**[Name of event]**

**Information for NHS stand volunteers**

**Event details**

**Venue** [venue name and address]

**Stand** [stand number or location]

**Dates** [Date] [Time]

NOTE: please replace all text in [square brackets] with your own.

[Information about the event. Who is it for? Are the visitors of school age? If so, state the age range. How long does the event last? What will the event provide for visitors? – e.g., a chance to visit employer stands, visit workshops, or look for vacancies]

[Include your contact details in case volunteers have any questions about the event]

**Arrival and what to wear/bring**

[Provide directions for the venue and any directions or parking arrangements]

**Arriving** – [Who should volunteers ask for when they arrive? Will they need directions finding the NHS stand? Do they need any registration or confirmation email to get access? If needed, advise them to arrive 10-15 minutes before the event opens so you can provide a face-to-face briefing]

**What to wear/bring** – [We advise casual clothing e.g., jeans and comfortable shoes, unless they want to wear their uniform. We advise to bring a bottle of water. Is there anywhere that volunteers should place their coats and bags? E.g., under the table or in a cloakroom.]

**Who will be there?**

[If there will be a team of volunteers, it may be helpful to name them, their specialty and what days/times they can attend below, as well as your own]

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| --- | --- | --- | --- |
| **Name** | **Organisation** | **Specialty / region** | **Availability** |
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**Support** – [if a visitor asks a question you are unsure how to answer, who should they speak to?]

**Breaks** – [if it is an all-day event, how should volunteers arrange their breaks? Is there enough cover on the stand for this during busy periods? Has the venue provided anywhere to get refreshments, or should volunteers bring their own?]

**Resources**

[This section lists the resources available e.g., any printed information, websites being used]

Please do talk to visitors about what you do in the NHS and your own experiences, but please also be prepared to signpost them to the information they need about the 350+ NHS careers. We have resources to help you with this.

**Visitor sign up form**

[Please see information on how to share a link to the form on the [NHS Health Careers website](https://www.healthcareers.nhs.uk/career-planning/career-advisers-and-teachers/nhs-health-careers-literature)]

Encourage every person to sign up to get the free NHS career guide. This means they will receive personalised information on their chosen careers. It also provides us with quantifiable data on event engagement and helps us justify our continuing presence at careers events. You’ll find the registration form bookmarked on all devices: [share URL]

**Tablets and laptops** [delete as appropriate]

These will be available on the stand to show visitors a range of online resources. Please familiarise yourself with the following webpages ahead of the event to help visitors:

From NHS Health Careers:

[healthcareers.nhs.uk](https://www.healthcareers.nhs.uk/) – home page of the NHS Health Careers website. Some of the most important and frequently used information at events is as follows:

* [Take our careers quiz](https://www.healthcareers.nhs.uk/FindYourCareer) – (navigation bar) – provides users with a list of NHS careers to explore based on their interests
* [Explore roles](https://www.healthcareers.nhs.uk/explore-roles) – (navigation bar) shows a full list of careers by category. There is a dedicated page for each career with entry routes, skills needed, and a description of tasks
* [We are the NHS](https://www.healthcareers.nhs.uk/we-are-nhs/we-are-nhs) (navigation bar) – please signpost any aspiring nurses, allied health professionals or healthcare support workers here to sign up for more information. There is a quiz for aspiring nurses.
* [Course finder](https://www.healthcareers.nhs.uk/career-planning/course-finder)(Career planning > Course finder) – a full list of courses leading to a healthcare qualification
* [Apprenticeships](https://www.healthcareers.nhs.uk/career-planning/study-and-training/apprenticeships) (Career planning > Study and Training > NHS apprenticeships)
* [Work experience](https://www.healthcareers.nhs.uk/career-planning/improving-your-chances/gaining-experience) (Career planning > Getting experience)
* [NHS values](https://www.healthcareers.nhs.uk/working-health/working-nhs/nhs-constitution) (Working in health > your NHS career > The NHS values)
* [Real-life stories](https://www.healthcareers.nhs.uk/working-health/real-life-stories) (Working in health > Real-life stories)

[stepintothenhs.nhs.uk](https://www.stepintothenhs.nhs.uk/) – aimed at 14–16-year-olds, with a simpler careers quiz on the homepage. It also has its own ‘smart guide’ to work experience under ‘Work Experience’ > ‘Smart guide’.

Other useful websites:

* [NHS Jobs](https://www.jobs.nhs.uk/) – used to search for available NHS apprenticeships and other vacancies
* [Haso.skillsforhealth.org.uk](https://haso.skillsforhealth.org.uk/)  (apprenticeships) - useful website with a pathways (career routes) tool and FAQ for apprentices. It also shows which apprenticeships are soon to be launched.
* [Medical Schools Council](https://www.medschools.ac.uk/) – (medicine) invaluable information for those wanting to apply to medical school to be a doctor
* [Medic Portal](https://www.themedicportal.com/) – (medicine) learning resources on how to prepare for medical school interviews and get work experience

**Other materials available**

[Will there be any postcards or other material available for visitors that volunteers should know about? How should this be distributed? E.g., how will you ensure you half enough to last for the whole event?]

**Interaction with visitors**

A quick guide to some of the most common questions we get from visitors is listed below with suggested resources.

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| **Question** | **Online resource** |
| I am not sure what I want to do, but I am interested in… | ‘Find your Career’ quiz on the main websiteOR‘Map your career’ quiz on the Step website (less roles, but quicker to complete) |
| I want to know more about (a certain career area) | ‘Explore roles’ section. The ‘overview’ page for each career area is a good starting point. Sign up to ‘Get your guide to an NHS career’ at [share URL]. |
| I want to be a nurse / allied health professional (AHP) / healthcare support worker | Refer visitors to the ‘We are the NHS’ pages of the NHS Health Careers website, which allows users to sign up for information on how to get into these roles.In particular, anyone interested in nursing can take the three-minute nursing quiz on these pages to find which area best suits them. |
| How do I become a doctor? | ‘Explore roles’ section has a ‘Doctors overview’ page on how to become a doctor.Refer to the Medical Schools Council and Medic Portal websites. |
| What apprenticeships are in the NHS? | ‘Career planning’ > ‘Study and Training’ has information on apprenticeships.The HASO website has a healthcare apprenticeship FAQ / pathways tool and NHS Jobslists NHS vacancies.Visitors can also get in touch with local NHS organisations and speak to the apprenticeship lead or training department to see if they have any opportunities coming up. |
| How do I get work experience? | For young people, the Step into the NHSwebsite has a work experience section, as does the NHS Health Careers website (‘Career Planning’ > Getting experience’)Also use a tablet or laptop and search ‘NHS work experience’ with the area the delegate lives in. For example, ‘NHS work experience Solihull’. This will give you and the delegate some ideas of programmes in their locality.  |
| How do I get an NHS ambassador / representative into my school  | ‘Career planning’ > ‘Career advisers and teachers’ > ‘FAQs. |

**Talks and panels**

[Are there any talks, panels or workshops at the event that volunteers should be aware of?]

**Expenses**

[Can volunteers claim expenses from your organisation for things like travel and lunch? If so, provide detail. Do they need to keep receipts?]

**Social media / online presence**

[Should volunteers be encouraged to share photos or information about the event in advance and/or on the day? Provide relevant social media handles and hashtags if so. Please check about visitor consent with the event organisers and avoid taking photos without people’s consent.]

**Contacts**

If you have any questions about the event or have any queries on the day, please contact [name of contact] in the first instance:

|  |
| --- |
| Name**Telephone number:** **Email:** |
| Name**Telephone number:** **Email:** |

Thank you so much for supporting the [enter name of organisation] stand and we hope you enjoy the event!