



Induction Policy and Checklist

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Who should use this	Managers/Supervisors
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1.0 Induction Policy and Checklist

1.1 Policy Statement

General

Ayrshire Valuation Joint Board believes that all new employees MUST be given timely induction training. This training is regarded as a vital part of staff recruitment and integration into the working environment. This policy, associated procedures and guidelines define AVJB's commitment to ensure that all staff are supported during the period of induction, to the benefit of the employee and AVJB alike.

Aim

It is the aim of AVJB is to ensure that staff induction is dealt with in an organised and consistent manner, to enable staff to be introduced into a new post and working environment quickly, so that they can contribute effectively as soon as possible. This induction policy, associated procedures and guidelines aim to set out general steps for managers and staff to follow during the induction process. It is expected that all managers and staff will adhere to this policy.

AVJB expects that the implementation of good induction practice by managers/supervisors will:

- Enable new employees to settle quickly and become productive and efficient members of staff within a short period of time.
- Ensure that new entrants are highly motivated and that this motivation is reinforced.
- Assist in reducing staff turnover, lateness, absenteeism and poor performance generally.
- Assist in developing a management style where the emphasis is on leadership.
- Ensure that employees operate in a safe working environment.
- Will reduce costs associated with repeated recruitment, training and lost production.

AVJB's Commitment

AVJB's Management Team will:

- Maintain and update the Induction Policy.
- Provide a checklist for managers and staff to follow during the induction period.
- Ensure there is effective monitoring of the induction process particularly in the first three months.
- Deal with any problems promptly providing an efficient service for both managers and staff.
- Review all policy, procedure and guideline documents on a regular basis.
- Provide relevant formal training courses where necessary to assist the induction process.

2.0 Guidelines for Managers / Supervisors

General

Starting a new job is a demanding and often stressful experience. Quite apart from the obvious challenge of tackling new tasks, there is also the need to become accustomed to a new organisation, a new environment and new colleagues. The purpose of induction is to support new employees during this difficult period and to help them become fully integrated into AVJB as quickly and as easily as possible. Employees who settle quickly become productive and efficient at an early stage and in turn will experience feelings of worth and satisfaction.

It is generally recognised that new employees are highly motivated and an effective induction process will ensure that this motivation is reinforced.

Induction Checklist

The Induction Checklist at Appendix 1 is a very useful way of ensuring that information is imparted to new employees when they are likely to be most receptive. It avoids overloading employees with information during the first weeks whilst ensuring that all areas are covered. Managers/supervisors should ensure that these matters have been properly understood whilst the checklist is being completed, perhaps in the form of a weekly chat with the new entrant. At the end of the process the induction checklist should be signed by the relevant parties and placed in the member of staff's personnel file.

First Day of Employment

Preparations should be made for the arrival of the new entrant well in advance, for example, arrangements should be made to provide desk and equipment etc. Most new employees tend to be concerned primarily with two matters:

- a) whether they can do the job and
- b) how they will get on with their new colleagues.

It is therefore important to introduce them to their new workplace and colleagues at the earliest opportunity. An introductory talk will be appropriate at this time and can be combined with the provision of general information and exchanging any necessary documentation. This talk should be as brief as possible, because the employee is unlikely to be receptive to detailed information at this stage, and should be conducted by someone who is well prepared and has sufficient time available. Managers/supervisors should refer to the Induction Checklist and use it as a basis for discussion thus ensuring all documentation is complete.

A tour of the workplace should be arranged for the new entrant allowing AVJB to be viewed as a whole and the recruit to see where he/she fits into the organisation.

The new entrant will want to get to know his/her colleagues and quickly become part of the team and time should be made for this process. Colleagues should be briefed on the new entrant's arrival. If possible one of the new entrants colleagues should be nominated to ensure that he/she has every assistance in settling in quickly.

Induction Programmes

Induction programmes must be geared to the individual's needs. Some of the more obvious new members of staff requiring special attention are as follows:

School Leavers

For most new employees, induction is concerned with getting accustomed to a new job. For school leavers, however, it is about adjusting to a whole new way of life - the world of work. Consequently, school leavers are likely to need more support than other groups. Wherever possible, induction and subsequent training should relate to knowledge and skills which go beyond the employee's own particular job. School leavers will need guidance on wider issues, such as career planning, acquiring qualifications, coping with the routine and discipline of work. It would also be helpful for school leavers to be introduced to an approachable person to whom they could take any queries they might have.

Graduates

Graduates tend to have a high level knowledge but may not have the skills relevant to the job. They will want to feel that they are making a contribution from early on and will want to understand AVJB and their role within it. Also they will want to have a clear picture of future career prospects and to gain broad experience with this in mind. In the case of Assessment of Professional Competence candidates they will be provided with a supervisor and councillor.

Managers

Whilst many of the points in the checklist apply equally to all new managerial staff, in some cases individual induction programmes will be necessary. These should be drawn up in consultation with new managers, taking into account their backgrounds and experience and the nature of their new roles.

Ethnic Minorities

In some cases, it may be necessary to design induction programmes with the special needs of ethnic minorities in mind. Language problems and attitudes amongst existing staff may be areas requiring particular attention. This is preparation that should be completed before any member of staff joins. AVJB will not tolerate racist or prejudiced behaviour in any form.

Long-term Unemployed

Previously long-term unemployed people who have been recruited may have been absent from the working environment for some time so it will be helpful to recap on some of the issues relating to school leavers. These should, of course, be adapted to suit older workers, who may need to build up confidence and the induction process can be used to update knowledge of basic office technology (photocopiers, e-mails, telephone systems, etc. as well as computers).

Other Groups

Other groups that may need particular consideration include disabled employees and women returning to work after having raised a family.

These groups will also require the induction procedure as women returning to work may, like the long-term unemployed, be out of touch and lacking in confidence. Disabled employees may have all or a combination of induction needs, but these needs may be compounded by their disabilities. Part of the induction process for disabled employees will involve checking such things as wheelchair access to parts of the workplace, toilets etc. The necessary reasonable adjustments to the workplace required to accommodate the disabled individual should be completed prior to them commencing, and carried out in discussion with the individual or their adviser.

Completing the Induction Process

Induction can be said to end when the individual become fully integrated into the organisation. Of course, there is no set timescale within which this will happen and follow up is essential. Giving new employees the opportunity to ask questions several weeks into employment can be useful, and the induction checklist will provide this opportunity.

The Induction Checklist which managers / supervisors should use with new staff should take place within the first five days, and certainly within the first two weeks of employment. Health and Safety items should be identified immediately. The new employee should be asked to tick each subject as he/she has been informed about it, and sign the end of the form. The manager / supervisor then sends the form to the Office Manager or PA for inclusion in the employee's personnel file.

Induction Checklist

It is good practice to let new starters have a copy of this list – this enables them to follow what is happening and will act as a reminder of anything missed or that needs particular attention. It should be the responsibility of both management and new starter to ensure that all relevant items are properly covered during the induction period.

Appendix 1

<u>Action</u>	<u>Carried out by</u>	<u>Date</u>	<u>Comments</u>
Introduction to AVJB – within the first 5 days of commencement of employment – no late than 2 weeks			
Name of Person Completing Induction			
Personnel documentation and checks completed eg			
ID Badge			
AVJB and what we do			
Who's who in AVJB – and stakeholders in general			
SharePoint: Location & Content			
The Job			
Introduction to manager/supervisor			
Introduction to Staff & Team & General Layout of the Office			
Requirements of new job			
Standards expected			
Supervision and work performance appraisals			
Telephone System			
Personal use of telephones including mobiles			
Courtesy to all Stakeholders			
Terms and Conditions of Employment			
Written terms and conditions issued			
Contract of employment issued			
Hours, breaks, method of payment			
Holidays			
Flexitime reporting procedures			

<u>Action</u>	<u>Carried out by</u>	<u>Date</u>	<u>Comments</u>
Probationary period			
Period of notice			
Sickness provisions & Reporting Sickness			
Pension provisions			
Maternity/paternity/parental leave provision			
Equal opportunities policy and worker development			
Equal opportunities policy – location			
Training needs and objectives – PDR's or other			
Training provision			
Further education/training policies			
Performance appraisal			
Promotion avenues			
Policy/procedures to prevent bullying and harassment			
Disabilities include for example physical handicap, deafness, blindness, mental handicap. Consider the following for discussion: 1. Confirm the nature of the disability. 2. Clarify if the employee has any special needs relating to disability. 3. Check whether employee has any particular concerns regarding the workplace.			
Worker/employer relations			
Communications and Consultation – suggestions box, staff questions, staff survey etc.			
Grievance and Disciplinary Procedure			
Appeals Procedure			

<u>Action</u>	<u>Carried out by</u>	<u>Date</u>	<u>Comments</u>
Organisation rules			
Smoking policy			
General behaviour/dress code			
Personal hygiene			
Telephone calls/emails and use of the internet			
Canteen/break facilities – location			
Toilets Location			
Waste Disposal – recycling			
Health and Safety			
<p>AVJB's Health & Safety Representatives:</p> <p>John McConville Tel: 01292 612509 or john.mcconville@ayrshire-vjb.gov.uk</p> <p>Angela Andreucci Tel: 01292 612547 or angela.andreucci@ayrshire-vjb.gov.uk</p>			
Members of AVJB Health & Safety Working Group			
<p>H & S Working Group Responsibilities / Functions:</p> <p>Regular Meetings, Minutes Taken – SharePoint</p> <p>Risk Assessment – regular office inspections with action points and allocated responsibilities – Clear gangways, exits etc also employees responsibility</p>			
Lifting & Handling			

<u>Action</u>	<u>Carried out by</u>	<u>Date</u>	<u>Comments</u>
Fire Safety Precautions			
Fire Drills (every 6 months)			
Fire Alarm Testing			
Location of Fire Alarm Points			
Location and Type of Fire Extinguishers			
Location of exits			
Fire Instructions			
Fire Evacuation Plans			
Emergency Procedures			
Fire Assembly Points			
Smoke Detection System			
Designated Fire Wardens			
Fire Risk Assessment & Health & Safety Audit			
Intruder Alarm – Key Holders			
Carbon Monoxide Detectors			
PAT Testing			
Annual Gas Appliance Testing			
Legionella Testing weekly (internally)and annually (external contractors)			
Health & Safety Policy Document – where			
Personal Protective Equipment Requirements & Replacement – Angela Cumming Protective clothing – supply, laundry			

<u>Action</u>	<u>Carried out by</u>	<u>Date</u>	<u>Comments</u>
<p><u>First Aiders</u></p> <p>Annual Training for First Aiders</p> <p>Location of First Aid kits</p>			
<p><u>Accident Reporting</u></p> <p>Hazard Sheets in Lunch Room</p> <p>Accident Reporting Books in each Section</p>			
<p><u>Display Screen Equipment</u></p> <p>Regular checks</p> <p>Audit undertaken by South Ayrshire Council</p>			
<p><u>Related Policies & Procedures</u></p> <p>Health & Safety Policy</p> <p>Violence & Aggressive Behaviour</p> <p>Lone Working Policy</p> <p>Concerns at Work (Whistle Blowing)</p>			
<p>Security Doors & Codes</p>			
<p>Report all issues to your Line Manager on any aspects of H & S</p>			
<p><u>Management Team Involvement</u></p> <p>All H & S issues are reported Corporate Governance Forum</p> <p>All H & S issues discussed and reviewed at the Assessors monthly Management Team Meeting</p>			
<p><u>Access To Information</u></p> <p>SharePoint</p> <p>SAC Intranet/Internet in general</p> <p>Your Line Manager</p> <p>The Board's H & S representatives</p>			

<u>Action</u>	<u>Carried out by</u>	<u>Date</u>	<u>Comments</u>
Pregnant women and new mothers			
Awareness of hazards – any particular to type of work			
Safety rules			
Dangerous substances or processes			
Introduction to safety representative			
Welfare and worker benefits/facilities			
Medical services - OHS			
Transport/parking arrangements			
Company discounts			

NAME OF EMPLOYEE

JOB TITLE

DATE COMMENCED

I have been informed about and understand the above items.

Signature:..... Date:.....