Induction Processes

European Union
European Social Fund

WEST OF ENGLAND
Combined Authority

Business West

The 'Induction and Onboarding' processes are closely linked and complement each other. In this factsheet we will address both of these processes.

An induction process begins when a candidate accepts a job offer. Communication with the new employee will set the tone of the organisation and the building blocks of your working relationships. Regardless of the format of induction, it's important to provide practical information on areas of compliance and company policy. Induction shouldn't be treated as a 'tick box' exercise, but there may be some areas where it useful to keep a record of the training provided – for example, cyber security, data protection or health and safety training. The list below outlines the key information that should be included in your process and the assets that sit alongside some of these.

Pre-employment

- Joining instructions
- Proof of legal right to work in the country (this is required for every employee)
- New starter forms - the information obtained from these will help with the setup of bank account details, any eligible benefits as well as next of kin contact information, amongst other things
- Conditions of employment
- Organisational literature or other media

On-site health and safety

- Emergency exits
- Evacuation procedures
- First aid facilities
- Health and safety policy – it is a legal requirement to provide this to all employees and ensure they have adequate training
- Accident reporting
- Introduction to Mental Health First Aider / First Aid Officer / H&S Officer

All workplaces compliance

- Security procedures
- Confidentiality – ask for consent to share information and keep a record of who has access
- Consider safeguarding training
- Conduct effective trainings and education
- Conduct internal monitoring and auditing
- Ensure policies are practical and up to date

Facilities and IT, as appropriate

- Site map - canteen, first aid post, etc
- Guided tour of the on-site workplace and explanation of local procedures
- Telephone and computer system information
- Security pass
- Car park pass
- Opening hours
- Remote / flexible working tools and access to work systems, including relevant file sharing and communication tools

Organisation information

- Organisation background
- Organisation chart – global / departmental
- Organisation strategy
- Products and services
- Quality systems
- Customer care policy

Culture and values

- Mission statement
- Employer brand

Benefits and policies

- Pay – payment date and method
- Tax and national insurance
- Workplace / stakeholder pension schemes
- Other benefits
- Expenses and expense claims
- Working time, including hours, flexi-time, and arrangements for breaks
- Holidays, special leave
- Probation period
- Inclusion and diversity policies
- Wellbeing strategy, including absence / sickness procedure
- Internet, intranet, email and social media policies
- Performance management system
- Discipline procedure
- Grievance procedure
- Employee resource groups

Role-specific information

- Clear outline of the job / role requirements
- Introduction to the team and ways of working
- Meeting with key senior employees (either face-to-face, or via technology)
- Organisational orientation; explanation of how the employee fits into the team and how their role fits with the overall strategy and goals

Learning and development

- Development opportunities and in-house courses
- CPD and Personal Development Plan
- Career management

Paperwork

This will vary depending on your organisation, but the following paperwork is recommended. It may be useful to provide this to your new employee before their first day so that they can complete any forms prior to starting:

- A checklist of what is covered as part of their induction
- New starter forms, including:
    - Address
    - Next of Kin
    - Payroll information
    - Medical forms
- A company welcome pack:
    - Overview of organisation, cultures and values
    - Benefits
    - Policies
    - Jargon/useful phrases/abbreviations that your organisation uses
    - A copy of the job description
- IT logins (and any equipment that is being provided)

Try not to

- Provide too much, too soon – the inductee must not be overwhelmed by a mass of information, especially on the first day.
- Pitching presentations at an inappropriate level – where possible, presentations should be tailored to take into account prior knowledge of new employees.
- Create an induction programme which generates unreasonable expectations by overselling the job.
- Create an induction programme that focuses only on administration and compliance but does not reflect organisational values.

Essentials

- Make sure you start the communication early and maintain it before the agreed start date
- Get set up correctly. Tailor your information to your new starters – are they new to the organisation or moving department (if they have moved, don't make assumptions about what they do or do not know)
- Give new employees time to settle into the new environment

Group Inductions

If you have multiple new starters, you may wish to do some aspects of the induction in a group such as tours of the premises this will also allow them to build bonds with other new starters. However, it is important to include one to one time and personalise the induction to each individual.

Evaluations

The induction process should be evaluated to determine whether it's meeting the needs of the new recruits and the organisation. This should include opportunities for feedback at the end of the induction process and allow new recruits to highlight areas for improvement.

European Union
European Social Fund
WEST OF ENGLAND
Combined Authority
Business West