



# Tapping into Experience Programme

## Toolkit and supporting documents

The Tapping into Experience Programme toolkit has been developed to support organisations and businesses who are looking to offer a Mentoring, Work Shadow or Work Experience opportunity to members of the public aged 50 years plus who are preparing to return to employment.

During a discussion about employment and job opportunities at an Age Friendly Island Public Forum in 2017, attendees provided some insightful feedback about their individual experiences and views. Attendees said that as an older person looking to gain new employment, skills or experience they encountered many challenges and opportunities were scarce, suggesting the process often left individuals feeling under valued and lacking in confidence. As a result of this feedback in 2018 the Age Friendly team set up an Employment Task and Finish Group, the purpose of the group was to meet, discuss ideas and formulate an

appropriate pilot programme and toolkit. The members included representatives from, The Department for Work and Pensions – Newport JCP, The Education Development Trust, Learning Links, Red Funnel and WP Recruitment, all of whom have vast knowledge of employment and recruitment.

Candidates considering taking part in the programme may be looking to improve their confidence levels, learn new skills or acquire experience of a new sector, industry or job role.

### Index of documents and example templates:

Page 2:	Information Leaflet
Page 3 - 4:	Application Form
Page 5:	Communication Appendix
Pages 6 - 7:	Memorandum of Understanding
Pages 8 - 9:	Candidate Evaluation Form
Page 10:	Programme Process Chart
Page 11:	Programme Top Tips Factsheet

Title: Tapping into Experience Programme Information Leaflet

Version: 02



## Tapping into Experience Programme Information Leaflet

### Tapping into Experience Programme

The Tapping into Experience programme has been developed by members of the Age Friendly Island Employment Task and Finish group and is aimed at candidates aged 50 years and above looking to return to employment.

Candidates may be looking to improve confidence levels, learn new skills or acquire experience of a new sector, industry or role. Employers will offer either a work shadowing, work experience or mentoring opportunity over an agreed time period.

### Employment Task and Finish Group Members

Age Friendly Island, Age UKIW

Red Funnel

Learning Links

WP Recruitment

The Department for Work and Pensions

The Education Development Trust

### Tapping into Experience Programme process

1. An employer expresses interest in the programme and meets with either/or Age Friendly Island and the support provider
2. The employer agrees involvement in the programme and specifies the opportunity available
3. The Tapping into Experience Programme Toolkit is shared with the employer
4. The support provider identify and match a suitable candidate to the employer
5. The candidate completes the Tapping into Experience Programme and evaluation form
6. The employer and support provider have an evaluation meeting
7. The candidate is contacted 3 months after programme completion to check on progress

### Tapping into Experience Programme eligibility

Individuals aged 50 years and above seeking to return to employment that have been selected by the support provider to participate.

### How can an employer be involved?

Offer a work shadowing, work experience or mentoring opportunity to a candidate, the agreed opportunity should be available on a weekly basis over an agreed timeframe, for example: The candidate attends the opportunity 1 full day per week for a period of 6 weeks.

### What next?

To find out more contact Laurie Mabbett, Project Development Officer at Age UKIW on 01983 301337 or email at [laurie.mabbett@ageukiw.org.uk](mailto:laurie.mabbett@ageukiw.org.uk)

Title: Tapping into Experience Programme Application Form

Version: 02



## Tapping into Experience Programme Application Form

Thank you for your interest in the Tapping into Experience Programme in partnership with **[Insert employer and support providers name]** and Age Friendly Island, Age UK IW.

Our aim is to provide a professional environment where people 50 and over can have the opportunity to gain experience, skills and knowledge and build confidence whilst preparing to seek employment.

<b>Name:</b>			
<b>Address:</b>			
<b>Telephone Number:</b>		<b>Mobile:</b>	
<b>Email Address:</b>			
<b>Emergency Contact: (Name, relationship and telephone number)</b>			
<b>What days are you available:</b>	Mon <input type="checkbox"/> Tues <input type="checkbox"/> Weds <input type="checkbox"/> Thurs <input type="checkbox"/> Fri <input type="checkbox"/>		
<b>What is your length of availability:</b>	1 - 2 weeks <input type="checkbox"/> 3 - 4 weeks <input type="checkbox"/> 1 month <input type="checkbox"/> 2 months <input type="checkbox"/> 3 months <input type="checkbox"/>		
<b>When are you available to start?</b>			
<b>What areas are of interest to you?</b>	Administration <input type="checkbox"/> Customer Service <input type="checkbox"/> Insert option <input type="checkbox"/> Insert option <input type="checkbox"/> Insert option <input type="checkbox"/>		
<b>Why do you want to take part in the Tapping into Experience Programme?</b>			
<b>What do you hope to achieve from the Tapping into Experience Programme?</b>			

Title: Tapping into Experience Programme Application Form  
Version: 02



## What type of skills are you looking to develop?

## What is your employment goal?

## Do you consider yourself to have a disability?

- No
- Yes - I have a physical disability
- Yes - I have a sensory disability
- Yes - I have learning difficulties
- I prefer not to say

### Travel time and costs

To be completed by organisation if required

### Data Protection

Your personal information will be stored securely and will be deleted once it is no longer required in accordance with **[Insert employer and support providers name]** procedures. By signing this form you consent to **[Insert employer and support providers name]** holding and processing your personal information for the purposes of the Tapping into Experience Programme.

### Health, Safety and Safeguarding

Age UK IW, **[Insert employer and support providers name]** have policies and procedures for the Health and Safety and Safeguarding of all its staff and programme candidates.

### Declaration

I declare the information given in this application is, to the best of my knowledge correct.

**Name:**

**Signature:**

**Date:**

Title: Tapping into Experience Programme Communication Appendix  
 Version: 02



### Tapping into Experience Programme Communication Appendix

Do you have any information or communication support needs?

**[Insert employer and support provider name]** want to communicate with you in a way that enables you to easily access our services, so please tell us any communication and support needs you may have.

<b>Please tick all that apply to you</b>	<p>No specific communication needs <input type="checkbox"/></p> <p>Hearing Aids <input type="checkbox"/></p> <p>Lip – Reading <input type="checkbox"/></p> <p>Hearing Loop <input type="checkbox"/></p> <p>Visually impaired <input type="checkbox"/></p> <p>British Sign Language <input type="checkbox"/></p> <p>Memory Loss/Dementia <input type="checkbox"/></p> <p>English not as a first language* <input type="checkbox"/></p> <p>*Please state preferred language</p> <p>Other, please state</p>
<b>Do you require information provided to you in a specific format? (Please tick)</b>	<p>No specific format required <input type="checkbox"/></p> <p>Email Easy Read <input type="checkbox"/></p> <p>Braille <input type="checkbox"/></p> <p>Large print, Arial 16 and above <input type="checkbox"/></p> <p>Other, please state</p>

Title: Tapping into Experience Programme Memorandum of Understanding

Version: 01



## Tapping into Experience Programme Memorandum of Understanding

This Memorandum of Understanding (“**MoU**”) dated [**Insert Date**] is made between:

**[Insert Employer Name]** (hereafter “**employer**”)

and

**[Insert Supporting Organisation Name]** (hereafter “**supporting organisation**”)

and

**[Insert Candidate Name]** (hereafter “**candidate**”)

### Purpose

This MoU has been drawn up on the understanding that the employer and the candidate will develop a relationship specifically designed to introduce the candidate to the employment opportunities within the business. This is an equal partnership for the mutual benefit of all involved.

### Aims and objectives

The employer will provide a [\*work shadowing/ work experience/ mentoring \*delete as appropriate] opportunity for the candidate. The candidate will have the chance to learn about the different departments or job roles available within the organisation and the skills and experience required.

### Roles and responsibilities

The nominated staff member for the employer will be [**Insert name**]

The nominated staff member for the supporting organisation will be [**Insert name**].

The employer will provide a structured work plan for the candidate and provide appropriate support throughout the process. The employer will regularly meet with both the supporting organisation and the candidate to monitor progress.

The supporting organisation will support the candidate through the application and interview process and will meet regularly with the employer and the candidate to monitor progress.

The candidate will attend the agreed scheduled weekly sessions and will meet regularly with the employer and the supporting organisation to share feedback.

Title: Tapping into Experience Programme Memorandum of Understanding  
Version: 01



## Expectations

It is agreed and understood by the candidate that this is an unpaid role with the employer with no guarantee of employment following the end of this agreement. This relationship is effective from the date of this agreement for a duration of **[Insert Number of weeks]**.

The candidate will comply with the employers confidentiality policy and shall keep any information that is confidential in nature concerning the employer. Including any details of its business, affairs, customers, suppliers, plans or strategy confidential and that it shall not use or disclose the employers confidential information to any person.

## Evaluation

The candidate will complete an evaluation form at the end of the process which will enable the employer and the supporting organisation to assess the process and act on any feedback to improve future programmes.

## Personal Information

Age UK Isle of Wight will retain and use your data in line with the requirements of the General Data Protection Regulation (GDPR). Further information can be found in our Client and Participant Privacy Policy on our website (<https://www.ageuk.org.uk/isleofwight/>). Alternatively, a copy can be sent to you on request.

## Disclaimer

This is not a legally binding document and is based on a mutual respect and understanding of all parties involved.

**[Insert employer name] Signature.....**

**[Insert supporting organisation] Signature.....**

**[Insert candidate name] Signature.....**

Title: Tapping into Experience Programme Candidate Evaluation Form

Version: 01



## Tapping into Experience Candidate Evaluation Form

Please fill out the evaluation form giving an accurate account of your experience.

<b>Candidate Name:</b>	
<b>Supporter Name:</b>	
<b>Which department did you experience?</b>	
Administration <input type="checkbox"/> Customer Service <input type="checkbox"/> Insert option <input type="checkbox"/> Insert option <input type="checkbox"/> Insert option <input type="checkbox"/>	
<b>What types of activity did you do during the programme?</b>	
<b>Did we provide you with the type of opportunity you were expecting?</b>	
Yes <input type="checkbox"/> No <input type="checkbox"/> If no please explain why below	
<b>What was the most helpful method of getting advice from your supporter?</b>	
Meeting in person <input type="checkbox"/> Telephone conversation <input type="checkbox"/> Email conversation <input type="checkbox"/> Other, please state <input type="checkbox"/>	
<b>Did you experience any challenges during the programme?</b>	
Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please specify below	



Title: Tapping into Experience Programme Candidate Evaluation Form

Version: 01



**How long did the relationship last?**

**Did the programme meet your needs, requirements and expectations?**

Yes  No  If no please explain why below

**What did you find most useful about the experience?**

**What did you find least useful about the experience?**

**Would you recommend this programme?**

Yes  No  If no please explain why below

**Would you apply for a job at (Insert name)?**

Yes  No  If no please explain why below

**Do you feel more confident entering the workplace after completing this process?**

Yes  No  If no please explain why below

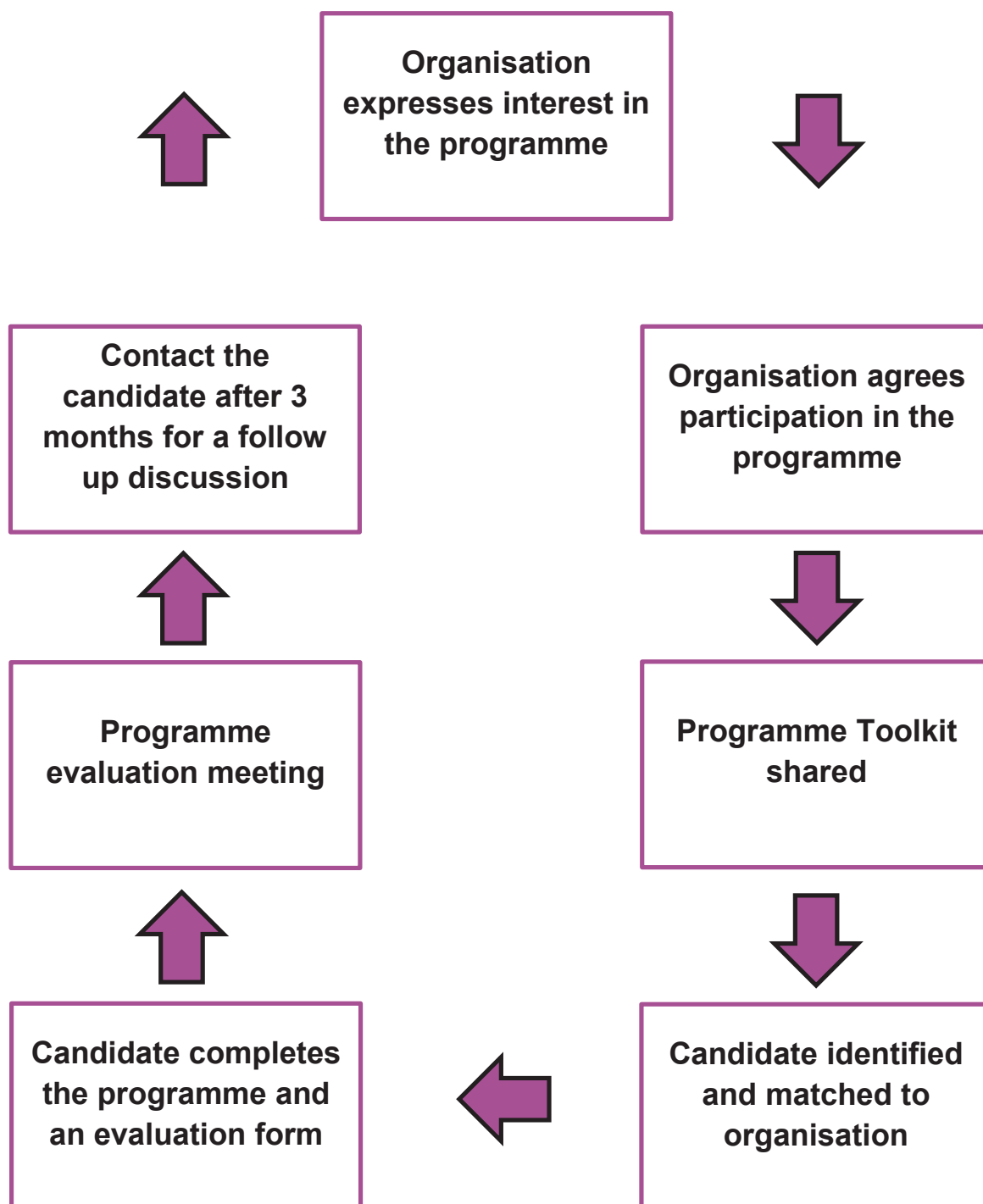
Name:

Date:

Title: Tapping into Experience Programme Process Chart  
Version: 01



## Tapping into Experience Programme Process Chart



Title: Tapping into Experience Programme Top Tips  
Version: 01



## Tapping into Experience Programme

### Top Tips

- Arrange for the candidate to complete the programme application form with the support of the supporting provider.
- Employer to create a plan or structure of activity for the candidate, this must be ready in advance and have been checked by the supporting provider prior to the candidate starting.
- The supporting provider may accompany the candidate to their interview and first morning of the programme, we have found this helps the candidate settle in well.
- It is good practice for the supporting provider to schedule a weekly catch up meeting with the candidate to review progress and discuss arising challenges.
- It is good practice for the employer and supporting provider to schedule monthly feedback meetings to review progress and discuss arising challenges, a face to face meeting is advisable with dates booked in advance.
- When an employer is considering taking on a candidate, roles to bear in mind for the prospective candidate include customer service, hospitality, administration, gardening, cleaning and caretaking. Other roles can also be discussed.
- It is worthwhile to have a job description for the candidate to refer to as this will provide some basic direction and an idea of what is expected during the programme.
- It is recommended that the candidate attends the programme weekly with a minimum of one day and a maximum of two days attendance, employer permitting. This will ensure both candidate and employer have meaningful experiences during the programme.
- It is advisable to include a 'Memorandum of Understanding' as part of your application process to ensure both the employer and the candidate's expectations are managed accordingly.



## Acknowledgements

Age Friendly Island Public Forums

Age Friendly Island Employment Task and Finish Group - Department for Work and Pensions - Newport Job Centre Plus, Education Development Trust, Learning Links, Red Funnel and WP Recruitment

Helen Lewis / Emma Lincoln / Laurie Mabbett / Carole Harding / Pat Burley

## Age Friendly Island

Age Friendly Island is part of the National Lottery funded Ageing Better programme set up by the National Lottery Community Fund, the largest funder of community activity in the UK. Locally, the Ageing Better programme oversees a number of projects delivered by organisations committed to developing creative ways for older people to be actively involved in their local communities, helping to combat social isolation and loneliness.

Final Version September 2019