

# **Charles Dickens Museum**

## **Policy on Internships, Work Experience and Volunteering**

**The Charles Dickens Museum Limited acting as the sole trustee of The Dickens House and the Dickens House Fund.**

**This Policy was reviewed by the Board in March 2022.**

## 1. Purpose

This policy sets out the Charles Dickens Museum ('the Museum') approach to engaging people to undertake a variety of work experience opportunities, including internships, student-based work experience and volunteering.

The policy covers arrangements where the individual is undertaking work for the benefit of the organisation and 'work shadowing', where the individual does not perform any work for the benefit of the organisation.

The purpose of this policy is to ensure that:

- the differences between internships, work experience and volunteering opportunities are clear;
- that the Museum adheres to HMRC rules around employment and payment;
- internship, work experience placement and volunteering opportunities are managed appropriately and in line with best practice .

NB: The generic term used in this policy is 'opportunity', as opposed to 'post', 'role' or 'job'.

## 2. Scope

Those who want to gain experience in the workplace for educational or career development purposes, or those who wish to perform an unpaid activity for charitable reasons.

## 3. Definitions

Type of Arrangement	Definition	Payments
<b>Internship</b>	<p>An internship should be for the education and/or career development of the intern and must meet the following requirements:</p> <ul style="list-style-type: none"><li>• Interns should be offered meaningful work that will benefit them and the Museum, for a fixed period not exceeding one year. They will usually work fulltime during this period</li><li>• Internships must not be used to cover substantive work. For example, if the role would otherwise be covered by an employee the post should be recruited to appropriately by the Museum</li></ul>	<p>Interns must be paid. This will be in line with the Museum's pay policy.</p> <p>Payment will be subject to tax and National Insurance contributions.</p> <p>Annual leave will be accrued on a month on month basis. Interns are entitled to statutory sick and other pay.</p>

	<ul style="list-style-type: none"> <li>• It is most likely that an internship is initiated by the Museum, based on fixed-term need and opportunity through available funding</li> <li>• The terms of engagement must be provided to the intern in a written Internship Agreement before their internship begins. This must be clearly written as an Internship Agreement (not a 'job description' and include a description of the intended educational/career outcomes for their time with the Museum, as well as a statement as to why this is a fixed-term internship opportunity and not a substantive post.</li> </ul> <p>NB: If a work experience description is also met, the Museum may choose which arrangement to apply; this will usually be affected by whether a work experience education course provider has funding for paying for an internship according to this policy.</p>	
<p><b>Work Experience</b></p>	<p>Work experience is directly related to a course of study and is likely to be a formal placement brokered through an education course provider e.g. school, college, university. It covers:</p> <ul style="list-style-type: none"> <li>• Students working as a <u>required</u> part of a further or higher education course if the placement doesn't exceed one year (this overlaps with internships; the payment decision must be made in association with the education course provider)</li> <li>• Students who are of compulsory school age. (School is no longer compulsory from the last Friday in June following their 16th birthday)</li> <li>• A placement that does not involve any work being performed, such as work shadowing where someone only observes</li> </ul>	<p>In arranging the work experience placement, the Museum may agree to pay reasonable receipted travel or other 'out of pocket' expenses. This should be documented in a written Work Experience Agreement between the Museum, the student and their education course provider (see below on typical expenses practice).</p> <p>The Museum must not make any other payments, promise any future paid work or give any other benefits in kind to the work experience student.</p>

	<ul style="list-style-type: none"> <li>• Work experience placements are usually fulltime for their duration.</li> </ul>	
<b>Volunteer</b>	<p>Occasionally people volunteer to do unpaid work, which may be for a variety of reasons. They:</p> <ul style="list-style-type: none"> <li>• Will have a clear <b>written Volunteer Agreement</b> with the Museum which describes clearly the role they will perform, but which does not entitle them to a financial reward or benefit in kind for work they perform under the arrangement</li> <li>• <u>Do not</u> have to turn up to volunteer if they don't want to (even if the Museum expects them to or they generally volunteer to a regular pattern and has outlined this in the written agreement)</li> <li>• Cannot be dismissed, sued for breach of contract nor have payment or reward withheld if they fail to do the work or perform the services they were providing</li> </ul> <p>Volunteering is less likely to be a fixed-term role than internships or work experience placements, although this may be the case to allow more people to access a popular volunteering opportunity provided by the Museum e.g. supporting school session delivery</p>	<p>The Museum may agree to pay reasonable receipted travel or other 'out of pocket' expenses to volunteers (see below on typical expenses practice).</p> <p>The Museum must not make any other payments, promise any future paid work or give any other benefits in kind.</p>

#### 4. Role definition and Recruitment

It is essential that internships, work experience placements and volunteering are defined clearly in writing before recruitment begins. This will allow any recruitment advertising to be likewise clear, and start each relationship between the Museum and an intern/ work experience student / volunteer on a strong footing.

A written opportunity definition should include:

- The name of the opportunity, using one of the **defined terms**: Internship, Work Experience, or Volunteering;
- The **duration** of the opportunity, including start and end dates;

- Whether **full-time, part-time or typical hours** (with detail to be agreed with opportunity holder);
- The **recruitment timeline and process** e.g. written application, open day, one-to-one interview;
- The **payment status of the opportunity**, including an indication of where the funding is coming from e.g. Museum, education course provider, grant funder;
- If the payment status is 'unpaid', then the **expenses status for the opportunity**, including an indication of where the funding is coming from e.g. Museum, education course provider, grant funder;
- The **anticipated tasks** to be performed by the opportunity holder (this may indicate that the opportunity is simple work shadowing rather than active work);
- A statement about anticipated **educational or career benefits** for the opportunity holder (these assumptions should be refined in a final written agreement, which is based on the opportunity definition, with the successful applicant) and any planned training to support these;
- A statement about the anticipated **benefits to the Museum** of providing the opportunity;
- A statement about **why this is a not an employment opportunity**, but more appropriately an internship, work experience placement or volunteering;
- A named individual on the Museum staff with overall responsibility for the opportunity i.e. the '**opportunity lead**';
- If necessary, a second named individual with everyday responsibility for the opportunity (see section 6, below) i.e. the '**line manager**'.

## 5. Induction, opportunity agreement and training plan

- All opportunity holders should be provided with an induction programme to introduce the work of the Museum, its staff, their specific role and the responsibilities they have. Elements of the induction specific to their duties and to their personal safety and the safety of others should take place within their first week at the Museum. The Museum's standard induction checklist should be used as a guide;
- The Museum will ensure that a meeting to confirm the details of the opportunity agreement is held within the first week, to confirm the details of the opportunity definition.  
Variations from the opportunity definition may include typical attendance pattern or end date, or clarification about the opportunity holder's desired educational or career outcomes (if the Museum feels it is able to support these);
- A written opportunity agreement should also include statements about the reasonable expectations that the Museum has of the opportunity holder. This may include agreed working pattern, approach to notifying the line manager if unable to work on an agreed day, dress code, general behaviour, raising concerns, etc. Statements must be appropriate to the opportunity e.g. a volunteer may have fewer

obligations than a paid intern or a work experience students placed through their course of study;

- A training plan, if relevant, may be appended to the written opportunity agreement, to include specific training activity and its projected dates during the duration of the opportunity.

## **6. Supervision and support**

The Museum will provide a named person – the ‘line manager’ – who will meet with the opportunity holder with appropriate frequency during their time at the Museum, to discuss their experience and mutually communicate any successes and problems, referring back to the opportunity agreement.

The line manager may be the same person as the opportunity lead. However, being a line manager for an intern, work experience student or volunteer may be a development opportunity for Museum staff, so the line manager may be another member of the staff team.

The line manager’s role is to:

- plan and lead the induction;
- plan and arrange any training plan;
- explain the standards we expect for our services and to encourage and support opportunity holders to achieve and maintain them;
- do their best to help opportunity holders develop their experience and skills during their time with the Museum;
- promptly refer any issues arising to the opportunity lead (or to their own line manager when they are the opportunity lead);
- Arrange an exit interview at the end of the opportunity to review and gather lessons to improve Museum practice.

## **7. Expenses**

When agreed in the opportunity definition and opportunity agreement, the Museum will reimburse expenses incurred by opportunity holders as follows:

- Travel by public transport to and from the Museum on days that they attend. This is to a maximum of £10 (ten pounds) per day;
- Meal expenses to a maximum of £4.00 (four pounds) per day. As volunteering may not take place for a full day, to be eligible a person should volunteer for at least five hours in one day;
- Specialist clothing or equipment where this is required by the Museum and provided by the opportunity holder. Such expense should be clearly agreed in advance;

- Receipts must be submitted with expenses claims.

## **8. Health and safety**

The Museum will provide adequate training and feedback for all opportunity holders in support of our health and safety policy, a copy of which can be found in the main office.

The Museum will provide adequate personal insurance cover for interns, work experience placement students, and volunteers whilst carrying out their roles, which have been approved and authorised by us. The Museum will not insure personal possessions of any intern, work experience placement or volunteer.

## **9. Equal Opportunities and Confidentiality**

The Museum will treat all internships, work experience placements and volunteering opportunities in accordance with our equal opportunities policy.

The Museum will adhere to the General Data Protection Act 2018 in handling all personal data relevant to internships, work experience placements and volunteering opportunities.