INDUCTION

PACK

A MANAGER’S GUIDE

DEVISED BY:

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Human Resources

INTRODUCTION

This Induction document is not only a guide to help you induct your new employees into Falkirk Council, but also a tool that will help demonstrate that any new employee has understood what you have told them. It highlights all the main topics you should cover when planning an Induction, allowing you to be confident that you have covered all the necessary areas.

The guide aims to keep paperwork to a minimum as most people find it daunting to read lots of policies when they first start a job, but be flexible and if people do want extra information or policies you can obtain them from your HR Adviser.

The guide is split into 3 main areas:

* Timetable for Induction of a New Employee.
* Induction Checklist
* Standards of Performance

# TIMETABLE FOR INDUCTION OF A NEW EMPLOYEE

This section gives you timescales for a successful Induction and also keeps you and your new employee informed of what each of you should be doing. The completed column is there for your own use so that you can measure where you are.

# INDUCTION CHECKLIST

This is the section which informs you of all the topics you MAY have to cover. Note that not all of these topics may be applicable to your area. For example, some employees will not need to know about emergency call outs and others may not need to know about Council vehicles. If you need to add in other areas please do so. Remember that this is only a guide for you, so use the appropriate topics for you.

### STANDARDS OF PERFORMANCE

The purpose of this section is to allow you to be confident that any new employee has actually understood what you have told them in the Induction checklist and that they are actually competent in those topics. You should only sign the “capable” column when you are sure that the employee can meet the performance criteria listed. This is different from most Inductions in that you are now looking at ‘Outputs’, i.e. what the employees can do. Just because you have told someone how to do something does not mean that they are capable of performing that task. By both you and the new employee signing the standards sheet you are both agreeing that the employee is actually able to do a task. By checking that someone is actually aware and capable of all the procedures involved in the various tasks, you have ensured that the new employee is competent.

#### **SUMMARY OF PAPERWORK**

These are:

* **Timetable for Induction** – A guide for you.
* **Induction Checklist** – Which should have your signature against all the topics you have covered.
* **Standards of Performance** - Which demonstrates that the employee has fully understood the topics covered. Both the employee and yourself should sign it. The signed copy should be returned to Human Resources where it will be stored in the employee’s personal file.

**E-LEARNING ‘WELCOME INDUCTION’ COURSE**

This course is available to all new employees and contains Corporate information about Falkirk Council. This should be completed by new employees within the first 5 days of employment.

Managers should complete a Notification of New Appointment Form on HR Forms Online prior to the new employee start date.

An Employee Number will then be created for the new employee by Payroll. After this, a Learner Profile for OLLE access will be created for the new employee. This is an automated process driven by the payroll number. Without the payroll number access to Olle is not possible.

The first time the new employee accesses OLLE, they will require their new employee number as their LOGIN and their Surname in Capitals as a PASSWORD.

To access Welcome Induction e-learning course, login to OLLE at <https://tracking.brightwave.co.uk/lnt/Falkirk/Login.aspx?ts=635838795385174789>

The Welcome Induction e-learning course can be found under the category ‘Induction’.

If the New Employee is a **Graduate Trainee**

The Graduate Trainee will be issued with a ‘dummy’ employee number to allow access to OLLE. Contact Organisational Development for details on how to make this happen.

TIMETABLE FOR INDUCTION OF A NEW EMPLOYEE\*

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| TIMESCALE | TOPIC | COMPLETED |
| 5 Days Prior to Start Date | * Start to familiarise yourself with content of the ‘Induction Checklist’.
* Decide what topics you will cover.
* Add in other areas if required.
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| Start Date | * Meet and welcome new employee to the Council and highlight the Induction process.
* Start to go over the topics in your ‘Induction Checklist’.
 |  |
| 1 - 5 Days After Start Date | * Employee to complete E-Learning ‘Welcome Induction’ Course found under ‘Welcome to your New Job’ on OLLE.
* Continue to remind employees of basics contained in the ‘Induction Checklist’.
* Ensure all relevant topics in the ‘Induction Checklist’ are conveyed to employee.
 |  |
| 3 – 5 Days After Start Date | * Employee to complete E-Learning ‘Calling in Sick Procedures’ Course found under ‘Welcome to your New Job’ on OLLE.
* Employee to complete E-Learning ‘Anytime, Anywhere for employees’ Course found under ‘Welcome to your New Job’ on OLLE.
* Employee to complete E-Learning ‘Health and Safety Basics’ Course found under ‘Welcome to your New Job’ on OLLE.
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| 5 - 20 Days After Start Date | * Employee to complete E-Learning ‘Equality and Diversity’ Course found under ‘Welcome to your New Job’ on OLLE.
* Employee to complete E-Learning ‘Dignity at Work’ Course found under ‘Welcome to your New Job’ on OLLE.
* Employee to complete E-Learning ‘Introduction to Data Protection and Information Security’ Course found under ‘Welcome to your New Job’ on OLLE.
* Employee to complete E-Learning ‘Myview’ Course found under ‘Welcome to your New Job’ on OLLE.
* Employee to complete E-Learning ‘Contest/Prevent’ Course found under ‘Welcome to your New Job’ on OLLE.
* Where appropriate, employee completes E-Learning ‘Display Screen Equipment’ Course found under ‘Welcome to your New Job’ on OLLE.
* Start to complete the ‘Standards of Performance’ sheet, this should only be completed when you are satisfied that the employee is competent in the listed areas.
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| 25 Days After Start Date | * Completed ‘Standards of Performance’ sheets should be filed.
* Employee to complete the ‘Freedom of Information’ modules where appropriate found under ‘Council Information and Policies’ on OLLE.
* Employee to complete E-Learning ‘Drug and Alcohol Awareness’ Course found under ‘Welcome to your New Job’ on OLLE.
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\* Please note, this is a guide only.

Additionally, you may wish to schedule the new employee onto any relevant training courses. These may be job specific courses, health and safety courses and courses on Council policy/conditions. Contact Organisational Development for further details on courses available.

**INDUCTION FOR MANAGERS**

In addition to the above timetable, if the induction is for a Manager, then it is recommended that the following E-Learning courses on OLLE are completed by the Manager within the first 20 days of employment:-

**Council Information and Policies**

* Anytime, Anywhere for Managers
* Absence Management
* Basic Human Resources for Managers
* Community Empowerment
* Managing Discipline and Grievance
* Recruitment and Selection
* Safer Recruitment

**Leadership and Management**

* Risk Management

**Health and Safety/Employee Wellbeing**

* General Risk Assessment

**INDUCTION CHECKLIST**

**Please note, there is no particular order to the Topics specified in the following table.**

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| TOPIC | DESCRIPTION | COMPLETED |
| **Initial Meeting with New Employee** | Meet with new employee and introduce self. Give a quick tour of work area, if applicable, and introduce them to their new colleagues. General welcome, basically we want to relax the new employee. |  |
| **Job Description** | Ensure employee has a job description. Go over each duty and explain what is actually meant by each one, ensure that employee understands the standards required. |  |
| **Reporting Lines** | When covering this topic it may be useful to have a structure diagram to show where the new member of staff fits in. Remember to talk about what normally happens when there are holidays: who does the new employee report to then? Introduce them to relevant managers if at all practical. |  |
| **Layout of Building** | Understands key areas in work location. Manager can demonstrate location of selected important areas within work location. |  |
| **Welcome Induction****Course E-Learning** | Ensure employee completes all modules of this course containing Corporate Information about Falkirk Council. Can be accessed through the Learning Zone on the Council Intranet. |  |
| **Pay** | Illustrate the importance of timekeeping in general here and ensure that the employee is confident in recording their time. Timesheets should be discussed in detail, how to complete them and how to amend them, who is it that authorises timesheets, etc. Talk about the number of hours they are contracted to work and talk about overtime if that is relevant. If you are unsure about any aspect your HR Adviser will help you here. You may also wish to speak with payroll to confirm when your new employees’ first pay is due as they will probably be concerned about this.You will have to ensure that the new employee completes bank details. This form is available from HR. P45’s could be requested and forwarded to payroll at this time also.  |  |

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| TOPIC | DESCRIPTION | COMPLETED |
| **Hours of Work** | You may have talked about this already under the headings of pay. Emphasise the start times, break times, lunch times, finish times and flexi-time if appropriate. Time recording should be covered, but again you may have already covered this in the pay section. |  |
| **Mentor** | Some Services use a ‘Mentor’ to help new employees settle in to their new job. A mentor will ‘show the new employee the ropes’, and is available to answer any questions the new employee may have. It can be seen as a development opportunity for the mentor. Note that the mentor is not there to induct the new member of staff, but to assist that person to find their feet quickly. |  |
| **Dress Code** | Inform your new member of staff of the appropriate dress code. What it is acceptable to wear and what is not acceptable. For example, political slogans on T-shirts are not acceptable. It is not acceptable in some Services for employees to wear a T-shirt when working continually outside. The risk should be determined and appropriate protection provided. The dress code guidelines are specific to your section so if you are unsure of any aspect speak with your manager or contact the Health and Safety Adviser. |  |
| **Travel** | Discuss the travelling arrangements for your section, and demonstrate how to fill in mileage claim forms if it is relevant. |  |
| **Holidays** | Your Service will have calculated the number of holidays your new employee will be entitled to. Ensure you inform your new member of staff of all your procedures in relation to taking holidays, show them the paperwork and explain how to fill it in correctly. If unsure of the procedure speak with your HR Adviser. Remember to tell employee who to send form/card to, how much time is needed in advance, etc. Make it clear that it is not acceptable to phone up on the day you wish to receive a holiday. |  |
| Absence Management | Information on Absence Management can be accessed at <https://www.falkirk.gov.uk/employees> Inform employee about sickness from work, when is a self-certificate enough and when you need a medical certificate (Doctor’s line). Who do they send these to, who they should telephone.Inform employees that a self-certificate covers their sickness for 7 days including weekends and if they are going to be absent for longer they will need to submit a Doctor’s line. Advise employee that failure to follow absence reporting procedures may result in payment being withheld. |  |

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| TOPIC | DESCRIPTION | COMPLETED |
| **Health and Safety** | Full health and safety policy is available on the intranet; specific help is also available from the Health, Safety & Care team.Talk about any specific risk associated with the job and inform or demonstrate proper procedures for dealing with those risks. Inform employee of the accident book and show them it, where it is kept and how to complete it. Introduce them to the first aider and inform them of the procedure for dealing with an accident. |  |
| **E-Learning Display Screen Equipment Training** | This training and assessment is required to be completed by all employees who use DSE for more than 1 hour per day under the Health and Safety DSE Regulations 1992. Can be accessed via the Learning Zone on the Council Intranet. |  |
| **First Aid** | This is closely linked with Health and Safety. Introduce the person to their first aider and ensure that the new employee has the phone number of the first aider. This number should be displayed at all cost centres. Show them where the accident book is (or advise them who to contact to have an accident logged in the accident book) and what to do in the event of an accident, explain what type of incidents to be included in the accident book.Talk through what that employee is expected to do if there is an accident at work involving them or a colleague, tell them who should be contacted and generally get them to feel confident if a situation should arise, try not worry them unnecessarily. |  |
| Tools and Equipment | The new employee should be advised of the availability of secure storage facilities where their personal tools may be stored. This may be on site or in a nearby safe location. Tell them that failure to ensure safe storage of tools may result in theft, and they will be liable. Make employee aware that the use of Council tools and equipment is not permitted outwith working hours or for any non-Council business. |  |
| **Use of Council Vehicles** | Make employee aware that properly authorised persons shall only use Council vehicles for the purposes of official duties. Where applicable, you should check the validity of your new staff members driving license and tell them this will be checked annually. Tell them about their responsibilities in relation to servicing, repairs and refuelling of their vehicle. Remember no employee under the age of 21 is allowed to drive a Council vehicle. Emphasise to employee that even if they are an authorised driver they can only use vehicle for official duties. |  |

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| TOPIC | DESCRIPTION | COMPLETED |
| **Call Outs and Emergency Numbers** | You should, where applicable, talk to your new employee about call-out, standby or emergency procedures. Explain the rota, call-out payments and travelling expenses. General guidance can be found in Conditions of Service Guidelines. |  |
| **Severe Weather** | Let the employee know the procedure during adverse weather conditions. You should cover what is required of the employee if they are unable to attend work. Also explain the procedure if severe weather develops throughout the working day. This may result in the employee being allowed home prior to normal finished time. |  |
| **Security Passes** | Inform the employee of the need for security passes. Make sure that they have a pass, or at the very least a date for getting a pass. |  |
| **Fire Alarm and Procedures** | Show the employee the fire exits and the assembly points, tell them what would actually happen in the event of an evacuation. Show them where the fire points are. Also if there are routine tests tell the employee when they are. |  |
| **IT** | If your new member of staff is going to be working with IT, you should make them aware of the IT rules and regulations. You should also ensure that risk assessment has been carried out on their work area with particular attention to IT. |  |
| **Unions** | Illustrate to employee the fact that there is no pressure to either join or not to join a Union. However still introduce the employee to the Union steward if he/she is available and make them aware of which Unions are recognised by the Council. Contact Human Resources for more information on Unions if required. |  |
| **Discipline** | Let your new employee know that Falkirk Council sets minimum standards of work performance and conduct to ensure it meets its Service commitments and its commitment to health, safety and welfare of its employees. The Council’s Disciplinary Policy and Code of Practice helps Falkirk Council achieve these standards and provides a fair and consistent method of dealing with alleged breaches of specified standards. A quick summary of levels of warnings and timescales active are as follows: Oral Warning – 6 months. Written Warning – 12 months. Final Warning – 18 months.The Disciplinary Policy can be accessed at <https://www.falkirk.gov.uk/employees> under Policies and Strategies. |  |

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| TOPIC | DESCRIPTION | COMPLETED |
| **Grievance** | Falkirk Council places great emphasis in having a well-motivated workforce. It recognises, however, that there will be occasions when an employee may feel aggrieved either about a condition of employment or in the way he/she has been treated. Inform employee of the grievance policy and procedures. The Grievance Policy can be accessed at <https://www.falkirk.gov.uk/employees> under Policies and Strategies. |  |
| **Equal Opportunities** | The Council has an Equal Opportunities Policy which sets out our commitments to ensuring everyone is treated fairly. The policy recognises that particular groups may face discrimination and inequality and that we need to work actively to overcome discrimination and promote equal opportunities. This includes contact with other employees and service users. |  |
| **E-Learning Equality and Diversity Training** | Ensure employee completes E-learning Equality and Diversity Training which provides basic equality training to all employees and is customised to link with Council’s internal policies and other relevant information. Can be accessed via the Learning Zone on the Council Intranet.  |  |
| **Smoking Policy** | In order to promote health and reduce the risks associated with smoking, Falkirk Council has provided a smoke-free environment by implementing a no-smoking policy in its premises and on its grounds. This policy applies to employees, Councillors and visitors.Support and advice is always available to anyone interested in cutting down or giving up smoking and contact should be made with Employee Care Team on extensions 6246/6247. |  |
| **Harassment** | The Council also has a harassment policy, which details how employees experiencing harassment will be supported and how to go about reporting incidents of harassment. There is an Employee Assistance Helpline help line which you should give the employee a note of this number (see below) |  |
| **Employee Assistance Helpline** | The Council has a helpline, which offers the employee counselling and advice on a variety of personal, family or workplace issues. The number is 0800 171 2181 and is available 24 hours a day 365 days a year. You will be asked for a convenient time for a counsellor or adviser to phone you back. Alternatively, the employee can book an appointment online at www.employeeassistance.org.uk To login enter the access code Falkirk. |  |
| TOPIC | DESCRIPTION | COMPLETED |
| **Freedom of Information** **E-learning Course** | All council employees are required to have a basic understanding of the Freedom of Information Act, this course enables employees to assist with general enquiries relative to the Act and understand how requests can be made. Discuss with the employee which modules will be appropriate. Log in details are the same as Welcome Induction and the course can be accessed in the Learning Zone of the Council Intranet.  |  |
| General Information | Remember and give out some general information:-* Functions and aims of Service.
* Introductions to colleagues, managers, supervisors, etc.
* Tour of building, pointing out toilets, canteen, notice boards, coffee making facilities, etc.
* Reporting structure.
* Emergency contact form to be completed.
* Phones and voicemail, how to use them and guidance regarding personal calls.
* Office procedures if applicable, e.g. photocopier, mail, ordering stationery, etc.
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## **ACCEPTABLE USE OF E-MAIL AND INTERNET**

## **Guidance Note – Keeping Personal Data Safe in E-mails**

The Council is obliged under the terms of the Data Protection Act to keep secure the information it collects and holds about living individuals. E-mail communications, either internally or via the Internet, are neither guaranteed to be private nor to arrive at their destination either on time or at all. This lack of security means that special consideration needs to be given to the use of E-mail for messages containing personal information. These guidance notes are designed to clarify what precautions should be taken.

* Information that is personal, sensitive, or confidential should not be sent in external E-mails.
* Where information that is personal, sensitive or confidential is included in an internal E-mail, the E-mail should be sent in an encrypted format.
* Personal details included in E-mails should always be kept to a minimum. Always ask yourself ‘Do I really need to include these details in an E-mail?’ when handling personal details.
* When sending E-mail containing personal details, do not include any personal details within the subject heading of the E-mail. For example, use ‘Test Results’ rather than ‘Mary Smith’s HIV test results’. Although the E-mail may be encrypted, the subject header is not.
* The inclusion of the name of a client or third party within E-mail is acceptable to be sent without encryption, but care has to be taken not to either openly or by inference disclose any other details about the individual.
* Where an attachment to E-mail includes personal, sensitive or confidential information, the document attached should be password protected. The password for the document should not be included within the E-mail to which the document is attached.

Where personal, sensitive or confidential information is likely to be distributed by E-mail attachments, e.g. the minutes of a meeting; it is advisable to have a password agreed by all the attendees of the meeting to whom these are distributed.

**STANDARDS OF PERFORMANCE**

**Please note, there is no particular order to the Areas specified in the following table.**

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| **AREA** | **OBJECTIVE** | **PERFORMANCE CRITERIA** | **SIGNATURE OF NEW EMPLOYEE & MANAGER/ SUPERVISOR** |
| **Job Description/ Statement of Particulars** | Employee understands the full role. | * Employee has job description.
* Employee can demonstrate knowledge of job duties.
 |  |
| **Reporting Lines** | Employee understands where they fit into the structure of your team. | * Employee can explain structure of team/unit.
 |  |
| **Welcome Induction Course** | Employee understands the Corporate information related to Falkirk Council. | * Employee completes all modules of course
 |  |
| **Pay** | Employee knows pay arrangements, how may hours they work before overtime is paid, is able to fill in a timesheet accurately and knows the procedures for claiming overtime. | * Employee knows when they will be paid.
* Employee can tell you how many hours they need to work before overtime is payable.
* Employee can fill in a timesheet accurately.
 |  |
| **Hours of Work** | The employee understands Falkirk Councils procedures regarding hours of work, break times and flexi-time if applicable. | * Employee can fill in timesheets accurately.
* Employee can demonstrate knowledge of flexi-time (if applicable).
 |  |
| **Mentor** | Employee understands the purpose of the mentor scheme. | * Employee has met with and can name their mentor.
* Employee knows the role of the mentor and what to expect of them.
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| **Dress Code** | Understands Falkirk Councils dress code. | * Employee wears appropriate clothing for their position.
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| **AREA** | **OBJECTIVE** | **PERFORMANCE CRITERIA** | **SIGNATURE OF NEW EMPLOYEE & MANAGER/ SUPERVISOR** |
| **Travel** | Employee understands Falkirk Council’s procedures for travel | * Employee can complete/submit travel expense form correctly
 |  |
| **Holidays** | Employee understands the holiday entitlement, procedures, authorisation procedure and advance time needed for requesting holidays in line with Falkirk Councils procedures. | * Employee can fill in the appropriate paperwork for holidays correctly.
* Employee demonstrates to you who will authorise holidays.
 |  |
| **Absence Management** | Employee understands Falkirk Councils procedures for reporting sickness. | * Employee can demonstrate to you the sickness reporting procedures.
* Employee understands the procedures for self-certification and medical certificates (Doctor’s line).
 |  |
| **Health and Safety** | Employee understands health and safety issues for their position. | * Employee demonstrates basic health and safety practices for their position.
* Employee can identify possible high-risk aspects of their work and can demonstrate how to minimise those risks.
 |  |
| **E-Learning Display Screen Equipment Training** | Employee reviews workstation and any issues raised with Line Manager.  | * Employee understands and completes all modules and assessment.
 |  |
| **First Aid** | Employee fully understands and knows what to do in relation to Falkirk Councils procedures on First Aid. | * Employee is able to complete an entry in the accident book and knows

 when to make an entry * Employee knows who first aider is
* Employee knows procedure if there is an accident at work.
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| **AREA** | **OBJECTIVE** | **PERFORMANCE CRITERIA** | **SIGNATURE OF NEW EMPLOYEE & MANAGER/ SUPERVISOR** |
| **Tools and Equipment** | Understands local guidelines on tools and equipment. | * Employee demonstrates correct storage of tools and equipment.
* Employee demonstrates what tools and equipment is available for them.
 |  |
| **Use of Council Vehicles** | Understands Falkirk Councils procedures for using Council vehicles. | * Employee can demonstrate an understanding of the procedures for using Falkirk Council vehicles.
 |  |
| **Call-outs and Emergency Arrangements** | Understands procedures for call-outs (if applicable). | * Employee demonstrates what would typically happen in an emergency call-out.
* Employee demonstrates what the time recording procedures would be after an emergency call-out.
 |  |
| **Severe Weather** | Understands Falkirk Councils procedures for severe weather. | * Employee can demonstrate what they would do if they were unable to attend work because of severe weather.
 |  |
| **Security Passes** | Understands Falkirk Councils procedures for security passes. | * Employee has a security pass.
 |  |
| **Fire Alarms and Procedures** | Understands what to do in the event of a fire. | * Employee can demonstrate the fire exit for their work area.
* Employee can demonstrate where the fire point is.
 |  |
| **IT Rules and Regulations** | Understands Falkirk Councils IT rules and regulations. | * Employee has signed IT rules and regulations document.
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| **Discipline** | Employee understands Falkirk Councils discipline procedures. | * Employee can demonstrate a basic understanding of the discipline procedure.
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| **AREA** | **OBJECTIVE** | **PERFORMANCE CRITERIA** | **SIGNATURE OF NEW EMPLOYEE & MANAGER/ SUPERVISOR** |
| **Grievance** | Employee understands Falkirk Councils grievance procedures. | * Employee can demonstrate basic understanding of the grievance procedure.
 |  |
| **Equal Opportunities** | Employee understands Falkirk Councils Equal Opportunities Policy. | * Employee can demonstrate a basic understanding of the Equal Opportunities Policy.
 |  |
| **E-Learning Equality and Diversity Training** | Employee understands council’s diversity policies.  | * Employee has basic understanding of diversity and passes all modules.
 |  |
| **Smoking Policy** | Employee understands Falkirk Councils smoking policy. | * Employee can demonstrate where they can and cannot smoke.
 |  |
| **Harassment** | Understanding of what harassment is and how to handle it. | * Employee can demonstrate what they may do if they were being harassed.
* Employee has employee assistance helpline telephone number.
 |  |
| **Employee Assistance Helpline** | Employee understands what service the Employee Assistance helpline can provide. | * Employee understands how to access Employee Assistance by telephone or website.
 |  |
| **Freedom of Information E-learning Course** | Employee understands the basics of FOI Act | * Employee completes appropriate modules as discussed with line manager
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**GOOD CONVERSATIONS**

This is a Corporate Initiative, which involves a line manager having regular conversations with their employee(s), which focus on clarifying work related objectives for the year ahead, providing feedback and agreeing any support or development needed.

The purpose is to enable meaningful conversations, which help build relationships, provide support, and keep individuals feeling valued, motivated and engaged. The 3 stages of the conversations are 1) Annual Conversation 2) Regular 1-2-1 check ins 3) Team check ins.

More information can be found at the following link:

<https://www.falkirk.gov.uk/employees/policies/#employeedevelopment>