

CITY OF
WESTMINSTER
COLLEGE



Westminster City Council Supported Internship 2021 - 2022

Westminster City Council

Westminster City Council

64 Victoria Street
London SW1E 6QP



City of Westminster

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City of Westminster

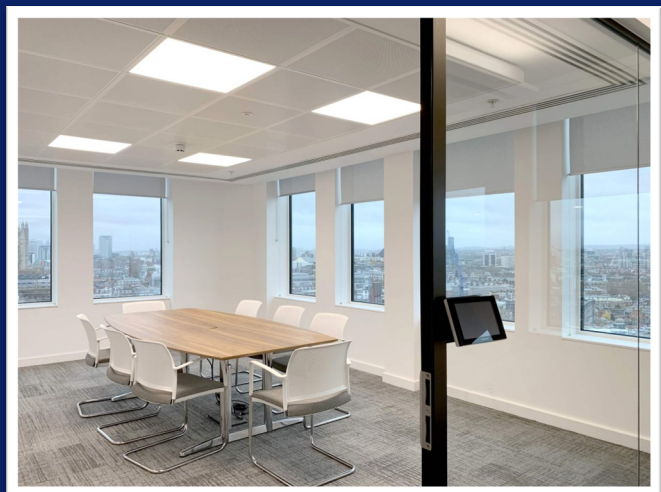
Welcome to your Supported Internship

This will be a year of learning in a different way to what you have done before in school or college, working with lots of new people and having new experiences. It may feel a bit confusing at first, but don't worry, you will be supported all the way.

Westminster City Hall will now be your classroom, the course will be made up of classroom learning, work experience and reflective learning.

You will work with tutors, job coaches, mentors and colleagues as well as other interns. Remember this is your course and your learning, you will need to take responsibility for remembering to bring things you need for classroom and work placements and completing homework.

So, let's get started on this together, turn to the next page to hear from job coaches and previous students and start your journey....



Meet the Team

On this page, we would like to introduce ourselves to you. We will be working with you throughout the year, helping you achieve your goal of employment.

Nnema Onwuemezi - Tutor

Born London, UK

I like cycling and making art



Terrence McKnight - WE*ST Service Manager

Born - Windsor, Ontario, Canada

I am a member at Chelsea Football Club



Emma Yates - WE*ST Job coach

Born – London, UK

I like making cards and baking



Karol Chojnowski - WE*ST Job Coach

Born - Lomza, Poland

I like exercising at my local gym.



Student Voice

Alban

"My name is Alban and have taken part in the Supported Internship Programme at City of Westminster College. I have done this programme, because I want to get a paid job in future.

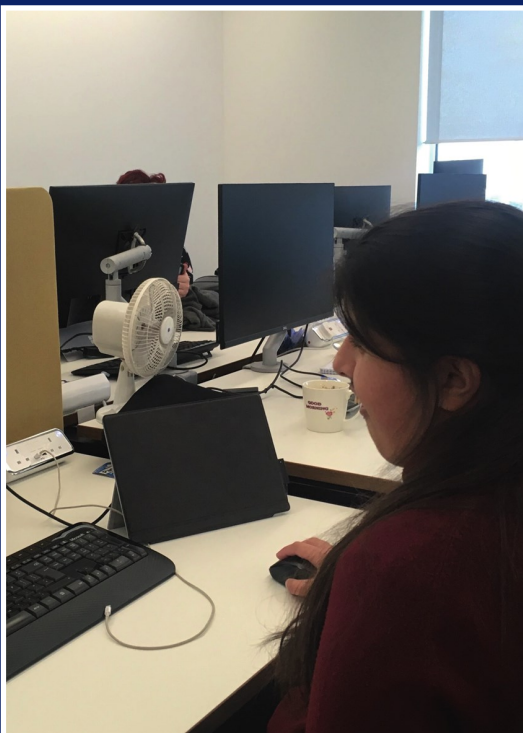
During the programme I have worked at the Planet Organic store at Westbourne Grove in the grocery department. I did 'face up', 'back stock' and helped with deliveries. I worked with Simona, Dagmara, Tiago most of the time and they were my mentors and colleagues"



Angel

'My name is Angel Shah and I have taken part in the Supported Internship programme at Westminster City Hall. I have done this programme because I want to get a paid job at the BBC in the future. What I like about the course is learning new things like working on my CV and Covering letter, and improving on the skills that I have already have. During the programme, my previous work placement was at Public Protecting and Licensing in the License department. The tasks I did included working on annual fees databases – adding up the total of each spreadsheet and checking the issued licenses by using the Uniform system and

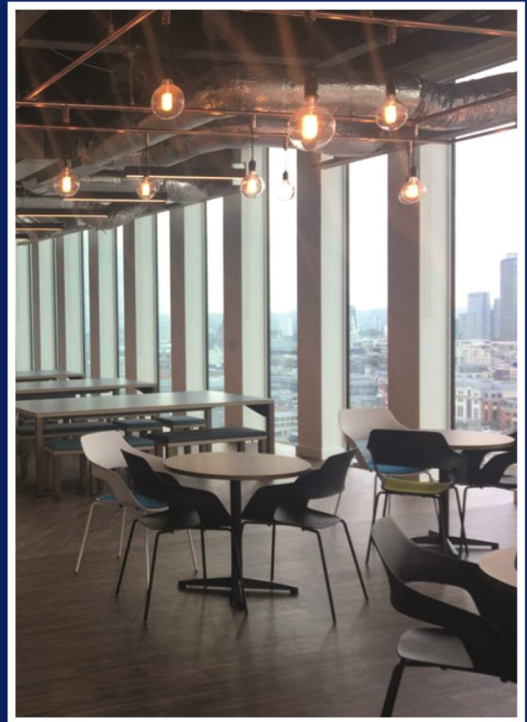
checking the post for the license team – and checking the Premises Licenses letters on the 15th floor. The things I enjoyed on the work placement was the checking the post and the annual fees spreadsheets.'



Code of Conduct

At Westminster City Hall, we are all going to be in a working environment, which means having respect for people and things around us. Below you can find a small checklist to keep you and others safe...

- * Carry your ID at all times and wear it whilst you are at City Hall
- * If you lose something, let staff know
- * Follow building evacuation rules
- * Be clean, tidy and presentable
- * Be aware of how much noise you are making, there may be others around you that are working
- * Be on time
- * Show a positive attitude to your learning
- * Make friends and be friendly in your class
- * Always be polite, respectful and **professional**
- * Listen and take turns
- * Be aware of personal boundaries—treat everyone professionally whilst at City Hall, and on your work placement
- * Look out for and help each other
- * If you are worried, upset or anxious, always talk to your tutor, job coaches or your mentors
- * If you don't understand something, always ask for help



What you can expect from us

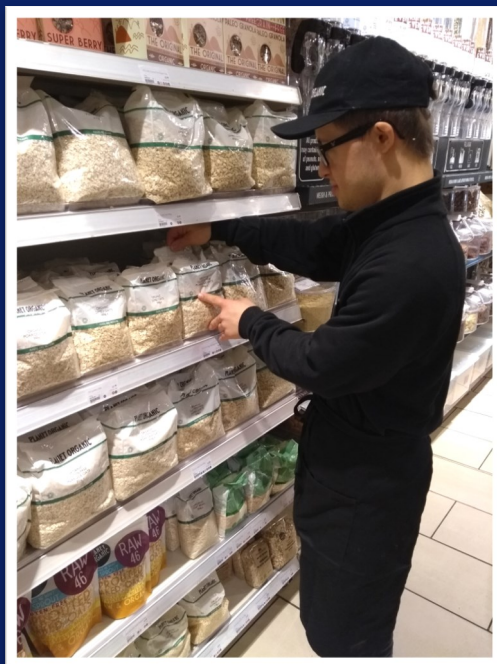
Below you can find a list of things that you can expect from us throughout the course of the placement. If you have any questions, please just ask.

- * A committed Job Coach who will provide on placement support and advice.
- * Travel to the placement with you for the first couple of days should you need support using public transport. Support with planning your journey.
- * For your first two days, you will have full support from us, - (we will be with you) followed by regular visits (twice a week or more) to check on your progress, answer any questions you have, guide you through certain tasks, have joint conversations with your manager and mentors.
- * Complete risk assessments in your workplace to ensure that it is safe for you to work in, and share these with your manager.
- * Fill out all necessary paper work related to your work placement, ensuring that all health and safety documents have been signed.
- * Carry out a mid-way and end of placement review to check your progress. This is an informal meeting between you, us and your manager / mentors.
- * Liaise with your college tutor to ensure that you're are meeting your college targets, and aid in your general educational development.
- * Speak to employers, with a goal of securing future placements best suited to your work aspirations.
- * Speak to employers to discuss job opportunities for you.

What we expect from you

Below you can find a list of things that we expect from you whilst you are on the Supported Internship. If you have any questions about these, please ask.

- A commitment to be employed in a paid job at the end of course.
- * Attend your weekly college day at City Hall and in-between placements.
- * Attend your work placement 4 days per week 9.30AM – 3.30PM (any changes we will let you know).
- * Fill out your work diary every day you are in work, providing as much detail as possible.
- * Be open minded about what area of work you would like to get into.
- * Be contactable during your journey to and from work and during your placement.
- * Provide us with updated contact details for you and your family / support. If these change please let us know.



Placement tasks

Placement tasks and skills you will practice and learn whilst on the Supported Internship Programme. These examples include working in an office, in a café/ kitchen in a sports centre or shop.

Office Tasks

- * Printing/ Scanning
- * Shredding
- * Laminating
- * Copying
- * Sending emails
- * Using Microsoft Office
- * Using specialist software
- * Assisting with events



Catering

- * Chopping and preparing vegetables
- * Putting stock away in cold stores
- * Support salad preparation
- * Assist with Stock Rotation
- * Follow food hygiene and safety procedures

Placement tasks

Shop

- * Welcoming customers with a warm and friendly greeting
- * Replenishing stock
- * Rotating stock and date checking
- * Lifting stock that has been delivered to the warehouse
- * Maintaining cleanliness standards
- * Assisting with stock taking



Sports Centre

- * Support with set up and set down of sporting activities.
- * Front of House and Admin duties – data entry, filing, stock check, assisting with school games and activities on and off site (ad-hoc)
- * Cleaning, patrolling the centre
- * Stock checks on vending machines

Timetable

Below you can find your timetable for the year, including details about what you will be doing throughout the year, and where this will be taking place. You will also find details about what your week will look like whilst you are on your work placement.

Dates	Where	What
September — October	Westminster City Hall Half Term at Home	Work in classroom and some homework Some homework
October—December	Work Placement	Work Diary and work placement, occasional homework
December	Half Term at Home	Some Homework
January — April	Work Placement	Work diary and work placement, occasional homework
April	Easter Holidays at Home Job Searching at City Hall and at Home	Some Homework Sending CV, applying for jobs and attending interviews
May – July	Work placement Job Searching at City Hall and at Home	Work diary and work placement, occasional homework Sending CV, applying for jobs and attending interviews
July — September	Job Searching at City Hall and at Home	Sending CV, applying for jobs and attending interviews

During Work Placement

Day	Time	Where
Monday	9.30am — 4pm	Westminster City Hall
Tuesday — Friday	9.30am — 10am	Work Placement — Work Diary
	10am — 3pm	Work Placement
	3pm — 3.30pm	Work Placement — Work Diary— Reflection

Frequently Asked Questions (1)

Will I be able to do a work placement in a job I like / am interested in (for example child care)? // Will you have a work placement in ... ?

We will do our best to offer you a work placement in a place you are interested in however specific jobs may not be available. The supported internship is a good opportunity to try out new job roles which you might not have thought about too.

What if I do not like the placement? Can I change it?

Usually we advise our interns to give it a go and try to complete first two weeks. By that time, most of your worries should subside as you get familiar with your mentors and the placement and discover new skills you have. It may not be what you think you would like at the beginning, but this course is about trying variety of things. Please talk to us about what is making you feel like that and we will try and help. If you still feel you would like to change the placement, the current one will be stopped, and you will be offered another one.

How can I get in touch with a job coach?

Job coaches can be contacted by phone, email or in person any time between 9am to 5pm from Monday to Thursday and 9am to 4pm on Friday. Messages can be left at any time and will be responded to during working hours.

At the beginning of the internship you will be given job coaches' contact details.

Will I get homework?

Yes, you will get regular homework from college.

The supported internship is an educational programme and you will be required to reflect on your work placement experience.

Frequently Asked Questions (2)

What if I am running late, or I am sick?

When you are running late or feeling unwell, you need to let job coaches know as soon as possible. Calling us before 9.30am is a good start as it will give us time to contact your work placements and college and explain the situation.

Please be aware that YOU will have to call your mentor as well to inform them about the situation.

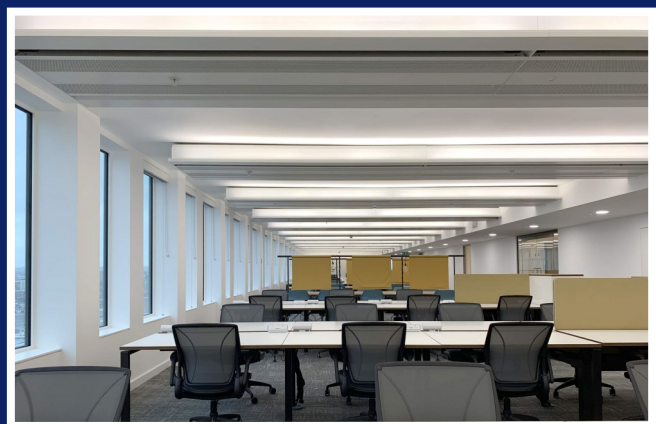
How will my work placement be decided?

When deciding about work placements, we will take into consideration your interests, previous work experience, current skills and aspirations. We will cross reference this information against the work placements and match you with the most suitable placement which will enable you to develop the skills you need. When applying for the supported internship programme, make sure you provide as much information (likes, interests, dream job, etc.) about yourself as possible so we can look into contacting appropriate employers before the programme starts.

Will I be able to use my mobile phone when in a work placement?

You will be allowed to use your mobile during your dedicated breaks and lunch break. When working, using your mobile phone will not be allowed.

You will have a secure place to keep it and your belongings.



Contact Details

Nnema Onwuemezi

Tutor

07984 631 693

nnema.onwuemezi@cw.ac.uk

Terrence McKnight

SEND Job Coach Co-Ordinator

07890 380 226

tmcknight@westminster.gov.uk

Emma Yates

SEND Job Coach

07971 093 068

eyates@westminster.gov.uk

Karol Chojnowski

SEND Job Coach

07800 716 078

kchojnowski@westminster.gov.uk

Additional Covid-19 Advice

Though this is a confusing time, we are going to be here to make sure that you get the most out of the Westminster Supported Internship programme. We follow the government guidance on Covid19 and will use this information to make sure that you are safe whilst both in the classroom and on your work placement.

You may be asked to carry out some of your work tasks from home. Though this may be challenging, we will be there to support you all of the way, providing support over Microsoft Teams and over the phone.

Remember, any experience you gain working from home will further prepare you for the world of work!

Glossary

Job Coach (1) - Who will help you while you are on work experience and with finding a job. Also as a LSA on classroom days

Reflective Learning (1) - Thinking about what you have done and how to make it better.

Mentors (1) - The people you will work with on a day to day basis on work experience

Testimonials (3) - Written experiences of previous supported interns, talking about what they have achieved and enjoyed.

Face Up (3) - Making sure that the products on the shop shelves are stocked and facing the customers with the logo in front on the shelves

Back Stock (3) - Putting items onto shop shelves from a storage area

Boundaries (4) - Keep your distance in the office/ workplace/ classroom from your colleagues, respecting their space and privacy.

Professional (4) - Expected behaviour in a workplace. Making sure that you are kind and respectful to others around you.

Aspirations (5) These are the goals that you have for your future.

Code of Conduct (4) General Procedures and Rules

