

**Participant Workbook**

# ABOUT THIS PACK

This pack contains useful information that will guide you through your Work Experience Opportunity. Please take a look through this pack prior to starting your Work Experience Opportunity so that you have an idea of what you will be doing and how we can help you.

Contents

[ABOUT THIS PACK 1](#_Toc526261939)

[Your Information 3](#_Toc526261940)

[Welcome! 4](#_Toc526261941)

[What to expect 5](#_Toc526261942)

[Induction 5](#_Toc526261943)

[What you need to bring: 5](#_Toc526261944)

[Content 5](#_Toc526261945)

[What we expect from you 6](#_Toc526261946)

[How do I make the most out of my Work Experience Opportunity? 7](#_Toc526261947)

[Self-development 7](#_Toc526261948)

[Be Yourself! 8](#_Toc526261949)

[Talk to people 8](#_Toc526261950)

[Reflection 8](#_Toc526261951)

[The Curriculum 9](#_Toc526261952)

[Mandatory E-Learning 9](#_Toc526261953)

[Suggested Additional E-Learning 9](#_Toc526261954)

[Skills to Succeed 10](#_Toc526261955)

[How to access the Skills to Succeed Academy 10](#_Toc526261956)

[Learning Guide 11](#_Toc526261957)

[Reflection Aide 15](#_Toc526261958)

[Task completed 15](#_Toc526261959)

[Skills gained/developed 15](#_Toc526261960)

[What will I do differently? 15](#_Toc526261961)

[Future Actions or Plans 18](#_Toc526261962)

# Your Information

Name……………………………………………………………………………………..

Contact number…………………………………………………………………………

Email Address…………………………………………………………………………..

Participant Manager……………………………………………………………………………

Manager Tel Number…………………………………………………………………..

Buddy Details…………………………………………………………………………..

Emergency Contact Name……………………………………………………………

Emergency Contact Tel Number…………………………………………………….

Emergency Contact E-Mail…………………………………………………………..

Log in details……………………………………………………………………………

Civil Service Learning details…………………………………………………………

Civil Service Jobs details……………………………………………………………..

# Welcome!

Welcome to the Department for Work and Pensions. We are really pleased that you have chosen to take up a Work Experience Opportunity with us and will do our very best to make sure you enjoy your time with us.

We aim to offer you a positive work experience where you will be treated as a valued member of the team. We offer our work experience participants great support, including any workplace adjustments required to meet your individual needs. This includes any mobility issues, physical or mental disabilities or conditions, and learning or specific learning difficulties. If you have any concerns at all, please raise these with your Participant Manager as soon as possible.

Please use this workbook to guide you through your Work Experience Opportunity.

# What to expect

Work Experience Opportunities will greatly vary depending on where you are based and the team you are in, but every opportunity will focus on increasing your employability by enhancing your skills in 5 vital areas:

* Resilience
* Time Management
* Organisational
* Communication
* Team Working skills

Lacking development in these areas was quoted as being the main reasons that employers believe young people aren’t prepared for work. We aim to help you develop in these areas to give you the best chance at securing work.

## Induction

All Work Experience Opportunities will contain an induction, which will cover the basics, such as a tour of the building, process in the event of a fire alarm, procedure for reporting absence and the signing of basic forms.

## What you need to bring:

**Proof of Identification** – This includes your passport, driver’s licence (provisional or full), national ID card, MOD 90. If you are unsure what to bring, contact your Participant Manager.

**Laptop or mobile device** – This is so that you can access the modules on our Skills to Succeed academy. You can also access this from home. The log in instructions are provided in the learner’s section of this workbook. If you do not have a laptop or tablet, please discuss this with your Participant Manager.

## Content

**Projects:** Throughout your journey, you will be given various tasks to complete. This may vary from simple routine administration tasks to a more challenging project, which will incorporate different skills. Your Participant Manager will discuss this with you. Example projects include researching wellbeing in the workplace and coming up with a way to improve it, running and analysing a customer survey etc.

**Access to IT:** During your placement you will be set up with an e-mail address and will be given access to our intranet. You will have access to a computer each day. You may require your own laptop or tablet to access our learning modules as this isn’t available on our intranet.

**Learning and development:** Your manager will discuss your learning journey with you. Your learning will be based on giving you the skills you need to do your work as well as personal development. There are also mandatory learning modules around health & safety, security and data that all employees are required to undertake.

**Help and support:** You will be given a buddy. This will be someone who is in your team and works nearby to you, but is not your manager. Your buddy can help you informally with help and advice on anything to do with getting your work done.

# What we expect from you

**Turning up on time:** Your arrival time will be confirmed by your Participant Manager prior to your start date. Your work schedule will also be confirmed with you, and we will work with you to make any amendments to fit your own personal needs. However, once this is decided, please be on time, otherwise we may not be able to deliver the full curriculum

**Keep in touch:** If for any reason, you will be late or cannot attend, please let your manager know immediately. If you don’t come to work and we can’t contact you, we are obliged to ring the Police who will go to your home to check that you are okay.

**Next of kin details:** Please let us know your next of kin details as soon as possible.

**Tell us your needs:** If something doesn’t make sense, let us know. Also tell us about any extra support or special requirements you need. Our goal is that you have a brilliant work experience with us, so we will help you wherever possible.

**Confidentiality:** Delivering public services means that we sometimes deal with sensitive information. Protecting our customers is critical, so you will be asked to sign a confidentiality statement. Failure to do so will mean the Work Experience Opportunity cannot go ahead.

**Get involved:** We understand that you may be out of your comfort zone during the work experience, but this is designed to develop your skillset. We will do our best to make sure you’re not overstretched, but please give everything a go – if you really hate it, we won’t make you do it again!

**Other requirements**

Use the space below to list any other rules or requirements stated to you by your Participant Manager. This may be remembering to sign in, mobile phone policy, or break times.

# How do I make the most out of my Work Experience Opportunity?

Movement to work is a great programme to be involved in because it will give you the chance to develop skills you might not already have, or if you do already have them, it will give you the opportunity to demonstrate them effectively.

## 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.

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. See the example below. You can also use these as your own skills to work on.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Skill** | **Rating** | | | | | | | | | |
| Time Management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Communication | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Team Working | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Resilience | 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 |

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 your colleagues:   * Plan explanation before the conversation to avoid confusion. * Pause to think through sentences before starting to talk to be more concise. * Check understanding by asking questions | **Specific** – Giving information, for example, when explaining your research.  **Measurable** – Check understanding, note how many clarification points people make.  **Achievable** – Can you get to the point where they ask no questions?  **Repeatable** – Can you do this every time you speak to someone?  **Time-phased** – You have the duration of the Work Experience Opportunity |

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

## Be Yourself!

Undertaking a Work Experience Opportunity might feel daunting for some, but try to relax and be yourself. If you’re trying to be someone else, you’ll never perform as well as when you’re just trying to be you.

## Talk to people

Use the people around you to help you learn and make the most of your work experience. We’ve all been new once, so don’t worry about asking questions. There’ll always be someone who’s willing to help.

## Reflection

Make sure you take time to think about everything you’ve learnt and the skills you’ve developed at the end of every day or at the end of a big task. Remember to write these things down so that you can put these in your CV and use them as examples in interviews. Don’t underestimate your achievements! Every learning point is worth mentioning.

# The Curriculum

The curriculum contains mandatory E-learning that must be done by all employees of DWP, as well as a specific learning package put together by Skills to Succeed. Your Participant Manager will help you set up a Civil Service Learning account so that you can access these modules. There is a space at the front of this pack to write down your details.

## Mandatory E-Learning

|  |  |
| --- | --- |
| **Mandatory Learning –** click the links to go to the relevant page | **Date Completed** |
| [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>

## Skills to Succeed

The Skills to Succeed Academy is a free online employability training programme developed by [Accenture](http://www.accenture.com)**.**

The Skills to Succeed Academy offers bite-sized, interactive online training modules to prepare you for the entire journey of choosing the right career, finding a job and succeeding in the workplace.

All candidates are encouraged to follow a curriculum of set modules from the Skills to Succeed Academy to complement their Work Experience Opportunity.

The table below contains modules you should do whilst on your Work Experience Opportunity. The “Before” column should be completed at home prior to starting your work experience so that you can make the most out of the experience.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Before** | **During** | | | **After** |
| **Pre-Requisite Activities** | **Week 1** | **Week 2** | **Week 3** | **Consolidating Learning** |
| SIW 4: Welcome to WurkyWorld  SIW 5: Finding your Feet  SIW 7: Knowing Your Job  SIW 8: Having the Right Attitude | YAYC 5: Find Your Future  SIW 9: Life at WurkyWorld | GAJ 5: Identify your Skills  GAJ 6: Create Your CV  GAJ 20: Online Professional Presence | GAJ 10: Test Drive the CAR Technique  GAJ 16: Prepare for your Interview | GAJ 13: Tailor your CV  GAJ 18: Ace your Interview  GAJ 19: Pearly Bank Panel  SIW: 10 Using your Skills to Succeed |

Your Participant Manager may arrange sessions to go through with you in order to help you with these modules as you progress through the course. However, if you feel that this is not useful, speak to your Participant Manager to see what else we can do to help you.

## How to access the Skills to Succeed Academy

This cannot be accessed on DWP internet so please use your own laptop/tablet or mobile.

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

Participant Access

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

# Learning Guide

**YAYC 5: Find Your Future**

Notes:

**SIW 9: Life at WurkyWorld**

Notes:

**GAJ 5: Identify your Skills**

Notes:

**GAJ 6: Create Your CV**

Notes:

**GAJ 20: Online Professional Presence**

Notes:

**GAJ 10: Test Drive the CAR Technique**

Notes:

**C –**

**A –**

**R –**

**GAJ 16 - Prepare for your interview**

Notes:

# Reflection Aide

Use this page to help you reflect at the end of every day, week, or project. It’s up to you how much time you spend on reflection. Some days you might have more to think about that others, but make sure you take a moment to consider all your successes and all the moments that didn’t go so well – what did you do to make it a success? How can you continue this behaviour? Why didn’t something go as well as you’d hoped? What will you do differently next time?

Reflection can be done your way, but if you need some guidance, see the template below. In one box, put the things you’ve done really well. In the other box, where you need more work. Alternatively, you can use the table to write a specific task and what skills you’ve used/gains, and how you will work differently in the future.

Don’t forget to record the positives! This will be a great record of things to put on your CV.

|  |  |
| --- | --- |
| **CRUSHED IT!** | **Still needs work** |
|  |  |

|  |  |  |
| --- | --- | --- |
| Task completed | Skills gained/developed | What will I do differently? |
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# Future Actions or Plans

Use this space to set yourself some goals for the future, following on from your Work Experience Opportunity. Your Participant Manager can help you with these on your final interview.