Induction Programme Guidelines

SCOTTISH
CHILDREN'S REPORTER
ADMINISTRATION

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1. Guidelines for Managers

1.1 Introduction to Induction

Research shows that staff turnover is highest during the first six months of employment. As someone involved in recruiting and welcoming a new employee to your team, you'll be aware of the time, effort and expense involved in the recruitment and selection process.

The way in which employees are received into SCRA is a crucial factor in forming their attitudes and ensuring that they reach the required high standard of performance as quickly as possible.

The main aims of the induction are:

- to welcome new employees into the organisation, region, office
- to ensure they understand core information about the job and its environment
- to help them settle into their new job and ensure they work safely at their new office

While all employees will share some common induction needs, programmes should also reflect differences, and therefore are likely to vary both in content and duration from one group of staff to another. Also wider induction objectives cannot be achieved in an initial short programme of development. Therefore, the induction programme will need to be spread over a period and some elements may take place over a number of weeks to months.

Overall, induction is a managerial activity. It is concerned with the immediate working environment and therefore an important part is played by those working in the vicinity of the newcomer.

Induction is a learning and development tool that should help employees settle into their job quickly and effectively. Therefore, it's important that you set aside the time and resources to do it effectively.

All employees joining SCRA should be properly introduced to both the organisation and their job. Similarly, staff moving to a new job or location within the organisation should be assisted to adjust to the change.

Employees learn about SCRA from various sources – organisation literature and colleagues are two examples. However, as their manager you will introduce them to your team, you have the greatest influence on their perception of SCRA. So, it's very important you use this influence early on, to deliver the right message through an effective induction process. Although you don't need to provide everything yourself, you do have overall responsibility for making sure it happens.

1.2 Buddying

SCRA does not have a formal buddy system, however, to introduce a new employee into their area and remit of work there may be times whereby you as the manager appoint a Buddy/s to timetable in an employee to show them how a system or procedure operates or appoint someone that the employee can ask things of.

There is no formality to the role and development of the individual is not the responsibility of the buddy. The key role of the buddy is to act as an informal point of contact for the new member of staff providing them with operationally necessary information.

In summary the role of the buddy is to:

- assist the new member of staff fit into their new role
- point them in the right direction
- be available for the new member of staff

Although there is no formality to the role it is wise to discuss the role and expectations with the buddy in advance. A buddy must be willing to take on the role and be friendly and approachable. They should preferably be, but not necessarily, someone in the same team at the same or similar grade, who is around and available to help the new staff member.

The appointed buddy/s should understand the importance of the role and the expected time the relationship will last depending on the complexity of the employee's post and their speed of adjustment.

1.3 Induction Guidelines

The following guidelines are designed to help you plan and implement an effective induction programme for your employees. The checklists forms part of the overall induction process and has been designed to provide guidance to both managers and new employees on the areas to be covered to ensure an effective induction. The checklists are flexible, for example, there may be points that are not relevant to your area or there may be something specific to your area that you want to include, or you may have a rigorous induction programme. However, in such cases the use of checklist will ensure compliance to employee requirements with SCRA.

Induction is inclusive of the following staff:

- Permanent
- Temporary
- Transfers
- Returners
- Agency staff
- Secondees

To help you pace induction over a period of time, the guidelines and checklist will assist you to prepare. They also suggest the points to include at each stage, from the first day and beyond.

A variety of methods can and should be used to support the process. These will include:

- Written material
- Face to face discussion
- Organisational/local training
- E- learning
- Talking to colleagues
- Buddy/s
- Connect

If you need help with any part of the process please contact your line manager or a member of your regional administration team.

1.4 Using the Guidelines

You can use these guidelines as a basis to help you prepare a programme that covers the organisational, regional and local practices and procedures.

1.5 Using the Checklists

This checklist is not exhaustive and managers are expected to add specific local components as appropriate. Local components may relate to specific offices or regions.   It should also be noted that some elements of the checklist may not be applicable to some individuals/roles. Additional role specific requirements should be identified separately.

It is suggested that the checklist in this document is completed within three to six months, however, the majority of elements will be completed much earlier. Although guidance is offered within, the manager is expected to prioritise the induction requirements

The Induction Checklist lists everything to be covered. You should use the checklist as a guide to ensure all parts of the process are complete. Each component of the checklist should be signed off with the method and date. Once the checklist is complete a signed off copy should be kept with the member of staffs personal record and a copy provided to the staff member. To assist you to prepare a managers pre-induction checklist is also included.

Remember the Induction Checklist should regularly be reviewed through the Supervision Process and applies to all staff within the organisation.

2. Managers Pre- Induction Checklist

	Date Completed
Read through Induction Guidelines	
Ensure acceptance has been received and start date confirmed	
Ensure new staff member knows what time to start on day 1 and who/where to report	
Prepare Welcome Pack which may include, Induction Guidelines for New Employee, Leave Sheet, Travel and Subsistence Sheet, Annual Report, Performance Appraisal and Supervision Guidance, Policies and Procedures, Partnership Working/UNISON, etc. Alternatively you could guide the employee to Connect navigating the appropriate pages using the above as a guideline when they commence.	
Book calendar to meet new employee on arrival	
Design schedule of activities	
Inform colleagues of new staff member joining, including reception	
Prepare desk area including stationery, PC and telephone	
Arrange computer access	
Prepare a desk plan of local work area if relevant	
Book new member of staff onto next ‘How Well Do You Know Your Organisation’	
Plan in time for observation of Hearing or video of Hearing	
Buddy/s appointed if appropriate	

3. Induction Checklist

Name: **Role:** **Start date:**	**Region:** **Office:** **Line Manager:**

Day 1 **Welcome and Introduction**	**Applicable Y/N**	**Method Used**	**Date Completed**
Welcome on arrival			
Issue of welcome pack and Induction Guidelines			
Security and door entry systems			
Introduction to Senior Manager			
Introduction to colleagues			
Explanation of the function of the organisation, region, department and the roles within it			
Workplace tour e.g. toilets, tea/coffee preparation areas			
Working hours/breaks/flexitime			
Information on Partnership Working - UNISON			
Car Parking			

Day 1 **Administration/Pay and Conditions**	**Applicable Y/N**	**Method Used**	**Date Completed**
Complete engagement procedure (P45 /Bank details			
ID Badge			
Pay (how and when)			
Pension Scheme			
Information on HR Polices and Practice Reference Material and where to access them (e.g. Equal Opportunities, Staff Code of Conduct, Decision Making Framework, Child Protection, etc			
Specific information on Sickness Absence Policy & Reporting Procedures e.g. self certification			
Leave Card (e.g. annual, parental, special)			
Expenses (mileage and subsistence)			

Induction Checklist

Day 1 P.C/Telephone and IT Systems	Applicable Y/N	Method Used	Date Completed
Computer access and passwords			
Internet and e-mail policy			
Telephone system e.g. making internal/external calls			
Answering the telephone e.g. organisational protocol			

Day 1 Emergency Procedures	Applicable Y/N	Method Used	Date Completed
Fire exit points/fire doors/alarms/extinguishers			
Raising the alarm			
Assembly points			
First Aiders/First Aid Box			

Day 1 to Month 3 Health and Safety at Work	Applicable Y/N	Method Used	Date Completed
Risk Assessment (Health & Safety Policy)			
Incident reporting and management (Health & Safety Policy)			
Lone Working/Personal Safety (Health & Safety Policy)			
Management of Aggression/Conflict Handling (Health & Safety Policy)			
Moving and Handling (Health & Safety Policy)			
VDU/Display Screen Equipment (Health & Safety Policy)			
Occupational Health and Employee Assistance Programme			

Day 1 to Month 3 Information Governance	Applicable Y/N	Method Used	Date Completed
Freedom of Information			
Data Protection			
Non - Disclosure			
IT security/acceptable use – Information Security Policy			

Induction Checklist

Day 1 to Month 3 **Communications**	Applicable Y/N	Method Used	Date Completed
Department Meetings			
Complaints Procedure & Complaints Handling			
Media and Communications Handling			
The Intranet			
National Reporter			
Progress Update			
Communications and Style Guide			

Day 1 to Month 3 **Personal Development**	Applicable Y/N	Method Used	Date Completed
Supervision			
Performance Appraisal			
Personal Development Planning			
Learning & Development			

Day 1 to Month 6 **Essential Training Requirements (all staff)**	Applicable Y/N	Method Used	Date Completed
Conflict Handling & Personal Safety		in-house training (1 day)	
Valuing Diversity		in-house training (1 day)	
Absence Management		in-house training (1 day)/local workshop	
Recruitment & Selection		in-house training (1 day)/local workshop	
Managing Employees		in-house training (1 day)/local workshop	
Health & Safety for Managers		in-house training (1 day)/local workshop	

Checklist Sign Off

The appropriate areas of the checklist have been completed.

Signature of New Employee: **Date:**

Signature of Line Manager: **Date:**

4. Guidelines for New Employee

The purpose of induction is to help you settle quickly and easily into your new region and working environment ensuring that you understand your role in the organisation and that you are supported to work effectively in a safe environment.

The checklist identifies the key elements of induction to ensure that you are supported in your new role. You should complete the checklist with the support of your manager to ensure that the induction process is carried out effectively, recorded formally and meets all necessary requirements.

It is expected that the checklist will be completed within three months and discussed at your supervision meetings.

Many elements of the process will need to be completed in the first few days and weeks. Although guidance is offered within the checklist you will prioritise these with your manager.

On completion your manager will keep the original signed copy in your personal record. You should also keep a copy.