

## Work Experience Guidance

Thank you for offering a young person work experience! Struggling to find quality work experience opportunities puts our young people at further disadvantage in comparison to their more privileged peers. Spending time with your organisation will help them to feel more confident, more connected and more knowledgeable. This guide is designed to support you and your colleagues through every step of the placement. Click on the titles below to go to each section.

1. [Information about Arts Emergency](#)
2. [Information about work experience](#) What's required from you and your organisation
3. [What is required?](#) A quick-view table on what we'll need to get a work experience placement going
4. [Tips for online work experience](#)
5. [Tips for hybrid work experience](#) If you are doing a combination of online and on-site work experience

# ARTS EMERGENCY

6. What tasks should a young person be doing during work experience?
7. Feedback from previous placements
8. The Schedule
  - 8.1. During your informal interview Meeting your young person for the first time
  - 8.2. The week before the placement Things to do before your first day
  - 8.3. On the first day Things to cover in your first conversation
  - 8.4. During the week Things to do during the placement
  - 8.5. On the last day: Things to cover in your final conversation
9. Reporting
10. Safeguarding advice: Keeping our young people safe, social media and photography
11. Important Links
12. Checklist - Your to do list for hosting a work experience placement this summer

## **Information about Arts Emergency**

Arts Emergency is an award-winning charity founded by comedian Josie Long and activist Neil Griffiths. Since 2013 we have provided expert mentors, guidance and opportunities to support hundreds of young people into higher education and creative careers.

For our society to be fair and kind, every young person should have the chance to contribute to the culture they live in. That's why Arts Emergency is dedicated to levelling the playing field. Our holistic programme opens up opportunities in higher education, media and the arts to underrepresented young people, and our aim is to change the make-up of who creates culture. Our community of over 7,000 writers, thinkers, artists, performers, media professionals, academics, and activists is united by this cause. We're working together towards a more just, representative and vibrant cultural future.



Young People at our Celebration Event. Credit Lilla Nyek

## Information about work experience

You will support a young person on a work experience placement for **five working days**. If you want the young person to join you for longer than a week they **must** be paid the real Living Wage in your area. If this is something you are considering, please check out our [Work Experience Placement Cost Calculator](#).

A work experience placement should be a taster for young people to experience what a normal week in your industry is like.

- for some of our young people, this will be their first experience in a professional environment.
- you should not expect them to be familiar with your industry, technical language and jargon, or computer software.
- you shouldn't be giving them work that requires a lot of existing knowledge but instead varied tasks and challenges they'll learn from.

Arts Emergency categorises work experience placement as either taking place **online** (fully remote), **onsite** (in-person), **hybrid** (a mixture of online and onsite, the exact balance to be agreed to by the provider and young person).

For organisations looking to provide an onsite or hybrid placement,

- you must be in or within commutable distance to **Greater Manchester, Merseyside, Brighton and London.**

- while it's no longer a legal requirement to provide a COVID-19 risk assessment, our risk assessment template asks you to let us know what procedures you have to prevent the spread of COVID-19 and/or infectious diseases. This is to help our Young Talent make an informed decision about applying.

If you have further questions, get in touch with our Community Team first for advice [community@arts-emergency.org](mailto:community@arts-emergency.org)

## What is required?

	Online Placement	Hybrid Placement	Onsite Placement
What risk assessment do I provide?	An online <u>risk assessment</u>	A hybrid <u>risk assessment</u>	An on-site <u>risk assessment</u>
Do I read your <u>safeguarding guidance</u> ?	Yes - including online safeguarding guidance		Yes
Do I read and sign your <u>Organisation Code of Conduct</u> ?	Yes		
What happens if it's longer than 5 days?	You must pay at least the <u>real Living Wage</u> for your area		
Do I provide a lead contact?*	Yes, they must be signed up to our Network and will work with the young person		
Who can provide work	<b>Freelancers</b> and	<b>Organisations</b>	

experience?	<b>organisations</b> welcome	
Are there specific dates for running a placement?	Yes, five working days between <b>24 - 28 July</b> or <b>21 - 25 August</b>	<b>24 July to 1 September</b>
Do I provide an Employers Liability Insurance Certificate?	No	Yes
Do I provide lunch and travel expenses?	No	Yes - we recommend £15 a day.
Do I attend a briefing on the first day?	Yes, this is essential.	No, online briefings are for fully remote placements.



\* As the lead contact, we will ask you to:

- be the trusted and friendly contact for our young person during the placement
- read and sign our [Organisation Code of Conduct](#)
- read our safeguarding procedures
- have a short, informal interview with the young people ahead of the placement
- create a variety of tasks (written, creative, administrative) that can be completed within five days
- arrange an in-person, phone or video check-in call with the young people you are supporting every day
- fill in a short report at the end of the placement. This is crucial as it is the mechanism we collect references for the young person you take on.
- be on all phone/video calls and in-person meetings between a young person under 18 and other members of your team
- be cc'd into all emails between a young person under 18 and other members of your team
- for online placements, you must attend an online briefing on the first day of the placement
- ensure the safety of our young people during the placement

- make sure there is a back up contact in case you are unavailable due to unforeseen circumstances. If this happens, please inform [Arts Emergency's Community Team](#) as soon as possible
- complete our 10 minute feedback survey after the placement. It's the mechanism for us to check in on your young person, and how we collect official references from placement providers.

## **Tips for Online Work Experience**

Online work experience placements are an excellent way for young people to experience what remote working is like. It's an especially good experience into what being a freelancer in the creative or cultural industries is like.

During lockdown, we delivered our work experience programme fully online and ran 36 remote work experience placements in 2021. When you are planning for a week of online work experience, please bear in mind:

## Software, technology and equipment

- not all our young people will have access to their own computers, laptops, mobiles and other devices. Think about what equipment is necessary, what offline activities can be organised as a backup and what you can provide in advance of the placement
- **do not expect young people to already have access to software**
- we will let you know the young person's digital access needs, if any, in advance
- If you'd like to send something to the young person before the placement begins, let our Community Team know.

## Online platforms

**Please communicate with the young person over video call and email primarily.**

If they are unable to do this because of internet access and would prefer to communicate over the phone, please inform our Community Team. You are welcome to use any online

tool that best works for you and your organisation, **except for social media platforms including Facebook, Instagram, Twitter, and TikTok.**

**TIP!** We recommend explaining your chosen online platform to the young person beforehand to see if they are comfortable with it.

**TIP!** Let the young person know they don't have to have their video on in video calls if they are not comfortable.

**TIP!** Explain tasks over video call at the beginning of the day to make sure they have understood and to give them the opportunity to ask questions. Check in with them at the end of the day too.

Here are the online video platforms we recommend:

Platform	Pros	Cons
<u>Google Meet</u>	<ul style="list-style-type: none"><li>● ability to share screen</li><li>● chat function as well as video chat</li><li>● free on WiFi</li><li>● live closed captions available</li><li>● young people use this in schools/colleges</li></ul>	<ul style="list-style-type: none"><li>● requires a Google account to set up a meeting (not to attend as a guest)</li><li>● uses a lot of bandwidth</li></ul>
<u>Zoom</u>	<ul style="list-style-type: none"><li>● ability to share screen</li><li>● chat function as well as video chat</li><li>● high quality and offers break out rooms</li><li>● live closed captions available</li><li>● secure with passwords</li></ul>	<ul style="list-style-type: none"><li>● only 40 minutes of free call time - will need a paid subscription for any more</li></ul>

	and waiting rooms	
<u>Slack</u>	<ul style="list-style-type: none"> <li>● real-time message function as well as video chat and huddles</li> <li>● ability to share screen</li> <li>● free on WiFi</li> <li>● good for project management</li> </ul>	<ul style="list-style-type: none"> <li>● young people will be less familiar with this platform</li> <li>● live closed captions are unreliable</li> <li>● you would need to invite a young person into your organisation</li> </ul>
<u>Teams</u>	<ul style="list-style-type: none"> <li>● ability to share screen</li> <li>● chat function as well as video chat</li> <li>● free on WiFi</li> <li>● live closed captions available</li> </ul>	<ul style="list-style-type: none"> <li>● requires a Microsoft account to set up a meeting (not to attend as a guest)</li> <li>● uses a lot of bandwidth</li> </ul>

## Replicating the office environment

The challenge with online work experience is replicating the office atmosphere. There are still lots of ways you can ensure that your young person feels part of the team:

- organise informal online 'getting to know you' tea breaks with team members (make sure you are present if they are under 18)
- invite the young person to sit in on online meetings so they can experience conversations in different departments
- try to mark the beginning and the end of the week with an online group meeting to welcome them and say goodbye
- post them any literature in advance so they get a better understanding of your organisation (if you want to do this, please contact [Arts Emergency](#)).

## **Tips for Hybrid Work Experience**

- we'd recommend having on-site days on your first and last day
- be clear on the first day when the young person will be expected to travel into the office
- ensure the young person knows where your office is located before their first day
- make sure you are covering travel and confirm if you will be reimbursing via BACs or using petty cash, and if you need the young person to keep receipts
- read through the tips above for online work experience too!



## Examples of work experience tasks

In 2022, we had 31 placements for our Young Talent. While 15 were onsite, 9 were online, and 7 were hybrid.

Great work experience tasks are varied, informative, challenging and fun. Giving your young person a range of written, creative and administrative tasks that can be completed within five days will make the experience more stimulating.

**TIP!** We recommend creating a timetable for the week so you can share this with your young person in advance.

**TIP!** It's also a good idea to have tasks that are both online and offline.

**TIP!** You might want to use [Slack](#), [Trello](#) or Google Drive live documents to collaborate with your young person. This is especially useful if their WiFi isn't stable enough for good video calls.

**TIP!** It might be insightful for them to meet the people who are responsible for recruiting in your organisation. They could have a CV/portfolio overview session.

**TIP!** If they're curious about self-employment, [share our resource on “Introduction to freelancing”](#)

**TIP!** when de-briefing, share your rates so young people understand what fair pay looks like in your industry

## Examples

- ask your young person to write an article, blog post or record a video diary. Here's [one](#) written by a young person at ArtsAdmin and a [video diary](#) made for Mountview Theatre Academy
- set a research brief based on an issue your organisation is facing
- give your young person a design project and ask them to present it to your team like [this example](#) from an Architecture studio
- If you're a freelancer, you could set practical tasks such as creating a budget or responding to a practice brief.

## Example schedule from Curtis Brown talent agency

<b>Day 1</b>	<ol style="list-style-type: none"><li>1. Introduction to what an agent does and general Q&amp;A on Curtis Brown/clients/website etc</li><li>2. Read a script and provide a synopsis and character breakdown</li></ol>
<b>Day 2</b>	<ol style="list-style-type: none"><li>1. Watch a show with Curtis Brown clients in and draft a news story for the company website</li><li>2. Join two assistant meetings to hear more about the work of an assistant</li></ol>
<b>Day 3</b>	Prepare questions for Q&A sessions with talent agents. Start drafting tweets for Curtis Brown
<b>Day 4</b>	Research client press packs then create and present one of your own
<b>Day 5</b>	Workshop on CV writing incorporating skills learnt over the week

## Example schedule of a hybrid placement with Partisan Records

<b>Day 1</b>	AM: Introductions to team, what the function of a label is, and the music industry PM: Introduction to their research brief for the week, software we use, and finding background information on artist
<b>Day 2</b>	AM: Focusing on one of our artists, researching release schedules for similar album campaigns and sales history PM: Shadowing Project Manager responsible for retail and outdoor marketing
<b>Day 3</b>	AM: Looking at press/radio/TV highlights for project so far, and targets for next campaign PM: Shadowing team member to learn about digital marketing and e-commerce (online shop for artists)
<b>Day 4</b>	AM: Shadowing Creative Manager to learn about photoshoots, working with directors, and finding locations PM: Review of what the young person has liked (next steps), and sitting on a Production meeting

<b>Day 5</b>	AM: Shadowing Marketing Assistant to learn about the backend of Spotify, artist's streaming history and targets PM: Present on findings from the research brief, and coffee catch up with colleagues
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### **Example schedule of an online placement with Journo Resources**

<b>Day 1</b>	Team meet to get to know placement managers followed by reading our newsletters and coming up with a short blog idea for one
<b>Day 2</b>	Watch a workshop on feature writing then write a newsletter blog and getting feedback from the team
<b>Day 3</b>	Scouring our social media and coming up with suggestions for how to make it more engaging for young people. Virtual coffee with our Head of Content to talk about social.
<b>Day 4</b>	AM: Virtual coffee with someone in the young person's area of interest e.g. travel writer.

	PM: Attend a journalism skills workshop, meet the speakers, and ask questions.
<b>Day 5</b>	Write up event highlights followed by virtue coffee with our team to recap and offer any support — e.g. CV review.

### **Example schedule of an online placement with Ragevan Vasan, an actor**

<b>Day 1</b>	<ol style="list-style-type: none"> <li>1. Introduction to different routes into acting followed by general Q and A.</li> <li>2. An insight into a working day for an actor: in a theatre show, on a screen project, if they're unemployed</li> </ol>
<b>Day 2</b>	Go through the audition process for a Film/TV Show (creating a self-tape audition; working on character and script). By Day 4, record a self-tape for feedback
<b>Day 3</b>	Workshopping a theatre play to give an insight into the process of putting on a play and the early stages of development (which actors are often involved in).

<b>Day 4</b>	Q&A with actors/ directors/ writers/agents/producers/casting to give young people a broader sense of the industry
<b>Day 5</b>	Feedback from self-tapes. Mock 'recalls' over Zoom. Looking at how actors can create their own work and become empowered self-employed artists too.

## **Feedback from young people**

Here are some of the things young people found useful on previous placements:

***“I was always given a step by step breakdown of my task and if I was unsure I was able to ask freely.”***

***“The best part for me was anytime I interacted with different producers and crew members. They were so generous with their time and experience and made me feel like I had a place there.”***

***“Besides getting to know different indie magazines, I learned a lot about the roles of each person working on a magazine. After the placement I got more confident in what I want to do in the future.”***

***“[From] lots of research, attending production calls, organising practical areas of production... I found them engaging, interesting, and challenging in the best way.”***

***“We were given briefs for advert storyboards... We also made content for their TikTok by making a stop motion on the blackboard, which was fun as we got to be creative and make any story we wanted”***

***“It was a chance to try out tasks like script editing that I’ve heard about and never got a chance to try... I loved that it was virtual work experience as I wouldn’t have been able to do it otherwise.”***



## The Schedule

Once you have completed our form which asks you to upload the relevant key documents ([see this table](#)) as well as a description of tasks, here's what to expect from the process:

### **At your informal interview**

Before we go live on 24 July, you'll be invited to meet the young person in a meeting facilitated by us. It's an ice-breaking opportunity so that the first day of the placement is not nerve-wracking for both sides. you can use this informal interview to tailor their placement before it begins

### **The week before the placement**

- email the address of your office if it's an on-site or hybrid placement. If you have an entrance which is tricky to find on maps, include screenshots/images.

- post any literature, resources or information about your organisation to help them prepare
- set up a temporary work email for the young person, if necessary. This should include the appropriate permissions to access folders on your company's drive.
- attend the informal interview with Arts Emergency and the young person
- create a starter pack which includes the agenda for the week, any information about your organisation/team, the online tools that you use (e.g. Outlook, Gmail, Slack, Teams). We recommend no more than two pages!

## **On the first day**

- if it's an online placement, go to the Arts Emergency morning briefing
- welcome them to the organisation!
- discuss what your organisation does, what your role is and what your team do
- discuss their interests and motivation for the placement, find out what they would really like out of this placement. This can help you tailor the experience and get to know them a bit better. Your young person will already have a work experience pack filled in with these prompts
- discuss working hours, breaks and what happens at the end of the day
- discuss any access needs
- discuss online communication platforms and what they are comfortable using i.e. email, video calls
- discuss the importance of confidentiality and data protection
- make sure you show them where break rooms, toilets, faith rooms and kitchens are located.

## **During the week**

- check in with them **at least** twice everyday, ideally at the beginning and end of the day
- arrange meetings with other members of staff (making sure you are present at all times if they are under 18)
- have an informal tea break together
- assign a variety of tasks and make sure they understand and have the opportunity to ask questions
- allow a full hour for lunch
- do not expect them to work outside of the agreed hours
- do not expect them to work longer than a seven hour day
- encourage regular breaks away from their screen/ desk

## On the last day

- ask them if their goals were met and what they learnt
- give them some constructive feedback
- offer a reference if they need one for the future (they might be too shy to ask!)
- give advice for their next steps
- support them with their CV and/or portfolio and help them translate the skills learnt from work experience onto paper

**TIP!** If they're over 18, you can ask to stay in touch so you could let them know about future opportunities in your organisation and/or include them in your freelancer pool

## Reporting

After the placement, we will ask you to let us know how it went by filling in a short survey. **It is essential you fill this out.**

If any issues arise during the week, email Aksana (our Community Careers Officer) at [aksana@arts-emergency.org](mailto:aksana@arts-emergency.org) and cc in our Community Team [community@arts-emergency.org](mailto:community@arts-emergency.org). Please note, Aksana works part time so please make sure you cc in the Arts Emergency Community email address so nothing is missed!

If you have a safeguarding concern, you must follow the instructions below:

## Safeguarding

Please download and read our Organisation Code of Conduct which can be found [here](#). We will ask you to confirm that you have read and understood it.

Arts Emergency believes strongly that the welfare of young people is paramount and that a young person should never experience abuse of any kind, regardless of age, disability, racial heritage, religious belief, sexual orientation or identity. We acknowledge our responsibility to promote the welfare of all young people and to keep them safe. We are committed to work in a way that protects them.

**It is NOT the responsibility of the work experience provider to make judgements about whether or not abuse is taking place.**

It is your responsibility to identify poor practice and possible abuse and act if you have concerns about the welfare of the young person. This applies BOTH to allegations/suspensions of abuse occurring within the work experience environment and to allegations/suspensions that abuse is taking place elsewhere.

## **Good Practice**

It is expected that the work experience provider will promote good safeguarding practice, essentials of which are:

- reading and agreeing to Arts Emergency's Organisation Code of Conduct
- reporting concerns you may have or any disclosures a young person makes
- checking in with the young person daily
- making the work experience enjoyable: promoting fairness, confronting and dealing with bullying
- treating all young people equally and with respect and dignity
- always putting the welfare of the young person first
- maintaining a safe work environment
- being an excellent role model
- always giving enthusiastic and constructive feedback rather than negative criticism



## Poor Practice

The following are examples of poor practice and should be avoided by all employees and agents of the work experience provider:

- asking the young person for their home address
- asking the young person for their mobile or home number (unless arranged with Arts Emergency)
- asking for inappropriate and personal photos from the young person
- making sexually suggestive comments to a young person, even in fun
- reducing a young person to tears as a form of control
- allowing allegations of abuse made by a young person to go unrecorded or not acted upon
- doing things of a personal nature that the young person can do for themselves
- sharing the young person's phone number with others
- asking the young person to work before or after agreed working hours, including weekends
- asking the young person to work more than seven hours a day
- not allowing the young person a one hour lunch break

- adding, accepting, and communicating with the young person on social media if they are under 18. If they are over 18, you can follow them but not everyone uses social media professionally. It's okay for you or the young person to say no

## **Online safety guidance**

In addition to the above, you must not:

- contact the young person over the phone unless arranged with Arts Emergency beforehand
- record or screenshot while on a video call unless agreed beforehand with Arts Emergency
- have anything that could cause offence in the background while on a video call
- undress during a video call
- allow or engage in inappropriate and sexual online communications

## **Photography, videos and social media**

- we love seeing photos and videos from work experience placements! If you want to

share an image where the young person is featured, please **send it to Arts Emergency first** so we can make sure we have the appropriate media consent permissions in place

- alternatively, you could take a photo of the young person's work or one where their face is obscured
- please do share that you are taking part in an Arts Emergency work experience placement on social media but **do not share the full name** of the young person. Check with them first if they are comfortable for their first name to be used

## **What do I do if I have a concern about the welfare of a young person?**

- **If you have any concerns** about the welfare of a young person, or if a disclosure of abuse is made, it must be reported within 24 hours using this [form](#)
- if the concern is life-threatening, or there is evidence that a young person will be imminently removed from the UK for the purpose of forced marriage or female genital mutilation, you should call 999 or a helpline below
- in all other circumstances, and with the young person's permission, you should inform **Arts Emergency's Safeguarding Team**, and report your concern to them using this [form](#)

- keep a written record of the allegations/concerns
- let the young person know that you have to report the concern, and to whom, UNLESS you feel that to do so may place the young person at risk of harm (e.g. the young person may inflict injury upon themselves or abscond)
- make a record of any permissions given by the young person to disclose information/concerns to third parties
- check back with the DSO that appropriate action has been taken
- **if you have any doubt about who to call or what to do you should call the NSPCC helpline on 0808 800 5000**

ARTS EMERGENCY	EXTERNAL AGENCIES
<p data-bbox="190 427 806 475"><b>Safeguarding Report Form:</b></p> <p data-bbox="190 496 1008 544"><a href="http://www.arts-emergency.org/safeguarding">www.arts-emergency.org/safeguarding</a></p> <p data-bbox="190 628 996 740">Joe Burton (Designated Safeguarding Officer)</p> <p data-bbox="190 761 716 809"><a href="mailto:joe@arts-emergency.org">joe@arts-emergency.org</a></p> <p data-bbox="190 829 510 869">07932 697 038</p> <p data-bbox="190 959 647 1007">Neil Griffiths (Deputy)</p> <p data-bbox="190 1027 728 1075"><a href="mailto:neil@arts-emergency.org">neil@arts-emergency.org</a></p> <p data-bbox="190 1160 667 1208">Layemi Ikomi (Deputy)</p> <p data-bbox="190 1228 792 1276"><a href="mailto:layemi@arts-emergency.org">layemi@arts-emergency.org</a></p>	<p data-bbox="1052 427 1408 539">NSPCC Helpline 0808 800 5000</p> <p data-bbox="1052 628 1585 740">Emergency Services 999 Non-emergency 101</p> <p data-bbox="1052 829 1568 941">CEOP (for online abuse) <a href="http://www.ceop.police.uk">www.ceop.police.uk</a></p>

## Important Links

- **Organisation Code of Conduct:** Download it from our website [HERE](#)
- **Risk assessments:** Download the relevant template(s) from our website [HERE](#)
- **Arts Emergency's Safeguarding policy:** [HERE](#)

**THANK YOU!**

## The Complete Summer Work Experience Placement Provider Checklist

Before the 31 March 2023 Deadline	Once everything is approved by AE	24 July - 1 September 2023
<ul style="list-style-type: none"><li><input type="checkbox"/> Read this guidance pack!</li><li><input type="checkbox"/> Read AE's <a href="#">Organisation Code of Conduct</a></li><li><input type="checkbox"/> Read AE's <a href="#">safeguarding guidance</a></li><li><input type="checkbox"/> Figure out the logistics of</li></ul>	<ul style="list-style-type: none"><li><input type="checkbox"/> Keep in touch with the Community Team in case there are questions about my form submission</li><li><input type="checkbox"/> Watch out for the</li></ul>	<ul style="list-style-type: none"><li><input type="checkbox"/> Host the work experience placement!</li><li><input type="checkbox"/> If there are any issues, let Aksana and the</li></ul>

<p>hosting a placement</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Check mine/my team's schedule for when would be a good time to host between 24 July - 1 September 2023</li> <li><input type="checkbox"/> Discuss which type of placement you'd like to offer (hybrid/onsite/online)</li> <li><input type="checkbox"/> Confirm who will be the lead contact responsible for young person</li> <li><input type="checkbox"/> Check the budget to see if I can support either one or up to three young people this summer. <ul style="list-style-type: none"> <li><input type="checkbox"/> Use AE's <a href="#">Work Experience Placement Cost Calculator</a> to help</li> </ul> </li> <li><input type="checkbox"/> Complete the <i>relevant</i> AE risk assessment template</li> <li><input type="checkbox"/> Check if I need to provide an</li> </ul>	<p>email around June where I'll hear from AE on the young person(s) selected for the placement we're offering</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Look out for an email asking for availability for an informal interview with the young person</li> <li><input type="checkbox"/> Come up with some questions for the young person(s) I'll be hosting. Might be worthwhile to <ul style="list-style-type: none"> <li><input type="checkbox"/> re-read '<a href="#">The Schedule</a>' guidance to help prepare</li> <li><input type="checkbox"/> Check AE's</li> </ul> </li> </ul>	<p>Community team know</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> If there are any safeguarding concerns during the placement, please report them using this <a href="#">form</a></li> <li><input type="checkbox"/> After the placement is done, complete AE's short survey to tell them how the placement went.</li> </ul>
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<p>Employer's Liability Insurance</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Create a list of tasks for a young person to do on placement</li> <li><input type="checkbox"/> Complete the <u>placement provider form</u> which asks for all of the above</li> </ul>	<p><u>"Interview the Interviewer"</u> resource</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Have the informal interview with the young person(s) I'm hosting</li> </ul>	
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If you do have questions, please get in touch with Arts Emergency's Community team [community@arts-emergency.org](mailto:community@arts-emergency.org)