Staff Induction Procedure
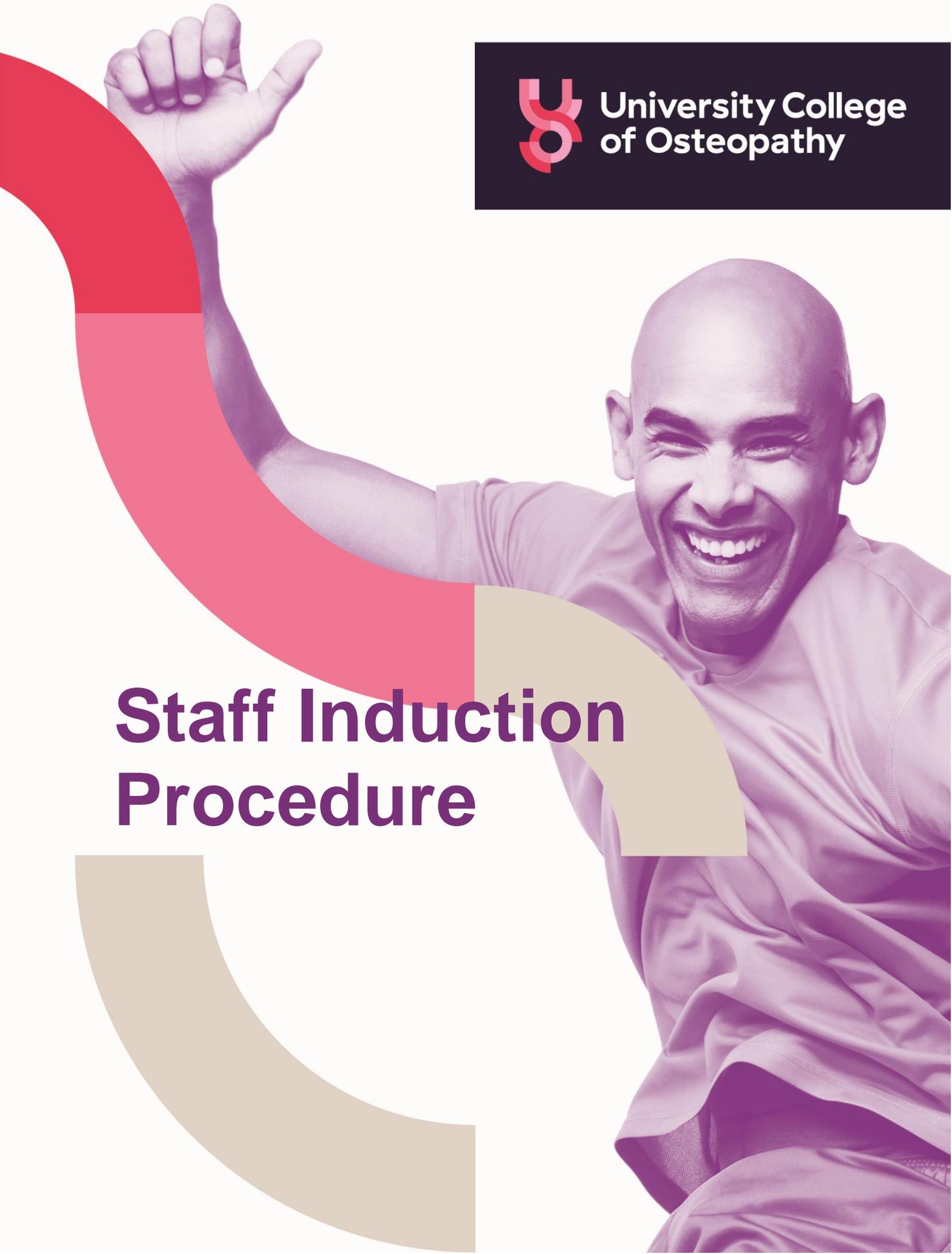
University College of Osteopathy

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Staff Induction Procedure

Version number	Dates produced and approved (include committee)	Reason for production/ revision	Author	Location(s)	Proposed next review date and approval required
V1.0	Feb 2017 SMT	New procedure to ensure new members of staff receive an induction to enable their effective introduction to the UCO	HR Manager	J:\0 Quality Team - Core Documentation Intranet	Feb 2020
V2.0	Aug 2017 PRAG Chair	Administrative Amendments to update institution name change from British School of Osteopathy to University College of Osteopathy.	HR Manager	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Feb 2019

Equality Impact	
Positive equality impact (i.e. the policy/procedure/guideline significantly reduces inequalities)	
Neutral equality impact (i.e. no significant effect)	X
Negative equality impact (i.e. increasing inequalities)	

If you have any feedback or suggestions for enhancing this policy, please email your comments to: quality@uco.ac.uk

STAFF INDUCTION PROCEDURE

CONTENTS

1. SCOPE OF PROCEDURE

1.1   This procedure will apply to all staff including those on full-time, part-time, permanent and temporary conditions of employment and can be adapted according the fraction and length of contract. Relevant parts of the procedure will apply to agency or contract staff who are not directly employed by the University College of Osteopathy (UCO) and guidance can be provided by Human Resources.

1.2   The purpose of the Staff Induction Procedure is to ensure that all employees have the benefit of a properly structured induction programme.

1.3   This procedure is non contractual and may be updated or varied by the UCO.

2. INTRODUCTION

2.1   The UCO recognises that our staff are fundamental to the success of the UCO.

2.2   The UCO places critical importance on thorough induction procedures, which support staff to feel welcome, valued and settled in their new role. This then forms the basis from which staff can perform their duties effectively and begin to make a contribution to their team, the department and the UCO.

2.3   The Induction is designed to provide an initial orientation and will assist in supporting the UCO's mission, aims and values and to enable the understanding and application of UCO policies, procedures, culture and expectations.

2.4   The line manager is the key person responsible for the induction planning and arrangements for their new member of staff and this will be supported by other relevant departments. The HR department will provide guidance and will also be responsible for monitoring the effectiveness of induction.

3. INDUCTION PREPARATION STAGE

3.1   Planning an induction programme should begin once the candidate has accepted the offer of employment. It is important to remember that induction is not a one-off event. It may take six to twelve months to fully conclude and should be viewed as a development continuum, which feeds into the probationary process, ongoing discussions throughout the year and eventually the annual Performance Development Review.

3.2   This stage enables the line manager and other relevant departments to ensure all planning and preparation is carried out before the new employee starts their employment or new role.

3.3   Within this period, all essential information will be provided and confirmed with the aid of a checklist for HR (Annex 1) and for the line manager (Annex 2). The checklist provides a generic framework and should be adapted according to the role and person.

4. HR PREPARATION

4.1   During the preparation stage, the HR department will liaise with new the employee to agree a start date, issue all contractual paperwork in a timely manner and process any relevant references and employment checks.

4.2 The HR department will provide staff data to ICT with a minimum of two working days' notice prior to the start of employment.

4.3 The HR department will confirm the first day arrangements including the start time and who to ask for on arrival.

5. ICT PREPARATION

5.1 The ICT department will set up all necessary ICT accounts, network access, computer and telephone to ensure the employee has access on their first day of employment. This will include iTrent HR & Payroll System and First Class Email. It may also include other systems, for example, TM2, BONE, QL, UCAS, physio-tech and the line manager will confirm this to the ICT department during the preparation stage of induction.

6. LINE MANAGER PREPARATION

6.1 The line manager will:

a) communicate the new appointment on all staff conference including name, job title and start date;

b) Inform ICT of any specific systems and network areas that they employee will need access to;

c) provide any information relevant to the role that may be beneficial, including confirmation of the timetable and documents that would enable preparation for the delivery of teaching;

d) arrange a meeting schedule with any key members of staff and to include time spent at both sites. This schedule should be emailed to all those involved prior to the start date;

e) ensure their workspace, e.g. desk, phone and IT equipment is ready for their first day.

7. HR INDUCTION

7.1 A member of Human Resources will meet with the new employee, usually on their first day of employment or as soon as possible thereafter.

7.2 All relevant documents will be checked to ensure the have been completed, signed and provided to payroll.

7.3 The employee will be shown how to access policies and procedures on the UCO intranet. They will be asked to sign key procedures including:

a) ICT Acceptable Use Policy

b) Emergency Evacuation Procedure

c) Safeguarding Policy

7.4 Payroll information will be confirmed including when and how they will be paid i.e. salaried or via an online claim submission.

7.5 The employee will be given information about all staff benefits including the pension scheme.

7.6 A member of Human Resources will go through health and safety information, including first aid procedures and providing a copy of the Emergency Evacuation Procedures. There may be circumstances where this is covered by the line manager and this should be agreed in advance.

7.7 The new employee will be provided with information about the induction training modules and the deadline for completion. This will be followed up by email.

7.8 The employee will log onto their Employee Self Service on iTrent and asked to check and complete all data fields.

7.9 The employee will be provided with details of the Annual Staff Conference and invited to attend if dates have been agreed.

7.10 HR will explain the mission and values and structure of the organisation and will provide a copy of the management structure and strategic aims.

8. ICT INDUCTION

8.1 On the first day of employment or as soon as possible thereafter, a member of the ICT team will induct the new employee into all relevant ICT systems. A photograph will be taken and staff identification badge provided.

9. LINE MANAGER AND DEPARTMENT INDUCTION

9.1 The first day provides an opportunity to begin the assimilation to a new environment and with new colleagues. It is important that the new starter is made to feel welcome without providing an overwhelming amount of information or introductions.

9.2 Any specific health and safety information and equipment relevant to the role and working environment will be explained and provided by the line manager.

9.3 The first week should focus on explaining and discussing the key aspects of their role, the goals and objectives of their immediate team and how they in turn contribute to the objectives of their department and the UCO.

9.4 It is also important that time is given for the new starter to get to know their wider environment including being shown both the teaching and clinic sites, and become familiar with any systems, relevant documents including policies and procedures, and committees meetings that are they are expected to attend. The line manager or another member of the department will take the new employee on a tour of both sites, introduce them to colleagues and show them their nearest fire exit.

9.5 At the end of the first week it is recommended that the manager holds an informal meeting with the new employee to check on how they are settling in and to:

a) Review the induction programme and check their understanding of the information they have been given up to this point;

b) Agree how to clarify or revisit any areas where necessary;

c) Explain what is expected of them in subsequent weeks.

9.6 For employees only working one day per week, it may be beneficial to meet after their second week. This informal meeting is in addition to the three formal probation meetings.

10. ACADEMIC & CLINIC TUTOR INDUCTION

10.1 For new academic employees and Clinic Tutors the following induction activities are recommended and will be arranged by the line manager during the preparation stage and included in their meeting schedule. These activities will usually be within the first month of employment and may be adapted for temporary and part time staff on a small fraction. Where it is not appropriate for a meeting to take place, information should be provided by email from each department below.

10.2 Academic employees will spend time at the Clinic site to shadow a member of the Clinic Team. Clinic Tutors will also spend time at the Teaching Centre within an academic area.

10.3 Employees who not hold a teaching qualification will be enrolled on the next PGACE course and this will prompt a meeting with the Course Leader.

10.4 All Clinic Tutors and academic employees meeting with a member of the research team to cover aspects of research within the UCO, along with their involvement such as dissertation supervision.

10.5 A meeting with a member of the Student Support team will be arranged to provide an overview of the department and how to refer students in need of additional support.

10.6 A meeting with library team member to provide an induction in using UCO resources and other relevant available resources, along with searching literature.

11. FEEDBACK AND EVALUATION OF INDUCTION

11.1 A member of the HR team will contact the new employee normally between two and four weeks of employment as an informal mechanism to obtain feedback. This also provides an opportunity to find out how the employee is settling in and to identify any additional support required.

11.2 New employees will be asked to complete a survey after six months of employment and an annual report will submitted to the Senior Management Team.

12. TRAINING

12.1 MANDATORY TRAINING

12.1.1 The HR department will be responsible for arranging and communicating the following mandatory training modules to be completed by the new employee:

   a) Equality & Diversity

   b) Health & Safety at Work

   c) Safeguarding and the Prevent Duty

12.1.2 The new employee is responsible for completing the training, providing a copy of the certificate to the HR department and recording the training on the iTrent HR and Payroll system.

12.1.3 The successional completion of probation will not be confirmed until all relevant training has been successfully completed.

12.2 COMMITTEE TRAINING

12.2.1 A training session will be delivered by the Head of Quality this will usually run twice in each academic year. All members of staff are welcome to attend and the line manager should confirm the date of the next training session within the meeting schedule (Annex two). If the new employee's role involves acting as chair or secretary for any committees they should attend this session and if they are unable to make it, an individual session with the Head of Quality can be arranged.

12.3 UCO POLICIES, PROCEDURES AND RELEVANT DOCUMENTS

12.3.1 The following policies, procedures and documents should be provided to and read by the new employee as appropriate:

a) ICT Acceptable Use Policy

b) Code of Conduct Policy

c) Clinic Tutor Handbook

d) Safeguarding Policy

e) Emergency Evacuation Procedure

ANNEX ONE – HR INDUCTION CHECKLIST

Employee Information

Employee name	
Job title	
Start date	

HR Preparation

Activity	Date complete
Issue all new starter documents (contract, database form, tax form, policies to be signed)	
Conduct employment checks including references and where relevant a DBS check	
Input personal and employment data onto iTrent HR & Payroll System	
Complete the ICT-HR new starter information spreadsheet	
Confirm the first day arrangements by email including the start time, who to ask for on arrival and any outstanding documents to bring on the first day	

HR First Day Induction

Documents and Employment Checks	Date complete
Check contract signed and saved in personnel file	
Check Database, tax form/P45, policies signed and returned	
Check that all documents above have been sent to 'contracts' on FirstClass	
Check the right to work in the UK saved on file	
DBS to be copied and saved on file DBS data to be recorded on iTrent	
Qualifications checked and saved on file	
Explanation of monthly payroll - when to expect first payment, timesheet system if applicable etc.	
Staff Benefits & Conference	**Date complete**

Explanation of Pension Scheme	
Explanation of other benefits including simply health, childcare vouchers (provide copies of information packs/application forms where relevant)	
Staff conference – confirm dates if arranged	
Reporting Absence	**Date complete**
Explanation of absence reporting procedure	
Health & Safety	**Date complete**
Health & Safety – provide a copy of the Fire Evacuation Policy	
AED location (Defibrillator)	
First Aid Facilities & Accident Book	
UCO Mission, Values and systems (Intranet and iTrent)	**Date complete**
UCO Intranet – show mission, values and strategic aims for employee to read. Provide a copy of the management structure.	
UCO Intranet – show how to access policies and procedures and iTrent	
iTrent HR & Payroll System – Self Service Employee to log in and be shown all tabs including pay and benefits, how to claim, payslips, annual leave etc.	
Employee to complete **all** data fields in self-service including a mobile telephone number, sensitive data, emergency contact, HESA record etc.	
iTrent Line Manager Employee to log into their line manager portal and HR to show how to approve a pay claim, report sickness etc.	
Induction Training Modules	**Date complete**
Employee to be provided with induction training modules and deadline for completion.	

ANNEX TWO – LINE MANAGER INDUCTION CHECKLIST

At the conclusion of the induction process the employee and their manager should sign and date the checklist to signify that the process has been completed. The line manager will provide a copy to Human Resources.

Employee Information

Employee name	
Job title	
Start date	
Working pattern	

Line Manager Preparation

To be completed before the first day of employment

Action	Date complete
Communicate new appointment on All Staff Conference	
Inform ICT of any specific systems and network areas	
Provide HR with timetable and documents that would enable preparation for the delivery of teaching	
Prepare office space – desk, computer, telephone	

Meeting Schedule – copy emailed to all staff members

Staff Member	Department	Date

Committee Meetings (include committee training session if relevant)

Committee	Role (chair/Secretary/member)	Date of meeting
Committee Training Session		

Academic & Clinic Tutor Observations (to be completed before probation review meeting)

Teaching & Learning Observation	Date
2-4 weeks	
6-12 weeks	
5-6 months	

Academic and Clinic Tutor Schedule

Staff Member	Department	Date
	Enrol on PgACE - only if employee does not hold a teaching qualification	
	Clinic / Academic department shadow	
	Student Support	
	Research	
	Library	

Probation Review Meeting Dates

One month review date	
Three month review date	
Six month review date	

Specific Health & Safety

Nearest fire exit and meeting point	
Spillage Kits	
Biohazard Waste/Sharps Bins	

Any specific Health & Safety arrangements including PPE / community clinic procedures	

Line Manager First Day Induction

General & Welfare Facilities

Toilets	
Staff Kitchen/Iron	
Staff Locker Room/Showers	
Security Pass	
Stationary	
Work area security arrangements, door codes	

Communication

FirstClass - Relevant Conferences/Forums	
TM2	
UCO Intranet – relevant documents	
BONE	
Remote access	

Relevant Intuitional Documents, Policies & Procedures

Tour and Introduction to Colleagues

Site	Date completed
UCO Teaching Centre	
UCO Clinic	

Further Actions

Action	Date Completed

_____   _____

Line manager signature   Date

_____   _____

Employee signature   Date