Walsall Town HallBandstand in Walsall ArboretumSister Dora Statue WalsallWalsall Aboretum lake view

**Work Experience**

**Support Pack**

**ICT**



*Achieving Success Together*

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## **Welcome to Walsall Council and Information Communication and Technology (ICT)**

We are pleased that you have chosen to do your work placement within our service. You will have the opportunity to see what working at Walsall Council is like as well as learning new skills that will hopefully serve you well in your future careers.

ICT is in a unique position as it works to support every service area across the Council. This provides a fantastic opportunity for young people to experience IT activities.

This scheme is designed to provide a structured placement to ensure that you will take something positive from your placement. We also look forward to your comments at the end to help us make continuous improvements to the work placement programme.

We hope you enjoy your placement with us.

## **Introduction**

### **What is ICT?**

ICT supports all aspects of IT throughout the council and on behalf of some partner organisations including pc’s, laptops, printers, telephones, handheld devices, servers, applications and network connections.

### **How customers contact us**

|  |  |
| --- | --- |
|  | **Phone: 01922 652862**  **Email:** [**servicedesk@walsall.gov.uk**](mailto:servicedesk@walsall.gov.uk)  **Web:** [**http://ict.walsall.gov.uk/live/support/AltContact.aspx**](http://ict.walsall.gov.uk/live/support/AltContact.aspx) |
| **Mon–Thu** | 7:45 – 18:00 |
| **Fri** | 7:45 – 17:00 |

### **Useful links**

*Information about ICT can be accessed on the intranet via the following link;* [**http://ict.walsall.gov.uk/live/default.aspx**](http://ict.walsall.gov.uk/live/default.aspx)

## **Placement Support Pack (PSP)**

This pack has been produced by Business Support Services in partnership with Walsall Education Business Partnership (WEBP), and local schools to help make your work placement meaningful, interesting and enjoyable. It will also help our staff to guide, train and help you in your placement.

The PSP contains information plus real tasks for you to undertake during your placement. We hope the tasks will help you to learn new skills together with using your own initiative to get the most from this placement, in a real work environment.

We have also included a feedback form for you to complete so that we can continue to develop this pack for future work placement students. If there is anything you do not understand then please discuss this with your reporting officer.

The PSP will form the evidence of your work experience placement and can replace your school Log Book.

6 reasons why a placement is important!

A work placement can:-

* be any voluntary employment that builds on your experience of life in the work place
* help you decide on a career and can show employers how you can apply your studies to the world of work
* enable you to meet different people
* help you learn to manage your time
* help you feel more independent
* provide you with the opportunity to understand the different jobs people do

## **A guide to Information Communication Technology (ICT)**

ICT support all aspects of IT throughout the council including maintaining all network connections and telephones, ensuring that customer can access all their internal electronic systems and external systems where allowed and hosting systems to ensure they are available when required. This allows front line teams to deliver their services to people who live within the Borough of Walsall or use the services.

**The activities** carried out by ICT delivery resources in the support of IT Systems are;

* Corrective Maintenance
  + Incident Management (A process to manage and resolve incidents i.e. restore service where an existing IT system is down or impaired)
  + Problem Management (A process to look for trends in faults across systems and resolves the root cause of these)
* Preventative Maintenance
  + Availability Management (Configuring and monitoring alert mechanisms, dealing with issues, applying maintenance patches and upgrades)
  + Capacity and Performance Management (Monitoring IT systems capacity, carrying out trend analysis, understanding Customer demand resulting in a forecast of IT systems expansion requirements)
  + Configuration Management (Keeping records of IT system components to assist IT systems support and financial asset management)
  + Security Management (Monitor for security alerts and implement solutions, applying security patches and upgrades)
* Perfective Maintenance
  + IT Systems Improvement (Research and produce proposals for enhancing existing Business IT Systems)
  + Professional ICT Service Improvement (Research and produce proposals for enhancing existing or developing new ICT Professional Services)
* IT Contract and Supplier Management
  + Contract Definition
  + IT Service Review
  + Supplier Issue Management
  + Contract Change Control
* IT Financial Management
  + Procurement
  + Budget
  + Internal Recharge
* IT Service Level Management
  + Service Definition
  + SLA
  + Service performance Reporting
  + Service Review

### **Working in ICT**

You will find that our work is varied and interesting with plenty of opportunity to enhance your knowledge and skills whilst helping us to deliver a high quality service to our customers.

You may get involved in:

* Receiving customer telephone calls and providing assistance to them
* Gathering and inputting information about IT assets and their location
* Use of office software such as MS Word, MS Excel and MS Outlook

You will find the information contained within this pack will guide you through the day to day running of the office and other requirements of the service.

We hope that you enjoy working with ICT.

## **Where will I be working?**

Information Communication Technology (ICT)

3rd Floor, Civic Centre,

Darwall Street, Walsall,

WS1 1TP.

Telephone: 01922 652862

Email: [servicedesk@walsall.gov.uk](mailto:servicedesk@walsall.gov.uk)

## **Office Hours:**

Monday to Thursday 8.45am – 5.15pm

Friday 8.45am – 4.45pm

## **What hours will I be working?**

Monday to Thursday 9.00 – 5.00 pm

Friday 9.00 – 4.00 pm

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## **What should I do on my first day?**

* On your first day go to the main entrance at the **Civic Centre, Darwall Street** and report to the First Stop Shop reception
* Please ask for *name of reporting officer*
* Someone will come down to collect you
* You will be provided with a special pass later in the day that will allow you to access ICT
* You will be shown where the toilets, kitchen area and snack machine are during your induction along with standard health and safety procedures

**………………………………………………………………………………………………....**

## **Who do I report to?**

You will be given a reporting officer

Telephone: 01922 650000 or direct telephone number of reporting officer

Email: email address of reporting officer

## **Health and Safety**

### **Fire**

On your first day your Reporting Manager will show you the evacuation route in case of fire. Please familiarise yourself with the ‘primary’ and ‘secondary’ escape routes in case of fire – information can be seen on notice boards within the ICT area detailing these routes and the Fire Wardens for the area.

Your main escape route is:

Along the main fire corridor towards the Network Team area, through the double fire doors that take you across the top of the link bridge into an office area in the Council House. Turn right and leave the building via the fire exit stairway.

Your other escape route is:

Via one of the stairways at either end of ICT. Core 1 leads through the First Stop Shop and Core 3 at the side exit into the Registrars Car Park.

The fire wardens for the area are:

*Fire warden names*

The assembly point is:

Outside the Gala Baths

Stay at your assembly point and do not go back into the building until the fire officer in charge or another officer (who will be identified by orange jackets) gives permission.  
**…………………………………………………………………………………………..**

### **Building Security and other issues**

Please ensure that all doors are fully closed after entry / exit of the unit. Do not give your special pass to anyone else. There is a £25 charge if this is damaged or lost – so please keep it safe! Please make sure that all your personal belongings are kept secure especially if you leave your work area. Please turn off your computer and monitor at the end of each day to save electricity and prevent the risk of fire.

**…………………………………………………………………………………………..**

### **Emergencies**

Please contact your reporting officer or any member of the ICT Service Delivery management team in case of any emergency.

## **Frequently Asked Questions (FAQ’s)**

Below are some FAQ’s that relate to Work Placement’s. If there is an obvious question missing or you can think of anymore, please let us know – they will help other students like yourself in the future.

| **Q – Will I get paid for the work that I do?**  A – No, work experience is part of your learning and no payment can be made to you. |
| --- |
| **Q – What should I wear**  A – Basically your dress and appearance should be appropriate to the nature of your work and should be clean, comfortable and smart unless you are told differently. |
| **Q - What time do I need to be at my placement?**  A – Each student is given individual work placement information as part of their briefing before they go out on their placement detailing what to wear, who to report to, start and finish times, lunch arrangements etc. |
| **Q – What if I am going to be late, unable to attend or I am ill during my placement?**  A – You **MUST** telephone your Reporting Officer before 9am to explain your absence, and also your School Work Placement Coordinator. If you feel ill during your Placement let your Reporting Officer know immediately. |
| **Q – Will I be expected to work the same hours as other staff?**  A – All students will be expected to work from 9.00 am until 5.00 pm with a 1 hour lunch break. You will need to organise yourself in the morning so that you have plenty of time to reach your Work Placement. Employees generally work from 8:45 to 5.15 pm although the council operates a flexi time scheme (this will be explained during your induction). |
| **Q – Will my lunch be provided?**  A – No, you will be expected to provide your own lunch or purchase it from the café or a town centre shop in your lunch break. There are small kitchen facilities and snack machines located in some offices (coin operated). You can bring in your own canned drinks or snacks if you wish. All food should only be eaten during your break and not while you are working. |
| **Q – Am I insured while on placement with Walsall Council?**  A – Yes, All students on placement are insured, just as all other employees of the Council. However, you still have a responsibility for behaving in a sensible and safe manner. |
| **Q – Can I smoke?**  A – No, the Council operates a No Smoking policy. |
| **Q – What if I am unhappy or have a problem with a person where I am working?**  A – If you are unhappy in your placement, you should contact your Reporting Officer or School Work Placement Co-ordinator immediately. |
| **Q What does generic mean?**  A – Generic means tasks which are the same in each area of the business i.e. filing, post, invoicing etc |
| **Q What is an induction?**  A – An induction is where your Reporting Officer will explain all the Health & Safety requirements as well explaining about the area of business in which you will be working. |
| **Q – What if no-one listens to me?**  A – You will be treated as part of the team and as such your opinion will be valued. If you talk to staff they will listen to you. |
| **Q – What do you mean by mandatory?**  A – Tasks which have to be completed |
| **Q - What do you mean by discretionary**  A – These tasks are set to enable you to decide whether to complete them or not. |
| **Q – Can I take my ipod, mobile phone etc with me?**  A – You can bring your ipod with you as long as it is used in your own time i.e. - lunchtime, and not at any other time during the working day. Your mobile phone must only be used in an emergency or for a call from a parent or guardian – and you should discuss this with your Reporting Officer on your first day. |
| **Q – What if the Reporting Officer is not there when I arrive?**  A –Your Reporting Officer will provide details on your first day to let you know who to contact if they are not available. If both contacts are not available and no alternative arrangements have been made, you must contact your School Work Placement  Co-ordinator. |
| **Q – What if I am not given enough information about where I can or can’t go?**  A – You should be given all of the information required for your Work Placement on your first day at the Induction. If you are unsure of anything just ask at anytime. |
| **Q – Do I have to complete the school log book?**  A – This is up to your school to decide. |
| **Q – Do I need to constantly keep asking permission?**  A – It is common courtesy to ask permission to do certain things, for example: - to borrow equipment, but for other things like going to the toilet or buying a snack from the machine it is not required – you will need to use your own judgement to decide when to ask or not! No one will think any less of you for asking, so don’t worry. |
| **Q – What if I break something?**  A – You will be expected to treat any equipment or other items with care and to act responsibly when using them. Accidents do happen, so in the unlikely event you break something let your Reporting Officer know out of courtesy – they will not be angry and will appreciate being told. |
| **Q – Will there be other students also doing work experience in the same place as me?**  A – No, you will be the only Work Placement, but other students maybe working in different areas of the Council – maybe even your friends! |
| **Q – Will I get help with travel expenses to and from my Placement?**  A – No, You will be expected to make your own way to and from your Work Placement. if you are having any difficulties.Speak to your School Work Placement Co-ordinator |

You should also remember to act professionally at all times during your placement. There may be some days when you only get a little bit of work to do, or the people you are working with are too busy to go through things with you – be patient.

## **10 Reasons to work for the Council**

**Making a difference**

* A chance to improve the lives of the people living in this exciting area; all of us want to make a difference

**Training and development**

* All our employees are informed of training and development opportunities to help them gain new skills

**Commitment to equality**

* We genuinely believe in equality of opportunity for both our staff and our customers, regardless of race, gender, orientation or ability

**Our Values**

* Respect to staff and customers
* Our customers right to privacy
* Peoples opinions
* Equality, variety and excellence

**Commitment to wellbeing**

* All employees and their families can get in touch with an external helpline, who can offer advice and counselling on a number of subjects

**Challenges**

* A lot of interesting and challenging work within such a large and complex organisation as Walsall Council
* There is always something exciting around the corner

**Pensions**

* The chance to join the Local Government Pension Scheme; an award winning final salary pension scheme

**Holidays**

* 20 or more days of holidays a year, depending on time spent with the council
* 12 days public/privilege days

**Flexible working**

* Several working options available, such as part time, job share and home working
* We also operate a career break scheme

**Location**

* Based in the heart of the West Midlands
* Great transport links to the whole country

## **Attendance Record**

Name:

When you arrive in the morning, go out for lunch or leave in the evening, you must put the time in the appropriate box. This will help us to know where you are in case of fire, any other Health and Safety issues or if you are contacted in an emergency by a parent or guardian or your School Work Placement Coordinator.

| **Day** | **In - AM** | **Out Lunch** | **In Lunch** | **Out - PM** |
| --- | --- | --- | --- | --- |
| **Monday** |  |  |  |  |
| **Tuesday** |  |  |  |  |
| **Wednesday** |  |  |  |  |
| **Thursday** |  |  |  |  |
| **Friday** |  |  |  |  |

Good time keeping is essential in the work place. We need all our staff to be on time as our offices open to the public every day.

Your time keeping record will be discussed at the end of your placement, a good attendance and time keeping record will contribute to your overall work placement achievement.



## **Key/Functional skills to bring into the workplace**

There are a number of key/functional skills that you already use at school which are also important to employers; these can be developed further during your work experience:

* **Communication**
* **Information Technology**
* **Working with Others**
* **Improve your own learning**
* **Problem Solving**
* **Application of number**

You will be using these key/functional skills during your Work Placement when completing the tasks detailed in your Work Plan. Some example activities where these skills may be required are listed below:

**1. Communication**

Communication is related to activities that involve listening, speaking, writing and reading.

This can be through:

* Team meeting or other discussions
* Listening to instructions from your reporting officer, other member of staff and customers
* Speaking clearly on the telephone
* Drafting an e-mail
* Using diagrams/graphs to explain something

**2. Information Technology**

Information Technology is about using computers to prepare, process and present information.

This can be through:

* Sending e-mails
* Using the internet to find information
* Using the intranet to find information about your placement
* Word processing a piece of work, letters, reports etc.
* Collating and managing information using Excel spreadsheets

**3. Working with Others**

Team work is about planning and organising tasks and projects with other people and then working together to ensure you meet your group objectives.

This can be through:

* Working as part of a team on a specific project
* Observing a member of staff to learn a new skill
* Helping a member of staff to complete a task
* Giving your own suggestions or ideas to contribute to completion of a task

**4. Improve your own learning**

Improving your own learning is about setting yourself targets and taking action to achieve them.

This can be through:

* Learning something new
* Setting objectives e.g. improving your own communication skills
* Evaluating your performance – how well did you do, could you have done better and what would help you to improve
* Planning to do something better than before
* Discussing progress and asking for feedback

**5. Problem Solving**

This skill is about identifying a problem and finding a solution to overcome that problem.

This can be through:

* Making decisions
* Identifying solutions to improve the way we work
* Thinking of ways to resolve a work related problem

**6. Application of Number**

Application of number is about using your numerical skills in order to carry out practical activities.

This can be through:

* Calculating percentages
* Gathering and understanding numerical data
* Producing reports from numerical data
* Working with budgetary information
* Checking and processing invoices
* Estimating how much a product costs to produce

## **Generic Administrative Tasks**

The list below comprises generic tasks that may be carried out on a daily, weekly or monthly basis by staff within ICT

| **Task to be completed** | **Daily** | **Weekly** | **Monthly** | **Specific Information** |
| --- | --- | --- | --- | --- |
| **Telephone Answering** | √ |  |  | Good Morning / Afternoon, ICT, *Name* speaking |
| **Typing of Correspondence** | √ |  |  | As and when required |
| **Meeting customers:** | √ | √ | √ | Greeting visitors, sign posting where necessary |
| **Sickness Returns:** |  |  |  | As and when required |
| **Budget Update** |  | √ |  |  |
| **Orders / Invoices** | √ |  |  | To be signed by authorised ICT Managers |
| **Data Entry** | √ |  |  | Dependant upon area |
| **Support Call Logging** | √ |  |  | First Line Support use RMS software to log calls |
| **Support Call Resolution** | √ |  |  | Calls are resolved at the point of being logged by first line whenever possible |
| **Back up servers** | √ |  |  | The servers in the ICT Data Centre are backed up daily in the evening |
| **Post distribution** | √ |  |  | Incoming post is put in the tray in the print area and should be distributed daily |
| **Define customer requirements** | √ |  |  |  |
| **Develop IT solutions** | √ |  |  |  |
| **Implement IT solutions** | √ |  |  |  |
| **Define IT strategies and policies** |  |  |  | As and when required |
| **PowerPoint presentations** |  |  |  | As and when required |
| **Maintain service plans and targets including personal reviews** |  |  | √ |  |
| **Filing** | √ |  |  | Service User and Staff files situated in filing room next to admin office (to be locked at the end of each evening) |
| **Install ICT hardware / software** | √ |  |  |  |
| **Attend meetings** | √ |  |  |  |

## **Work Plan**

This is your Work Plan and details the tasks you will need to perform on a particular day. It also indicates the ‘Contact Person’ for that task and approximate times. You will need to indicate whether you finished the task in the ‘Task Finished’ box, circling either ‘Yes/No’, (don’t worry if you didn’t manage to complete the task or if you run out of time!). The ‘Task Rating’ is for your reporting officer or line manager to complete, they will judge how well you have completed the task by giving you a Gold (Excellent), Silver (Good) or Bronze (Satisfactory) award. Finally, the ‘Key Skills’ box indicates the type of skills you have used when undertaking the tasks.

Some of the tasks are Mandatory (these must be completed) and are marked with ‘M’ in the ‘Task Status’ column.

You will be expected to do as many of the other tasks as you can throughout the day. This will help you find out what working life is all about.

**Day\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

| **Task List for ICT** | **Task Status** | **Contact**  **Person** | **Time** | **Task Finished** | **Task Rating** | **Key Skills** |
| --- | --- | --- | --- | --- | --- | --- |
| 1. Induction: Tour of ICT, Health & Safety, setting the scene for the week, look through the pack and any questions.   An overview of the support services teams. | M |  | 9:00 | YES NO |  | Improve own Learning |
| 1. Meet the Head of Information, Communication and Technologies for an overview of the service. | M |  | 10:00 | YES NO |  | Communication |
| 1. Introductions and tasks within 1st Line Support incl;  * Send an e-mail to ICT Employees introducing yourself including where you are from, a little about your interests and what you hope to achieve while you are here. * Photocopy today’s work plan – you will need 2 copies. Give a copy to your reporting officer and place the original back in the folder.   Other tasks set on the day; | M  M |  | 10:15 – 17:00 | YES NO |  | Communication, Working with others, IT & Problem Solving |
| NOTE: Take a **1 hour Lunch break** between 12.00pm and 2pm (Discuss with your line manager when to take this) | M | N/A | 1 hour between 12:00 and 14:00 | N/A | N/A | N/A |

**Day\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

| **Task List for ICT** | **Task Status** | **Contact**  **Person** | **Time** | **Task Finished** | **Task Rating** | **Key Skills** |
| --- | --- | --- | --- | --- | --- | --- |
| 1. 2nd Line Support Team – meet call queue owner for an overview of the team. | M |  | 9:00 | YES NO |  | Communication |
| 1. Introductions and tasks within 2nd Line Support, including at end of the session;  * Feedback on the session to your reporting manager * Photocopy today’s work plan – you will need 2 copies. Give a copy to your reporting officer and place the original back in the folder.   Other tasks set on the day; | M  M |  | 9:30 – 17:00 | YES NO |  | Communication, Working with others, IT & Problem Solving |
| Ensure that you take a **1 hour Lunch break** between 12:00 and 14:00 – to be discussed with your contact person. | M |  | 12:00 and 14:00 | N/A | N/A | N/A |

**Day\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

| **Task List for ICT** | **Task Status** | **Contact**  **Person** | **Time** | **Task Finished** | **Task Rating** | **Key Skills** |
| --- | --- | --- | --- | --- | --- | --- |
| Meet the Team Leader of ICT Assets and Incident Management for an overview of the team. | M |  | 9:00 | YES NO |  | Communication |
| 1. Introductions and tasks within the Asset Team incl.;  * Feedback on your day to your reporting manager * Photocopy today’s work plan – you will need 2 copies. Give a copy to your reporting officer and place the original back in the folder.   Other tasks set on the day; | M  M  M |  | 9:30 – 17:00 | YES NO |  | Communication, Working with others, IT & Problem Solving |
| NOTE: Take a **1 hour Lunch break** between 12.00pm and 2pm (Discuss with your contact person when to take this) | M |  | 1 hour between 12:00 and 14:00 | N/A | N/A | N/A |

**Day\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

| **Task List for ICT** | **Task Status** | **Contact**  **Person** | **Time** | **Task Finished** | **Task Rating** | **Key Skills** |
| --- | --- | --- | --- | --- | --- | --- |
| 1. Meet the Application Support and Development Manager for an over view of his team | M |  | 9:00 | YES NO |  | Communication |
| 1. Continue working with the Apps Team, including at end of the session;  * Feedback on the session to your reporting manager   Other tasks set on the day; | M |  | 9:30-17:00 | YES NO |  | Communication, Working with others, IT & Problem Solving |
| NOTE: Take a **1 hour Lunch break** between 12.00pm and 2pm (Discuss with your contact person when to take this) | M |  | 1 hour between 12:00 and 14:00 | N/A | N/A | N/A |

**Day\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

| **Task List for ICT** | **Task Status** | **Contact**  **Person** | **Time** | **Task Finished** | **Task Rating** | **Key Skills** |
| --- | --- | --- | --- | --- | --- | --- |
| 1. Meet the Technical Services Manager for an overview of his service and team. | M |  | 9:00 | YES NO |  | Communication |
| 1. Introductions and tasks (if appropriate) within Technical Services, including at end of the session;  * Feedback on the session to your line manager   Other tasks;   * + Meet the Workstation Support Team and get an overview of their work   + Meet the Infrastructure Team and get an overview of their work   + Meet the Operations Team and get an overview of their work   + Meet the Network Team and get an overview of their work | M  M |  | 9:30 – 14:30 | YES NO |  | Communication, Working with others, IT & Problem Solving |
| NOTE: Take a **1 hour Lunch break** between 12.00pm and 2pm (Discuss with your reporting manager when to take this) | M |  | 1 hour between 12:00 and 14:00 | N/A | N/A | N/A |
| 1. Meet the Service Delivery Managers for an overview of their work 2. Feedback on the week to your reporting manager   Other tasks you completed; | M |  | 14:30 – 15:30  15:30 – 16:30 | YES NO |  | Communication, Working with others, IT & Problem Solving |

## **Learning Objectives for Students**

### **What do you want to get out of your work placement?**

Think about this and then write down the 3 most important things that you want to achieve by the end of your placement and how achieving these might help you in the future.

Here are some suggestions to help you think about what learning objectives you would like to achieve:

* Be more organised
* Increase confidence
* Work as part of a team
* Transfer existing skills to the workplace
* Be more independent
* Develop and learn new skills
* Improve communication skills
* Work with people of different ages/level of experience
* Compare school to the world of work
* Find out what employers expect from their employees
* You may add one of your own

The 3 main learning objectives I want to achieve this week are:

**1\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­**

**2\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**3\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

For each learning objective please give details at the end of your placement of how you have achieved it. If you didn’t achieve any of them, tell us why you think that is

**Learning Objective 1: Did you achieve this Yes/No**

**Learning Objective 2: Did you achieve this Yes/No**

**Learning Objective 3: Did you achieve this Yes/No**

## **Quiz**

[](http://ict.walsall.gov.uk/live/default.aspx)

The questions below will help you understand more about where you are working.

Write your answers on a separate piece of paper. These will be discussed on your last day.

**Induction**

1. How many staff are there in ICT?
2. Thinking about Health and Safety after your introductory tour:
   1. What is the main Fire evacuation route used by ICT staff in case of fire?
   2. When do the Council test the fire alarms?
   3. How many Fire extinguishers are there in ICT and what type are they?
3. What is a SLA?

**Support Services**

1. What is an ICT ‘asset’?
2. Who logs and resolves the most ICT support calls?
3. Which team does most of the visits to customer sites?
4. Give an example of an ICT Change.

**Applications Support and Development**

1. Give an example of an application in use in Walsall Council.

2. Name some of the software that the Applications Team use to develop applications.

3. Who uses the HRD application?

**Technical Services**

1. How many servers are there in the Data Centre?
2. What is the difference between a data network and a telephony network?
3. What does SMS stand for and what is it used for?

## **Health & Safety / Induction Check-list**

You must ensure that your Reporting Officer provides this information to you on your first day, and that you fully understand any instructions you have been given with regard to Health and Safety in the workplace:

| **Item** | **Sign when completed** |
| --- | --- |
| Guided Tour of the Workplace |  |
| * Fire Exits * Assembly points * First Aid: Facilities & Personnel * Toilet Facilities |  |
|  |
|  |
|  |
| Explanation of Evacuation Procedures |  |
| Overview of Walsall Council Health & Safety Policy |  |
| Discuss any significant risks and control measures  (as identified by the risk assessment) |  |
| Display Screen Equipment (set up and safe use of) |  |
| Manual Handling Procedures (where applicable) |  |
| Explanation of Walsall Council Internet/E-mail Policy |  |
| Handling of Confidential Information |  |
| Absence Reporting Arrangements |  |
| Process for reporting Accidents (all Accidents **must** be recorded) |  |
| Any prohibitions (equipment use, tasks, access to work areas) |  |
| Confirmation of supervision arrangements |  |
| Confirmation of arrangements during lunch breaks (e.g. supervision arrangements, going off-site etc) |  |

# Declaration

I confirm that I have received and fully understand the instructions and information given to me as indicated above

Signed (Student): Signed (Reporting Officer): Date:

I

Print name Print Name

I

## **Confidentiality and Code of Conduct Agreement**

### **Confidentiality Agreement**

During your placement, you may have access to information of a sensitive business nature and to that end all information is deemed confidential.

You must always respect the confidential nature of such information and not talk about such matters to anyone else e.g. family/friends.

If, during the course of you placement, you are asked to release any information, either face to face or over the telephone, you should refer the person who requires the information to your Reporting Officer in the area which you are based.

Please sign the bottom of this form to indicate that you have read and understood the above statement and agree to comply with what is written.

To be completed by Student:

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have read and understood the above statement. I agree not to release any information that may be of a confidential nature regarding the area to which I am based for my Work Placement.

Signed (Student): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_

To be completed by the Reporting Officer:

I confirm that I have explained the importance of confidentiality

to this student and will monitor compliance during the placement.

Signed (Reporting Officer):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Code of Conduct Agreement Continued

Congratulations welcome to your Work Experience Placement within Shared Services and Procurement (ICT)***.*** You are one of a small group of people who are being offered an opportunity to find out more about what it is like to work within the above service.

In order to gain the most from this opportunity you will need to have a clear understanding of your responsibilities and how you should behave. This will help you to benefit in terms of skills, experiences and information and work as part of the team.

### **Code of Conduct**

1. Behave in a responsible manner at all times, always exercising self- discipline.

2. Demonstrate courtesy to everyone you meet and remember that you are representing ***Shared Services and Procurement (ICT)*** which is hosting you work experience and your school.

3. Listen carefully and follow instructions.

4. Respect everyone you come into contact with.

5. Respect the property of others, including ***Shared Services and Procurement (ICT)*** property and facilities.

6. Cooperate with or assist Shared Services and Procurement (ICT) in maintaining safety.

7. If in doubt ask for help or advice.

To be completed by Student:

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have read and understood

the above statement and agree to abide to the Code of Conduct

whilst on placement with Walsall Council ***Shared Services and Procurement (ICT).***

Signed (Student): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_

## **Recruitment Process**

Below is an overview of the Recruitment process that takes place throughout Walsall Council - when there is a requirement for a new job/post to be established, or an existing vacancy that needs to be filled.

**Process Timescale**

Establishing the Requirements

**Short listing**

**candidates**

**Conditional**

**Job Offer**

**Process as a whole**

**from start to finish**

**Conducting the**

**Selection Process**

**Attracting**

**Candidates**

**Up to 5 working days**

Longer if formal Job Analysis,

Job evaluation is required or

consultation on key success areas/outputs is required

**Up to 10**

**working days**

**Up to 10**

**working days**

**Max 10 weeks**

NB: In the case of Criminal Disclosure the process

may take longer

**Up to 10**

**working days**

Could be longer if assessment centre approach is used

**Up to 15**

**working days**

## **Feedback Form**

We would be pleased if you could complete these feedback forms about your placement. If there are comments that suggest certain things could have been done in a different way or even better, we will endeavor to put these right for the next student that may have a Work Placement in ICT

**Name** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **School** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date**\_\_\_\_\_\_\_\_

| **Where did you work?** |
| --- |
|  |
| **What did you enjoy?** |
|  |
| **What didn’t you enjoy?** |
|  |
| **Did you learn anything from your work placement?** |
|  |
| **What could have been done to improve your work placement?** |
|  |
| **What would you say to another student looking to go here next year?** |
|  |
| **Were you surprised by the work that you did?** |
|  |

Did your work experience meet all of your objectives?

Yes ⬜ No ⬜ Partially ⬜

| **If no please give details** |
| --- |
|  |

Has your work experience helped you in your career choices?

Yes ⬜ No ⬜ Not sure ⬜

| **If no please give details** |
| --- |
|  |

Did you find the Place Support Pack…..?

Complicated ⬜ Helpful ⬜ Easy to read ⬜ Boring ⬜ Unhelpful ⬜

| **Is there anything that we could do to improve the pack?** |
| --- |
|  |

How would you rate the Placement Support Pack?

Excellent ⬜ Very Good ⬜ Good ⬜ Satisfactory ⬜ Poor ⬜

Very Poor ⬜

| **Do you have any further comments to make – about the pack, your experience, the work, the people, service or anything else?** |
| --- |
|  |

***Thank you very much for completing this Feedback Form.***