

Frequently Asked Questions - Pupils



Question	Answer
Do you have a work experience website?	Yes https://www.sth.nhs.uk/work-for-us/work-experience
Can anyone access work experience?	No. Only students that attend school/reside within the city of Sheffield can apply for Work Experience and the Live Virtual Events
Can I apply for work experience at any time?	No There are specific application dates, usually for a 3-week period. There are specific weeks that you can apply for You can view these on the work experience website at https://www.sth.nhs.uk/work-for-us/work-experience You can however, apply for the live virtual events at any time up to 2 days before the event
Do I need any experience to apply for work experience?	If you are applying for a clinical placement, you need to do one of the live virtual events before your work experience placement. This has to be in the same profession for which you are applying eg if you want to do a placement in nursing, you have to attend a nursing live virtual event
Does my age matter?	Yes. Y10-13 may apply for live virtual events Y10-13 may apply for non-clinical work experience placements Y12/13 may apply for clinical work experience placements
How do I find out about work experience process	You must access the STH Work Experience Student Guide from the work experience website https://www.sth.nhs.uk/work-for-us/work-experience From the STH Lerner Portal News Board, or from the careers advisor at your school
How do I find out about events that are available for young people, including work experience?	Go to the STH Learner Portal https://sthlearnerportal.co.uk/ On the Students & Teachers square, select Sign In <div data-bbox="395 1615 699 1809" data-label="Image"> </div> <p>Select View Future Events</p> <div data-bbox="395 1854 703 2029" data-label="Image"> </div> <p>You will see various options available. Select view to see a list of events available</p>

How do I apply for any of the events, including in-person work experience?

Via the STH Learner Portal. Link <https://sthlearnerportal.co.uk/>
If you are an existing user, you will need to apply via your account
If you do not have an account, you will need to create one

How do I create an account?

Go to <https://sthlearnerportal.co.uk/>
On the Students & Teachers square, select Sign In



Select Students Y10-13



If you are a **new user**, select Create a New Account



You will need to provide some basic information and create a password. You must complete all sections.

Press Register

You must never use more than one email address at any time when using the system. If you do so, you will encounter serious issues that will prevent you from applying for events

When you sign into your account to apply for an event, you will need to provide additional information

What if I have an account, but I have forgotten my password?

Log into the STH Learner Portal <https://sthlearnerportal.co.uk/>
Enter your Username (the email that you used to create your account)
Select forgotten password
You will be emailed a temporary password to your email account
Log into the STH Learner Portal
Enter your Username
Enter the temporary password
You will be taken to a new screen to change the temporary password and a create a new one (see image below)

NHS Foundation Trust

Current password

New password

Repeat new password

CHANGE PASSWORD

When you have completed the above steps, sign into your account, using your newly created password

Now that I am signed into my account, how do I apply

Sign into your account at <https://sthlearnerportal.co.uk/>
Select Your Profile

Select the Update Detail button

You will be taken through a series of screens, you must ensure that you complete all the sections and upload any requested information eg photo. You will see the buttons on the right of your screen change from blue to grey when you have completed each section. You must complete all these stages at the same time. Your information will only be saved when you select save at the end.

When all your details have been checked or updated

Go to Future events on your menu

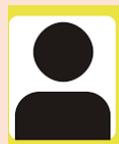
Select the option that you are interested in eg face to face work experience

Choose your event and select *Apply*

Read and follow the onscreen instructions

Does it matter which photo I upload?

Yes. This will be used for your ID Badge, so you must upload a photo facing into the camera. This must be a head and shoulders shot and a clear likeness to your everyday self.



Where does my application go when I have submitted it?

Your application will go to your school/college contact for approval (the school contact information was generated when you selected your school from the dropdown list)

If your school contact approves your application, it will be sent to STH for processing

How do I know what is happening with my application?

Your status of application is shown on your account

<https://www.healthcareers.nhs.uk/explore-roles/doctors>

YOUR APPLICATION HAS BEEN DECLINED BY THE NHS

What do I do if I no longer want to attend an event that I have booked?

Sign into your account at <https://sthlearnerportal.co.uk/>

From your menu, select Your upcoming Events

Click on the arrow

Select *Withdraw The Event* (You must give the reason why you are withdrawing)

How do I find out information on my bookings, such as NS Teams Join Links

Sign into your account at <https://sthlearnerportal.co.uk/>

From your menu, select Your upcoming Events

Click on the arrow

You will see all the downloads for the event

NHS Material Document	Date Uploaded	Download
Induction and Orientation Dates.pdf	12/04/2022	
WorkExperiencePolicySchoolYears10to13 (4).pdf	12/04/2022	
STH WEX Clinical Placement Guide.pdf	15/06/2022	

Can I write and save notes?

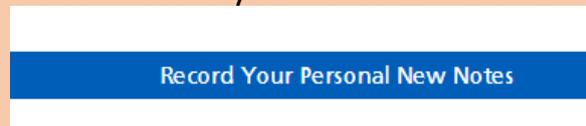
Yes

Sign into your account at <https://sthlearnerportal.co.uk/>

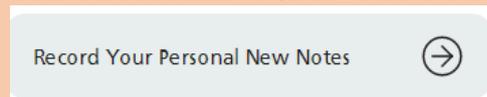
From your menu, select Events History

Click on the arrow

Select Record your Personal New Notes



You can access it from the side menu



What if I am having issues with my application?

Contact your school careers adviser or one of your teachers. If they are unable to solve your issue, *they* will contact STH on your behalf

What are the common reasons why my work experience application is declined by STH

You have not completed a live virtual event

You have not completed and signed the work experience agreement correctly

There are no remaining places for the date (this occurs when you have selected only 1 date on your application, thereby limiting your options)

You do not live in the city of Sheffield

You have not been cleared by Occupational Health

You have not attended both parts of the mandatory induction