

Work Experience Policy and Procedure

Policy Summary

This policy has been developed to provide a procedure to provide clear standards and guidelines on work placements:

Lincoln City provides work placements to three target groups:

- students in secondary education aged between 14 and 16, who are required to complete a work experience placement
- students in higher or further education
- young persons who wish to pursue a career within sport or wish to pursue work experience for other training reasons

All young people applying for a work placement are expected to have a genuine interest in sport as a career.

This policy procedure outlines how people on work placements will be given the opportunity to gain as wide an appreciation of Lincoln City as possible, within a risk managed environment.

Scope

This policy procedure applies to all staff members

Work Placement Procedure

To give the placement student as much experience as possible of the process of obtaining a future post, you will be required to:

- email enquiries@lincolncityfoundation.co.uk to request information to undertake a work placement at Lincoln City Football Club
- complete an application pack (Appendix 1)
- submit this at least 8 weeks before the requested placement
- attend an interview (if required)

Lincoln City will ensure that the placement provided will meet your needs and interests. However due to the high volume of requests we receive, we cannot guarantee a placement to every individual that applies.

If an application is accepted to complete a work placement with Lincoln City Football Club and / or Lincoln City Foundation, they are required to sign the work placement agreement (appendix 2) as part of the induction. This document outlines the responsibilities and expected behaviours of both the placement student and Lincoln City. This must be completed prior to the work placement commencing.

Operational Criteria

The criteria for work placements are:

- The length of time is subject to the requirements of the student

- The minimum age for placements is 14 years of age or at least in year 10 in school

To provide a high-quality all-round experience for any work experience individual suggested timetables are available (appendix 3) dependant on which sector the individual is currently studying. We appreciate that placement students may specify a department of the club and this will be considered on application.

All Work Placement Students must undertake an Induction on their 1st day of working to ensure that we comply with the required standards of a professional work placement experience. The induction must follow the agreed checklist (appendix 4) and complete the required paperwork that forms the Work Placement Handbook (Appendix 5). No work placement can begin without an induction and all the necessary details are completed.

Staff – rights and responsibilities

- **Right to Refuse** – you have the right to refuse to be shadowed by a person on work placement and such a refusal will not reflect on you in anyway
- **Right to Request** – you have the right to request that if a placement student is assigned to you that they are of the same sex and if Under 16 do not want to travel alone with a student
- **Legal Liability** – Lincoln City Football Club / Foundation (as your employer) have a legal liability for the work placement. The only time you, as an individual, would be liable is if you:
 1. Knowingly place them at risk when the circumstances dictate an alternative
 2. Wilfully or negligently interfere with the provisions made for the work placement's health and safety
 3. Consent or connive to allow unsafe acts to be committed with another staff member
- **Reallocation** – Where work commitments do not allow an allocated work placement person to work with you, you should ensure that they are reassigned to another member of staff. If there is no alternative, you should inform your manager
- **Problems** – If the person on work placement gives you cause for concern, you must inform your manager immediately. Measures will then be taken to investigate the circumstances and provide a solution. A work placement can be cancelled at any time

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Date of Next Review: 29/11/2020

Version: 1

Appendix 1 – Work Experience Application Form

NAME:		DOB:	
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SCHOOL COLLEGE UNIVERSITY NAME:	
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PARENTS / CARERS NAME: (if under 16)	
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ADDRESS:	EMAIL (parents / carers email if Under 16):
	CONTACT NUMBER: (parents / carers contact if Under 16)

DATE OF WORK PLACEMENT REQUIRED:	
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WHY DO YOU WANT A WORK PLACEMENT AT LINCOLN CITY FOOTBALL CLUB? (in no more than 100 words)

WHAT TYPE OF WORK EXPERIENCE DO YOU WANT WITH LINCOLN CITY? (rank 1 to 4 in order of preference – please be aware you may not get your preferred choice)			
WHOLE CLUB	SPORT COACHING	MEDIA & MARKETING	GROUND CARE

SIGNED: (student)		SIGNED: (parent/carer)		DATE:	
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Office use only:

Date Application Received:		DECISION	YES	NO
Date of Decision by Department Lead:				
Date Applicant Informed of Decision:		COMPLETED BY:		
Date Applicant Accepted Placement:				

Date Department Lead Informed of upcoming placement:		
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Appendix 2 – Work Placement Agreement

This Work Placement describes the arrangement between Lincoln City (the employer) and the Work placement Student.

The Employer

We, **Lincoln City Football Club (LCFC)**, agree to accept the services of (insert name here) during the period (insert date here) and commit to the following:

- To provide an induction on the work of the LCFC, its staff and your Work Placement and any training you need to meet the responsibilities of that role
- To explain the standards we expect for our services and to encourage and support you to achieve and maintain them
- To respect the skills, dignity and individual needs of you and to do our best to adjust to those requirements;
- To provide a named person who will be the person that is responsible for you during the period of your placement. You will be able to request meetings with them during this period and they will be responsible for completing any required paperwork
- To do our best to help you gather an understanding of the work of LCFC and experience working in a professional environment

The Work Placement Student

I (Insert name here) agree to complete my work placement and commit to the following:

- To help LCFC fulfil its services
- To perform in my work placement to the best of my ability
- To adhere to LCFC rules and procedures
- To maintain the confidential information of LCFC, its partner organisations and its clients during and beyond my work placement
- To refrain from using media, social networking sites and blogs to bring LCFC's name and reputation in disrepute
- Any literature produced during your work placement duties, and those which are specifically assigned to you, will remain the property of LCFC
- To meet time and duty commitments, and give reasonable notice so other arrangements can be made when this is not possible

This agreement is binding in honour only; it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

SIGNED: (student)		SIGNED: (parent/carer)		DATE:	
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SIGNED: (LCFC)		POSITION:		DATE:	
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Appendix 3 – Work Experience Timetable Examples

Generic Secondary School Placement

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday Matchday
AM	Induction (Foundation) Ground staff	Foundation	Foundation (Day Off if Matchday working)	Kit Man / Training Ground	Shop	Foundation Team
PM	Ground staff	Foundation	Foundation (Day Off if Matchday working)	Media – Press Conference	Shop	

Sports Coaching Course / Degree Placement

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday Matchday
AM	Induction (Foundation)	Foundation	Foundation	SET (Day Off if Matchday working)	Foundation	Foundation Team
PM	Academy	Foundation	Foundation / Academy	SET (Day Off if Matchday working)	Foundation	

Marketing and Media Placement

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday Matchday
AM	Induction (Foundation) Club Marcomms	Matchday or Day Off if Saturday Matchday or Foundation Marcomms	Foundation Marcomms	Club Marcomms	Club Marcomms	Media Team
PM	Club Marcomms		Foundation Marcomms	Club Marcomms	Club Marcomms	

Ground Care / Maintenance Placement

	Monday	Tuesday	Wednesday	Thursday	Friday	Matchday
AM	Induction (Foundation) Stadium	Matchday or Day Off if Saturday Matchday or Training Ground	Stadium	Training Ground	Stadium	Ground Care Team
PM	Stadium		Stadium	Training Ground	Stadium	

Appendix 4 Work Placement Induction Form

Placement Student Name:

Date Completed:

Signed:

Welcome and introduction		Work Placement agreement	
Work Placement Handbook and Forms		Health questionnaire	
Equality and Diversity		Placement Student Rights and Responsibilities	
Health and Safety		Contact points	
Insurance		Kitchen/toilets/store cupboard	
Confidentiality		Office - staff introductions/equipment	
Travel expenses		Stationary	
Supervision and support		First aid/accident book	
Access to building		Fire exits/fire tests	

Appendix 5 Work Placement Details Form

1. PERSONAL DETAILS

NAME:		DOB:	
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ADDRESS:	EMAIL:
	CONTACT NUMBER:

2. EMERGENCY CONTACT DETAILS

CONTACT 1

NAME:		Relationship	
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MAIN CONTACT NUMBER:	ALTERNATIVE CONTACT NUMBER:

CONTACT 2

NAME:		Relationship	
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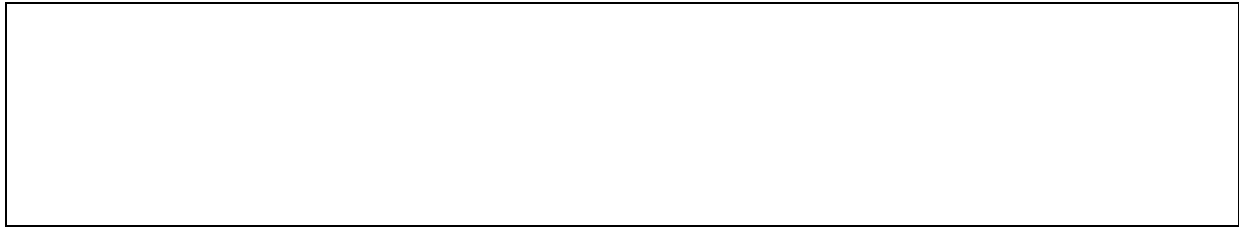
MAIN CONTACT NUMBER:	ALTERNATIVE CONTACT NUMBER:

3. NAMED PERSON RESPONSIBLE FOR PLACEMENT STUDENT (CLUB)

NAME:		DEPARTMENT	
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4. CLOTHING AND EQUIPMENT

Please list any items of clothing or equipment provided to the Placement Student



Health Questionnaire

Lincoln City Football Club has an obligation to exercise a proper concern for the welfare and safety not only of its employees but of volunteers and members of the public who serve within or come into contact with the Club's services. To help assess your fitness for the role applied for, and to determine whether any adjustments are required for specific health reasons or reasons relating to a disability, we ask that you fill out this health questionnaire.

All information supplied will be treated in the strictest confidence and the Club will do all possible to ensure that no additional obstruction is placed in the way of those who wish, in any capacity, to give freely of their time in support of the Club's services. We will not discriminate against people in respect to any disability they may have, in line with the Equality Act 2010.

DO YOU HAVE ANY MEDICAL CONDITIONS:	YES/NO	IF YES, PLEASE PROVIDE DETAILS BELOW
DO YOU HAVE ANY DISABILITIES:	YES/NO	IF YES, PLEASE PROVIDE DETAILS BELOW
HAVE YOU EVER:	YES/NO	IF YES, PLEASE PROVIDE DETAILS BELOW
Had any back complaints		
Shortness of breath		
Fainted		
Issues regarding blood pressure		
HAVE YOU ANY DIFFICULTY IN YOUR ABILITY TO:	YES/NO	IF YES, PLEASE PROVIDE DETAILS BELOW
See		
Hear		
Lift		
Stoop		
Move your limbs		
Climb stairs		
Are you taking, or have you taken within the past month, any medication?		
Is there any family history of health issues?		

I certify that this is a true and accurate statement about my past and present health. I understand I may be dismissed if I have knowingly given false information or have withheld

information concerning my health. I am also signing this document to say I have received any identified items of clothing and / or equipment

SIGNED: (student)		SIGNED: (parent/carer)		DATE:	
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Appendix 6 Work Placement Student Handbook

About Lincoln City Football Club

Lincoln City Football Club was formed in 1884 and in 1895 moved to its current home of Sincil Bank where we have enjoyed playing football with a range of triumphs and also elements of heartache. The club is at the heart of the community and is keen to expand its reach and ensure that we remain in business and playing professional football for many years to come.

Within Lincoln City, we operate a substantial business that with a wide range of services including media, marketing, community, catering, commercial, finance, ticketing and ground care all of which makes for an arena that we can support people within a work experience environment.

We are an important part of the City of Lincoln and Lincolnshire and play a role in many peoples lives from fans to participants in programmes to providing employment to raising the profile of Lincoln all of which we take very seriously.

We hope that you completing your work experience with Lincoln City is a worthwhile experience and something that you will remember for the rest of your life. Good luck and embrace the opportunity.

Work Placement Statement

The Club welcomes and encourages the involvement of work placement students in the provision and delivery of its services. It is an opportunity for the Club to educate people about the world of work and in an environment that means a lot to a wide range of people. The Club has a variety of services that will meet a range of placement needs.

Work Placement Policy

The Club has a clear work placement policy outlining the role of work placement students within our organisation including the recruitment, operational and staffs rights and responsibilities. For more details please refer to the policy.

Health and Safety Policy

It is the Club's policy to ensure that every reasonable step is taken to prevent injury to personnel, damage to property and to protect individuals from possible hazards at work. This includes service users as and when they are engaged in Clubs activities.

It is the responsibility of all the Club to make you aware of the Health and Safety Policy. All placement students have a duty of care in respect of their own health and safety as well as that of other placement students, employees, customers and members of the public.

- You must adhere to the general health and safety rules and procedures.
- Smoking is not permitted anywhere within the building.

- You have a duty to report to your named person or department lead any hazard in the workplace.
- If protective clothing is provided, it should be worn in the appropriate circumstances.

Fire Safety

You must familiarise yourself with the emergency plans and procedures and “fire instructions” displayed throughout the Clubs premises and of any other premises you may be working in. If you do not understand these please ask your named person or department lead. During your induction you will be shown fire procedures

First Aid

During normal working hours first aid treatment is available on the premises. If an injury occurs at your work placement it must be recorded in the accident book.

Violence and Harassment Policy

As a placement student, it is important that you are aware of your role in the detection and prevention of abuse. Abuse can take many forms which can include: verbal abuse, emotional abuse, physical abuse, sexual abuse, financial abuse and institutional abuse. Any incident of any form of abuse should be reported to a member of staff.

Equal Opportunities / Diversity Policy

The Club is committed to equal opportunities and will not tolerate the less favourable treatment of anyone on the grounds of their gender, age, race, colour, nationality, ethnic or national origin, disability, marital status, sexual orientation, responsibility for dependents, trade union or political activities, religious or other beliefs, or any other reason which cannot be shown to be justified. This policy is subject to the requirements and legislative framework as outlined in the Equality Act 2010.

Those who confide in the staff and volunteers of the Club should feel assured that their confidentiality will be respected at all times, with the exception being if you believe anyone to be at risk of harm. If this is the case, a member of staff must be informed immediately.

Code of Conduct

a) In terms of day to day business, our clients can be regarded as:

- The general public including fans and participants
- Funding bodies
- Community groups and private individuals
- Voluntary organisations
- Businesses

b) In all cases, we endeavour to ensure 100% satisfaction by offering

- Professional demeanour
- Positive attitude and ‘can do’ response
- Speedy and efficient service
- Unfailing courtesy – remembering that our many partners and funding bodies in effect pay our salaries

All Club placement students are expected at all times to uphold the good image of the organisation, its members, staff and standing in the community, to act as a good

ambassador and to do nothing to undermine the organisation's credibility or reputation in any way.

Placement Students are asked to remember that;

- At all times during your work placement, the needs of the organisation are paramount and you should ensure that, at all times, your efforts and energies are concentrated on achieving this objective.
- We will not tolerate rude and insulting behaviour or foul or objectionable language to volunteers, employees, clients or members of the public.
- You are not, either during or following your period of work placement, permitted to disclose confidential information relating to the organisation without our prior written consent.
- You are expected to comply with any reasonable request or instruction given to you by an authorised person.
- Under no circumstances, should you present yourself for work placement whilst under the influence of intoxicants. Any attempt to work whilst in such a condition will be regarded as a serious breach of the rules.
- The Club has a duty to protect its staff and volunteers and we expect you to operate about the safety of yourself and others at all times.

Professional Boundaries

Although your role within the Club is not that of a paid employee, you still have a responsibility to maintain a professional attitude and adhere to clear boundaries. This will ensure that your role is not jeopardised in any way.

1. Be clear with the person you are working with that you are not a casual friend, you have an agreed role within the project you are placed with.
2. Be clear about what your role is.
3. Do not divulge private or personal facts about yourself.
4. Do not give your home address or phone number to service users (only designated people should have this information).
5. Do not take service users to your home or those of family or friends.
6. Do not give or receive money or gifts from service users.
7. Discuss all requests for any of the above with your Project Leader.

Confidentiality

You must not disclose any information of a confidential nature relating to the Club or their business or relating to any third party to whom the Club owes an obligation of confidence, except in the proper course of your volunteering or as required by law.

You must not remove any documents or tangible items which belong to the Club or which contain any confidential information from the Trust premises at any time, without proper advance authorisation.

Challenging Behaviour

Violence or challenging behaviour includes a whole range of hostile behaviour from verbal insults through to physical violence. Your responsibility is to deal with any arising situations

by following the procedures agreed with your named person or department lead and ensuring you make a staff member aware of any such events at the earliest opportunity.

Placement Students Responsibility:

- To let staff know of any aggressive, challenging or strange behaviours shown by anyone you come into contact
- To share information if you feel threatened and seek support.
- To let staff know where you are in the premises.
- To let staff know when you are working off premises, where you are going and what time you expect to return.
- Not to put yourself into potentially dangerous situations.

Insurance

All placement students come under the Club's insurance policy.

Induction and Training

This induction pack is intended to help prepare you for your Work Placement. It provides the basic information and should be worked through during your induction. If you have any queries, please discuss them with staff members. Where applicable, you will be introduced to other members of staff and their roles will be explained. You will be shown around the premises.

Driving Policy

If you wish to use your own car during your work placement it is advisable to inform your insurance company that you are using your vehicle for this purpose. Checks will be made by the Club that you have a valid driving licence, MOT and insurance. If you travel as part of your job, we expect you to divert calls to voicemail when driving. The Club will take no responsibility for accidents caused by placement students using mobile telephones when driving. There is parking available at the Club office. Vehicles parked on or around the premises are done so at the owner's risk and we accept no liability for any damage caused to vehicles.

Guidelines for Claiming Expenses

Placement Students will be paid all reasonable out of pocket expenses incurred through their placement with us and will need to keep receipts/tickets and fill out an expenses claim form and must be given to your named person for authorisation.

The Club's list of reasonable expenses is:

- Travel expenses e.g. travel cards; bus tickets (keep all tickets as a receipt, please photocopy weekly/return public transport cards/tickets)
- Petrol costs (30p per mile start and finish locations to be listed on a travel claim form)
- Parking (keep all tickets)
- Any other agreed expenses

Supervision and Support

Work Placement Students will be provided with regular supervision from the named person, department lead of the specific staff member you have been assigned during that day.

Health Questionnaire

It is our policy that placement students complete a health questionnaire to help us ascertain your needs so that we may make any necessary adjustments to aid your placement with us. This information will be kept on file in a secure place during but may be shared with the named person or department lead whom you will fulfil your placement with. We do not intend this to be an invasion of your privacy; it is purely to help us ensure your safety and wellbeing.

Work Placement Rights and Responsibilities

Each placement student will have a placement agreement which does not imply contract of employment. We are very committed to our placement students so we feel it essential to outline our guidelines relating to placement students rights and responsibilities.

Placement Students have the right to:

- Be treated with respect, not just as free help.
- Receive an induction to the organisation and their role within it.
- Get regular supervision and support.
- Have any agreed travel expenses reimbursed.
- Have a clear procedure for claiming expenses to ensure prompt reimbursement.
- Be insured for any activities they are expected to undertake.
- Have the right to say 'no' to any inappropriate demands, additional tasks or tasks outside of their role description.
- Be informed of whom to go to if they have any problems.
- Have safe working conditions (Health and Safety Policy).

Placement Students will not:

- Take the place of paid employees.
- Be asked to undertake activities that are unsafe.

Responsibilities of Placement Students are to:

- Act within our policies and procedures.
- Act within the boundaries of their role.
- Act in a non-discriminatory manner
- Attend an induction
- Inform their named person if they will not be attending work
- Act within our confidentiality policy.

Who's Who in the Club

The Senior Staff members at the Club are:

Chief Executive Officer	Liam Scully
Head of Business Operations	Ian McCallum
Head of Finance	Tony Bilbie
Head of Legal and Football Admin	Richard Parnell
Head of Academy	Damian Froggatt
Head of Stadium and Operations	Darren Curtis
Head of Community	Paul Hamnett

The main contact numbers are:

- Main Office – 01522 880011
- Foundation Office – 01522 563792

If you have a problem/complaint you should speak to your named person first. If you feel you have been unfairly treated or the issue is not resolved through them you should then speak to the Head of Community.

Equipment

You should have access to all the equipment and stationary you require to fulfil your role. If there is anything you feel would help you in your role you should speak to your Project Leader.

Dress Code

Depending on the role you are undertaking LCFC clothing will be provided for the period of your placement. You will be required to return on completion.