



Work skills for life

Work experience diary



Details

Placement / learner details

Name	
Contact number	

Emergency contact details

Name	
Contact number	
Relationship to placement/ learner	

School / college / provider details

Contact name	
Contact number	
Address	

Employer details – British Heart Foundation

Address	
Date of placement	
Phone number	
Contact person	
Hours of work	
Under 18 (Yes/No)	
If Yes - Risk assessment completed (Yes/No)	
Has letter to parent/guardian been issued (Yes/No)	

Preparing for your work experience

Skills for life

Taking part in work experience can help introduce you to the world of work, consider future careers, prepare for employment and will also support you if you are thinking of a change of career or are returning to work after a break.

At the British Heart Foundation, there are many opportunities to try something new or to develop your existing skills further.

One of the many ways to help you get the most out of your work experience is by identifying your key skills and aims at the start. Taking time to complete this diary will help you to identify the skills have used as well as skills you may wish to practice further during your time with us and as you prepare for working life.

There are some skills that help you to perform well in the working world. They are the sort of things that employers look for when they are recruiting:

- Personal presentation
- Enthusiasm and initiative
- Communication, time management and organisation
- Working with number/numeracy

There are also skills that will help you stand out from the crowd and shine, such as:

- Integrity (honesty)
- Problem solving and creativity
- Teamwork
- Negotiation and decision making
- IT skills

Work experience at the British Heart Foundation helps you to develop these key skills as well the chance to experience working life.

Our commitment to safeguarding at the BHF

To ensure we deliver on our commitment to make the BHF a safe and rewarding place to work and volunteer, we have extremely robust safeguarding procedures and we follow up the references for all of our employees and volunteers.

In the first instance if you have any concerns or queries, please contact the shop manager – phone numbers can be found on bhf.org.uk/shop

We also have a confidential whistleblowing hotline and email service to enable anyone to report any concerns or harassment.

To report a concern:

Email: concernatwork@bhf.org.uk

Phone: Peopleline 0300 222 5868

Your work experience diary

The aim of the diary

The aim of this work experience diary is to help you make the most of your time with us by helping you to:

- Prepare, plan and reflect on your work experience
- Set your own goals for your time with us
- Recognise skills for work
- Work place etiquette
- Future planning
- Recording evidence

Bring it with you each day and you will be given time to reflect and complete daily.

What will you learn and what skills will you use?

Your time at the BHF will provide plenty of opportunities to improve and develop your skills as well as for you to use some of the knowledge you gained in school or college.

Although there are some jobs that require specific experience or qualification, there are certain skills that are considered especially important for working life in whatever job you do.

These are sometimes called key skills, employability skills or transferable skills such as:



Communicate in writing



Communicate face to face



Can identify problems



Can think creatively



Can solve problems logically



Respect the views and contribution of others



Are punctual and manage own time



Adaptable – can change direction



Will ask questions able to learn from mistakes



Have positive outlook (go for it)

How might I use these skills in the work place?

You will already have had the chance to learn and practice these skills while at school, college or a previous job. These are skills that can support you on your career in whatever direction you choose.

Employability Skill	When could I use this skill?
Working with others	Helping a colleague complete a job
Ability to follow instructions	Completing a task correctly
Health and Safety	Following the H&S briefing rules at all times
Communication	Helping a customer with an enquiry over the phone
Improving learning and performance	Planning out a task
Understanding customer needs	Helping a customer choose an item for sale
Problem Solving	Helping to direct a customer complaint while giving great customer service
Ability to learn	Learning the pricing of goods in the shop or store
Showing initiative	Making suggestions for a better way to do a task
Use of number/ numeracy	Handling cash and giving the correct change
IT skills	Use of the back office functions, creating a document or processing Gift Aid
Job specific skill	Using the till correctly or working in a department in the store or warehouse. Using equipment correctly and in a safe manner

How do I get these skills?

You could well have some of these skills already at school or college or maybe in a previous role. The 'even better' news is that you can help yourself to develop these skills further through practice. Have a go and don't forget to ask your team leader for help or advice as needed.

Skill	I have demonstrated this already by	I want to demonstrate this further by
Personal presentation		
Enthusiasm and initiative		
Communication and literacy		
Time management and organisation		
Working with number/ numeracy		
Integrity and honesty		
Problem solving and creativity		
Team work		
Decision making		
IT skills		

Health and safety on work experience

It is important that you follow all the health and safety rules during your work experience and take note of the fire evacuation plan.

Keep safe. It's your responsibility to take care of your own welfare and to report immediately any situation which could jeopardise your well-being or anyone else's.

If there is any aspect of the health and safety rules that you do not understand please ask for them to be explained.

We expect you to:

- act responsibly
- follow the health and safety rules and instructions
- not endanger your self or others e.g. by misusing equipment or acting irresponsibly
- only use equipment if you have been given training and permission to do so

BHF will provide:

- a first aid box
- an accident book
- someone responsible for health and safety and first aid
- a safe environment for you to work in

Have you read our induction booklet and received your health and safety briefing today? Do you understand where to go in the event of an emergency? If you are unsure then you must ask a member of staff straight away.

If you are concerned about particular accident or incident you can contact the Health & Safety team:

healthsafety@bhf.org.uk

See it. Sort it. Report it.

Health and Safety briefing

The BHF has a responsibility to provide a safe working environment for you. To assist us to do this please could you complete the following checklist and be sure to ask if you have any queries or concerns while with us.

1	Have you signed in the Fire Register?	
2	Have you been issued with a BHF lanyard?	
3	Do you know the evacuation procedure, the location of the fire exits and the emergency meeting point?	
4	Have you been shown the BHF Induction Training booklet and read and understood the sections on Health and Safety and Manual Handling?	
5	Have you been made aware of our 'No Smoking Policy'?	
6	Have you been shown the correct use of the steamer (if applicable)?	
7	Do you have any health issues that we need to be aware of? If yes, please provide details	



Planning & reflection record

Use this form to help you plan your work experience, then once you have completed your placement use the form to review your time at the BHF.

My objective for my work experience

What do I want to see/do/understand?

My reflections on the week
(to be completed at the end of your placement)

Which skills do I feel that I learnt?

Planning & reflection record

Use this form to help you plan your work experience, then once you have completed your placement use the form to review your time at the BHF.

Day:	Date:
My activities today	
What skills did I use? (tick those that apply) 	
Problem solving	<input type="checkbox"/>
Communication	<input type="checkbox"/>
Working with others	<input type="checkbox"/>
Working with number/numeracy	<input type="checkbox"/>
IT skills	<input type="checkbox"/>
Improving own learning	<input type="checkbox"/>
How did I learn today and what do I need extra help with?	
My thoughts and reflections on today	

Planning & reflection record

Use this form to help you plan your work experience, then once you have completed your placement use the form to review your time.

Day:	Date:
My activities today	
What skills did I use? (tick those that apply) 	
Problem solving	<input type="checkbox"/>
Communication	<input type="checkbox"/>
Working with others	<input type="checkbox"/>
Working with number/numeracy	<input type="checkbox"/>
IT skills	<input type="checkbox"/>
Improving own learning	<input type="checkbox"/>
How did I learn today and what do I need extra help with?	
My thoughts and reflections on today	

Planning & reflection record

Use this form to help you plan your work experience, then once you have completed your placement use the form to review your time.

Day:	Date:
My activities today	
What skills did I use? (tick those that apply) 	
Problem solving	<input type="checkbox"/>
Communication	<input type="checkbox"/>
Working with others	<input type="checkbox"/>
Working with number/numeracy	<input type="checkbox"/>
IT skills	<input type="checkbox"/>
Improving own learning	<input type="checkbox"/>
How did I learn today and what do I need extra help with?	
My thoughts and reflections on today	

Planning & reflection record

Use this form to help you plan your work experience, then once you have completed your placement use the form to review your time.

Day:	Date:
My activities today	
What skills did I use? (tick those that apply) 	
Problem solving	<input type="checkbox"/>
Communication	<input type="checkbox"/>
Working with others	<input type="checkbox"/>
Working with number/numeracy	<input type="checkbox"/>
IT skills	<input type="checkbox"/>
Improving own learning	<input type="checkbox"/>
How did I learn today and what do I need extra help with?	
My thoughts and reflections on today	

Planning & reflection record

Use this form to help you plan your work experience, then once you have completed your placement use the form to review your time.

Day:	Date:
My activities today	
What skills did I use? (tick those that apply) 	
Problem solving	<input type="checkbox"/>
Communication	<input type="checkbox"/>
Working with others	<input type="checkbox"/>
Working with number/numeracy	<input type="checkbox"/>
IT skills	<input type="checkbox"/>
Improving own learning	<input type="checkbox"/>
How did I learn today and what do I need extra help with?	
My thoughts and reflections on today	

After your work experience

Self assessment

Now your work experience is over, take some time to review and think about the activities that you have done and what you learnt.

Employability skill	Before			After		
	Very confident	Quite confident	Not confident	Very confident	Quite confident	Not confident
How did I progress?						
Working with others						
Ability to follow instructions						
Health & safety						
Communication						
Improving learning & performance						
Understanding customer needs						
Problem solving						
Ability to learn						
Showing initiative						
Application of number/numeracy						
IT skills						
Job specific skill						

Now that you have thought about your time at the British Heart Foundation, what two things have you learnt the most – what has made the biggest difference?



Please see your manager for a copy of this work experience diary when you start your volunteering for work experience or your work experience placement. When you have completed your work experience you will be given a signed copy of this certificate to recognise your achievements during your time with us.

Certificate of achievement

This is to certify that

has volunteered or completed work experience at the British Heart Foundation

From

To

and has successfully completed the British Heart Foundation induction training and additional training relevant to their volunteering role

Signed

Date

British Heart Foundation Manager at