GLENFIELD
Community Centre

Induction Policy and Procedure (IP)

Section	People and Organisational Development
Contact	GCC Manager
Last Review	June 2019
Next Review	June 2022
Approval	Governance Motion#: 6/19/3
Effective Date	June 2019
Version	1.0

Introduction:

Glenfield Community Centre Incorporated (GCC) believes that all new employees must receive timely induction training. This training is a vital part of staff recruitment and integration into the working environment.

This policy, associated procedures and guidelines define the organisation's commitment to ensure that all staff receive support during the period of induction, to the benefit of the employee and organisation alike.

Purpose:

The purpose of this policy 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 governance, managers and staff to follow during the induction process. It is expected that all managers and staff will adhere to this policy.

Policy:

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

- Enable new employees to settle into the GCC quickly and become productive and efficient members of staff within a short period.
- 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.

Centre's Commitment
The Centre will:

- Issue guidelines to familiarise managers and staff with the induction process.
- 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 (3) 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 necessary to assist the induction process.

Audience:

All GCC Governance, Executive, and Staff.

Legal compliance:

Employment Relations Act 2000

Related procedures / documents:

Code of Conduct
Customer Service Complaints (CSC) Policy
Confidentiality (CoP) Policy
Equal Employment Opportunities (EEO) Policy
Positive Workplace Behaviours Guidance (PWBG)
Privacy (PP) Policy
Service Standards (SSP) Policy
Volunteer Employment (VEP) Policy

Document Management Control:

Prepared by: GCC Manager
Authorised by: Governance Group
Approved by: Governance Group Motion#:
Date issued: June 2019
Last review: June 2019
Next review: June 2022
Effective Date: June 2019

INDUCTION PROCEDURE

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 the GCC as quickly and as easily as possible.

Induction has benefits for all involved in the process. Employees who settle quickly into the GCC will 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.

Benefits of Induction:

The advantages of an effective and systematic induction process are as follows:

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

Induction Checklist:

The Induction checklist (appended below), 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. Arrangements should also be made for the employee to visit any relevant departments with which they have regular contact in the course of their duties. 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, 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 the GCC 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 being accustomed to a new job. For school leavers, however, it is about adjusting to a completely 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 that 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 and managing money.

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 contributing from early on and to understand the organisation of the GCC and their role within it. In addition, they will want to have a clear picture of future career prospects and to gain broad experience with this in mind. The organisation should provide the graduate recruit with an adviser - such as a senior manager - who can organise the necessary breadth of experience and offer advice and support in relation to career progression.

Managers:

Whilst many of the points in the checklist apply equally to all new managerial staff, in most 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. Priority should be given to helping new managers establish and maintain relationships with management colleagues and opportunities should be provided to facilitate this process. This will help managers quickly to gain an understanding of the GCC's philosophies, strategic plans and business plans.

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 preparation should be completed before any member of staff joins the GCC. The GCC 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, telephone systems, internet and email systems, etc. as well as computers).

Other Groups:

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

These groups will also require the induction procedure as caregivers 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. In some areas, such as understanding wider aspects of the organisation follow up after a number of months may be appropriate.

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INDUCTION PROGRAMME FOR NEW STAFF

DEPARTMENT: ADMINISTRATION/ EARLY LEARNING CENTRE (DELETE ONE)

NAME OF EMPLOYEE: ....……………..

JOB TITLE: ....

DATE COMMENCED: ....……………..

This is a checklist of information for Induction that managers / supervisors should use with new staff as part of their induction programme within the first few 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 Centre Manager will ensure that a copy of the form is then included in the employee's personnel file.

Not all the following subjects are applicable. Should this be the case, record N/A.

Please read the guidance notes below before completing this form.

Guidance Notes:

Certain groups of staff have specific induction needs (for example, the Early Learning Centre normally manages its own staff induction due to their specific requirements, especially around Health and Safety). The main groups are detailed below, with particular points to take account of, highlighted.

Items Specific to the Following Groups of Staff:

Staff with Disabilities:

Disabilities include for example physical disability, deafness, blindness, mental disability. 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.

Graduates and College/School Leavers:

These staff may have no previous work experience and will need careful integration into the department. Discuss the following:

1. Role within the organisation.
2. Reporting responsibilities.
3. Allocation and prioritisation of work.

Staff Returning to Work after a Period of Absence:

This includes staff who were previously unemployed, women returning after maternity leave, or after any other prolonged period of non-employment. Discussion should include, for example:

1. The difference between the employee's previous working environment and this new one.
2. Changes in skills required for this area of work.
3. Requirement for training to update skills.

Managers and Professional Staff:

These staff need a broader induction to put their post in context.

1. Structure and culture of department.
2. Role in relation to Department / Company as appropriate.
3. Training course in supervisory and management skills, if required.

Items to Cover with each New Employee:

The Organisation and Department: (Administration Office, Early Learning Centre)	Completion Date
1. Department function	
2. Introduction to colleagues	
3. New entrant's own job	
4. Supervision	
5. General layout - entrances and exits	
6. Telephone system	
7. Organisation policy, where to find it and how to use it.	
Conditions of Employment:	
1. Information on hours of work, including duty rosters, shift systems "on-call" breaks	
2. Time recording	
3. Reimbursement for expenses	
4. Trial periods of employment	
5. Kiwisaver Scheme	
6. Reporting in when sick including when on leave	
7. Arrangements for requesting leave: annual leave, unpaid leave, bereavement leave	
8. Issue of uniforms, and uniform policy arrangements	
Health and Safety, Security, Fire:	
1. Health and safety information relevant to the GCC	
2. Issuing of fire instructions and procedure	
3. Accident reporting	

4. First aid facilities	
5. Loss of personal effects	
6. Security of department/building	
7. Arrangement for keys, ID Badges etc.	
8. Violence and aggressive behaviour	
9. Management of monies/valuables	
10. Major Incident procedures	
Conduct:	
1. Personal presentation	
2. Disciplinary procedures	
3. Courtesy to the customer and the public	
4. Confidentiality	
5. Noise Control	
6. Acceptance of gifts	
7. Statements to the Press	
8. Rules regarding smoking	
9. Private use of telephones	
10. Standards of Business Conduct	
Facilities:	
1. Cloakroom, lockers, lavatories	
Education, Training, Promotion:	
1. Study leave	
2. Means of advancement, promotion opportunities	

3. Employee appraisal, review systems	
Employee Involvement and Communication:	
1. Employee or Trade Union representative	
2. Communication arrangements	
3. Information sources, e.g. notice boards, circulars etc.	
4. Food and Health Policy	
5. Handling Complaints	
Items Specific to Department:	
1. Pay	
2. Notice of termination of employment	
3. Medical certificates	
4. Waste disposal	
5. Control of infection	
6. Lifting and handling	

Other Relevant Issues:

[Detail these as required]

I have been informed about and understand the above items:

Signature:

Date:

I confirm that the above Induction Programme has been completed for the above member of staff.

Signature of Centre Manager/ ELC Manager (Delete One):

Date: