possible, Participants should be allowed the opportunity to explore particular areas that they are interested in.

## During the Work Experience Opportunity

### Induction process

1. An induction should take place, ideally on the first day of the Work Experience Opportunity. It may be possible to group participants together if they are joining at the same time. The induction needs to be comprehensive and ensure it covers the minimum requirements to enable participants to spend as much time as possible undertaking work-based activities and learning in the workplace.
2. Participants should also be provided with the Participant Workbook, which have been designed for them to record their experiences during the Work Experience Opportunity. These will be provided to the Participant Manager.
3. Participant Managers must tell Participants to complete the online Equal Opportunities Form on their first day. The form can be found [by clicking here](https://getinvolved.dwp.gov.uk/hr/522e38c3).
4. The Permanent Secretary or Chief Executive **[**DN: Departments to adapt to suit local arrangements] may have agreed to a personalised letter being issued on their behalf. If so, Participant Managers will need to issue this to the participant on their first day. [DN: Departments to insert link to the letter if appropriate or remove paragraph if not]
5. Refer to the Department’s induction processes for new starters and identify which elements are mandatory requirements, for example, health and safety and security. [DN: Departments to adapt to suit local arrangements.] At a minimum, an induction should include:

* an introduction to the team, colleagues and buddy
* domestic arrangements, such as working hours and break times
* a tour of the workplace, highlighting available facilities
* an explanation of the work of the team and the tasks the participant will complete.

1. Participants may have little or no experience in the workplace, so extra emphasis may need to be placed on standards of behaviour and dress codes.
2. Participant Managers may want to mention which trade unions are recognised by the Civil Service as part of the MtW induction process. In general, there is strong TU support for MtW. Participant Managers do not need to advise local union representatives that there is a MtW participant joining.
3. Depending on Participant Managers’ departmental guidance and the type of role assigned to the participant, Participant Managers may want to give them a name badge.
4. A participant wearing a name badge whilst engaged in a customer-facing role might cause confusion, as customers may perceive them to be a member of staff. If Participant Managers do issue a name badge, it must be handed back at the end of the Work Experience Opportunity.

### Health and safety

1. Participant Managers have general duty of care for the wellbeing of participants undertaking Work Experience Opportunities. Under the Health and Safety at Work Act 1974 the same duty of care applies to a work experience participant as would apply to any other visitor.

### Confidentiality

1. On their first day, participants must be issued with the Confidentiality Statement and asked to complete and return it. The Statement highlights participants’ responsibilities in relation to confidentiality and potential consequences of a breach. The Statement also outlines what the participant should do if they are asked to release information. The confidentiality document can be found on the Intranet or provided by the MtW Central Team.
2. Participant Managers should ensure that participants are not exposed to information of a sensitive or security-related nature. Any documents that they can access, including those available on the intranet, must not be removed from the workplace or discussed with third parties. Although participants are not bound by the Official Secrets Act, they should be reminded of their obligation to treat all information as confidential and not to discuss it outside work.

### Pastoral care

1. For some participants, the Work Experience Opportunity may be their first experience in a working environment and they may be unaware of certain standards which are expected in the workplace.
2. It is important to pick up issues at an early stage, discuss them with participants and provide any necessary support. For example, use of personal mobile phones and the internet during working hours and expected standards of timekeeping.
3. The participant is expected to follow the usual dress standards that apply to employees in the workplace. Participant Managers should ensure that they are aware of this before starting their Work Experience Opportunity or during their induction. If the participant is in receipt of benefits and they are unable to adhere to the dress code, they should contact their Jobcentre Plus Work Coach.
4. Managers or buddies can provide this support throughout the Work Experience Opportunity to help participants develop the skills and knowledge needed in the workplace.

### Support for participants

1. During Work Experience Opportunities, support should be provided by:

* agreeing realistic aims and objectives by discussing with participants what they hope to achieve from their time in the workplace
* encouraging participants to take advantage of opportunities to enhance their skills and knowledge, for example by shadowing employees in different work areas
* encouraging participants to keep a record of work activities in their Workbook as this can assist when developing a revised CV or completing job applications
* allowing participants to attend interviews or appointments.

1. Participant Managers should schedule one-to-one meetings with participants to discuss progress and ensure they are receiving all the information, advice and guidance needed. Participant Managers should also request feedback on tasks and activities participants have been involved in and, if applicable, the value of the support provided by their buddy.

### Buddying

1. It is good practice, but not essential, to provide a buddy for participants. A buddy can enhance the overall experience for participants by providing additional support and coaching. This also offers employees an opportunity to develop their coaching skills.
2. Ideally, a buddy will be a volunteer who is also a member of the team in which the participant is placed. However, if participants move around during their Work Experience Opportunity, their buddy may change.
3. Prior to the start of the Work Experience Opportunity, the buddy should ensure they have agreed with their line manager that they can undertake this role and are clear about their responsibilities.
4. A buddy’s responsibilities may include:

* welcoming the participant and showing them around the office and local area
* introducing the participant to relevant colleagues
* explaining what support they can offer the participant
* making themselves available to answer the participant’s questions.

### Learning opportunities

1. Participants are required to complete the Movement to Work Curriculum, which includes all departmental mandatory training, as well as modules within the Skills to Succeed Academy. More information is provided within the Participant Manager’s Toolkit.
2. The Civil Service Learning website provides a range of learning guides and other resources which can be used to support participants. Participant Managers should work with all participants to identify and select those that are most appropriate to their needs.
3. To access CS Learning opportunities, participants will need to register on the CS Learning website using an email address from a government department, agency or registered NDPB.
4. If the participant does not have email access, Participant Managers should consider printing off the relevant materials on their behalf.
5. A generic CS Learning login is available for MtW participants from **[DN: the departmental MtW SPoC]**, where they are not given an email address. Within the Participant Workbook, there is a list of relevant learning for the participant. Further learning can be suggested by the Participant Manager.
6. Participants should also be encouraged to make use of the [Skills to Succeed Academy](http://www.s2sacademy.com); an online learning resource. Time to complete this should be built into a Participant’s Work Experience Opportunity. MtW participants will find their access code within their Participant Workbook.
7. In order to consider their learning progress, Participant Managers should have ongoing discussions with participants during Work Experience Opportunities on how they are using the Academy. If a participant cannot gain access to the training modules, they should contact their manager or Work Coach for advice.

### Conduct

1. Participants are required to conduct themselves in an appropriate manner at all times when in the workplace. Their behaviour should be to the same standard as that of employees. **[**DN: Departments to reference local conduct or behaviour policy/statements.]
2. If any serious conduct issues arise, the Work Experience Opportunity must be reviewed immediately and may need to end early. Such matters should be raised via: [movementto.workschemeadmin1@dwp.gsi.gov.uk](mailto:movementto.workschemeadmin1@dwp.gsi.gov.uk).
3. If a participant makes a complaint about an employee, Participant Managers should seek immediate HR advice. [DN: Departments to insert details for HR.]

### Attendance

1. If a participant does not arrive for their first day, try to contact the participant to find out why they have not attended. If Participant Managers cannot make contact or the participant does not intend to come in, Participant Managers should notify their MtW SPoC and they will make contact with the DWP MtW central team and the appropriate Jobcentre Plus Work Coach for that participant.
2. If a participant stops attending their Work Experience Opportunity without warning and does not make contact to inform Participant Managers of why, then Participant Managers should follow local procedures as Participant Managers would do for an employee as part of a duty of care to confirm the participant’s safety and wellbeing.
3. If a participant needs to meet with their probation officer, time off should be allowed. Participant Managers will be made aware of this requirement before the participant starts their Work Experience Opportunity.
4. Participants in receipt of benefits must be allowed time to meet their claimant obligations. The Jobcentre Plus Work Coach will agree this with the participant. There may be some flexibility around this and ideally, where the participant is required to continue to sign on, the Jobcentre will agree an appointment outside of the Work Experience Opportunity hours of attendance. Any issues arising from the participant’s required attendance at the Jobcentre should be discussed with the Work Coach so that the participant’s claim to benefit is not adversely affected as a result of attending a Work Experience Opportunity.
5. If there is industrial action during the Work Experience Opportunity, Participant Managers will need to assess the impact of the industrial action on site. If there will be appropriate supervision and enough work for the participant to do, they could continue to attend. If it is agreed that the participant will not attend during industrial action, there will be no adverse impact in terms of their benefit entitlement. Participant Managers may wish to warn the participant that there may be pickets outside the building.
6. If the Participant Manager’s team has voluntary work or a team exercise planned, they may want to consider if the participant should take part. This will depend on the activity being carried out and whether it takes place on or off departmental premises. Participant Managers should discuss this with the Health and Safety team, as Participant Managers will also need to consider whether it is appropriate for the participant to attend given that the purpose of the Work Experience Opportunity is for them to gain work experience.

### Applying for jobs

1. If participants ask about applying for apprenticeships or other employment opportunities, they should be given help to register on the [CS Jobs](http://www.civilservicejobs.gov.uk) website. Departments may wish to keep a list of participants and, if they consent, contacting them when opportunities are available to apply for. This may be particularly helpful where apprenticeships are advertised.
2. Participants can only apply for apprenticeships or other posts advertised externally, as they are not employees.

### Expenses

1. Departments are not allowed to make any payments directly to individual participants. However, business units should cover the costs of any additional travel, e.g. purchasing rail tickets on behalf of the individual, incurred as a result of official visits during the Work Experience Opportunity. [DN: Departments to adapt to suit local arrangements]
2. If required, Jobcentre Plus will make arrangements with participants for daily travel and subsistence expenses.

## Ending the Work Experience Opportunity

1. Within the Participant Manager’s toolkit, there is a checklist for completion at the end of the Work Experience Opportunity.
2. Participants should leave the Department having gained valuable and practical experience and a positive impression of the Civil Service.

### Ending the Work Experience Opportunity on the planned date

1. A meeting should be arranged with each participant to discuss their experiences during the Work Experience Opportunity.
2. Participant Managers should remind the participant that the record of achievement and the Workbook are all evidence of the activities undertaken during the Work Experience Opportunity and the skills they demonstrated and may be useful in their search for employment.
3. Participant Managers should complete the Movement to Work Record of Achievement and present it to the participant.
4. Participant Managers may be asked to provide a reference by a prospective employer. It should be factual and limited to confirming the dates and duration of the Work Experience Opportunity and not refer to the individual’s conduct or timekeeping.

### Extending the Work Experience Opportunity

1. Although MtW Work Experience Opportunities normally last up to six weeks, they may be extended to a maximum of eight weeks in consultation with the Jobcentre Plus Work Coach and DWP MtW central team.

### Ending the Work Experience Opportunity early

1. If the participant is leaving before the agreed end date, Participant Managers should identify the reason/s why. If it is because the content of the Work Experience Opportunity was not what was expected, a review of the content and support provided may be helpful.