

STAFF INDUCTION PROCESS

Guidelines

To be **confirmed** in their position, the new staff member must complete all **agreed performance objectives** that could reasonably be achieved during the probationary period. These will include agreed components of the Induction Program.

1. The **Supervisor (Course Co-ordinator or other designated officer), Director of Studies and the new staff member** must **complete the following document jointly**, over the first three months of employment.
2. This is a **generic document** containing the minimum requirements for induction including compliance with legislation.
3. This document is intended to provide new staff members with the **fundamental information** required to enable them to begin working effectively; however, it is important to note that induction and gaining organisational knowledge are ongoing processes that will continue throughout the staff member's career at Macquarie Commercial College.
4. The **completed and signed document** is to be forwarded to the **Supervisor** for inclusion in the new staff member's personnel file.
5. The induction process will work in **conjunction with policies and procedures** for performance appraisal and management.
6. Skills Victoria Service Agreement obligations, definitions & interpretations are examined and reviewed with staff

I declare that I have undertaken the MCC staff induction program as set out below

New Staff Member Name

Position Title

Probation confirmation date

Area

"Buddy"

Position Title

Links to Performance Management

Induction of new staff is closely linked with performance management processes. New full-time staff members are subject to a standard probationary period of three months or the minimum required by law. As part of the probationary period, performance management should be undertaken to establish and clarify performance expectations, including those relevant to the probation period.

It is therefore suggested that performance management sessions in the first three months incorporate the necessary discussions on induction and probation.

Completion of relevant parts of the Individual Induction Program should be a key performance objective for the new staff member's first three months of employment.

Roles and Responsibilities

All staff share responsibility for the effective induction of new staff, encouraging a feeling of belonging and acceptance in the new staff member. However, the Chief Executive Officer, the "buddy" and new staff member each have specific responsibilities for ensuring the success of the induction process.

Position	Responsibility
Chief Executive Officer / RTO Manager	Overall responsibility for the management of the induction, particularly: <ul style="list-style-type: none"> • Regularly reviewing the new staff member's progress through the Individual Induction Program
COO Supervisor (Course Co-ordinator, or other designated officer)	<ul style="list-style-type: none"> • Making the new staff member feel welcome within the team • Providing guidance, basic information and support • Establishing rapport with the new staff member • Completing all induction tasks delegated to them • Designing an Individual Induction Program that includes the specific learning needs required during the induction period.
New Staff Member	Macquarie Commercial College expects all staff to manage their own performance and learning, in collaboration with the Supervisor. New staff members are expected to complete all activities outlined

	in their individual induction program.
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Individual Induction Program

An Individual Induction Program with an orientation and a schedule of introductory meetings has been developed for new staff members. (Appendix 4 Induction Process - Forms for completion). The introductory meetings are designed to provide the new staff member with an opportunity to meet key people relevant to the role, both within the work area and throughout the College community. These meetings will assist the new staff member in obtaining a greater understanding of the functions other areas perform and their roles and responsibilities, as well as what is expected of their own role and the nature of the relationship between the areas.

Prior to Commencement – Induction Checklist

It is important that the work area is adequately prepared for a new employee's arrival to ensure their early days are as enjoyable, and run as smoothly, as possible.

The SUPERVISOR should ensure that the following actions have been completed:

Activity	Check
<ul style="list-style-type: none"> Prepare a schedule of meetings with key staff 	<input type="checkbox"/>
<ul style="list-style-type: none"> Diarise the new staff member's commencement date and schedule first discussion 	<input type="checkbox"/>
<ul style="list-style-type: none"> Nominate a "buddy" (if appropriate) 	<input type="checkbox"/>
<ul style="list-style-type: none"> Inform other staff in the area that a new staff member will be starting and what the commencement date will be 	<input type="checkbox"/>
<ul style="list-style-type: none"> Identify and establish an appropriate and fully-equipped and ergonomically sound workstation 	<input type="checkbox"/>
<ul style="list-style-type: none"> Ensure keys, business cards, phone, computer and log-ins, etc have been arranged 	<input type="checkbox"/>

First Day and Week

When new staff members commence work with MCC, it is important that they are helped to settle in and made to feel a part of the team.

On the first day, it is important that new staff members are personally greeted by the Supervisor, welcomed to the area and introduced to their immediate colleagues and the nominated "buddy", if applicable. The Supervisor

should spend some time explaining the structure and functions of the area and how it fits within Macquarie Commercial College.

The first week should be spent in close supervision of the new staff member, explaining and demonstrating assigned tasks as required, observing the completion of these tasks and providing constructive feedback to the staff member. The Supervisor should maintain regular contact with the new staff member during the first week and review progress towards the end of the week.

First Day/Week – Induction Checklist

By the end of the first week, the SUPERVISOR should ensure that the following actions have been completed:

For Sessional and Teaching Staff

Induction Activity	Check
• Add new staff member to email, set up computer login and passwords	<input type="checkbox"/>
• Clarify expected roles and responsibilities	<input type="checkbox"/>
<ul style="list-style-type: none"> • Emphasise expected teaching approach aligned with AQTF standards. • Obligations under Skills for Victoria Program (Service Agreement) 	<input type="checkbox"/>
• Obtain Staff ID Cards	<input type="checkbox"/>
• Arrange for keys and inform of security arrangements	<input type="checkbox"/>
• Introduce to colleagues	<input type="checkbox"/>
• Settle into classroom and demonstrate phone system and data projector system	<input type="checkbox"/>
• Explain timesheet and timetable	<input type="checkbox"/>
• Explain administrative procedures related to filing and recording, especially attendances and assessments	<input type="checkbox"/>
• Inform of procedures for booking the use of facilities and equipment: room bookings, computer and resource centre bookings	<input type="checkbox"/>
• Provide feedback on performance and corrective action. Include feedback from students.	<input type="checkbox"/>
• Provide encouragement and support	<input type="checkbox"/>
• Solve problems or challenges as they arise	<input type="checkbox"/>

<ul style="list-style-type: none"> Explain the functions/duties of the job and compliance/policy issues that govern their position 	<input type="checkbox"/>
<ul style="list-style-type: none"> Go through the Individual Induction Program, explaining each part in detail – give the new staff member a copy to work through 	<input type="checkbox"/>
<ul style="list-style-type: none"> Provide a brief overview of the Performance Management Scheme, and advise the date scheduled for the first discussion (to be held within the first week) 	<input type="checkbox"/>
<ul style="list-style-type: none"> Describe how the new staff member's position relates to their colleagues 	<input type="checkbox"/>
<ul style="list-style-type: none"> Explain major policies and procedures, including course policies and procedures and student policies as appropriate: ESOS Professional Development; Policies and Procedures Manual, Copyright, Intellectual Property, AQTF & obligations under Skills for Victoria Program 2011 Service Agreement etc. 	<input type="checkbox"/>
<ul style="list-style-type: none"> Advise of the responsibilities to other colleagues and students, eg: information regarding discrimination on the basis of sex, race, sexuality or disability, and covering the Code of Ethical Conduct 	<input type="checkbox"/>
<ul style="list-style-type: none"> Discuss payroll arrangements – direct queries to the Finance Manager 	<input type="checkbox"/>
<ul style="list-style-type: none"> Complete Employment of Staff Form, Banking Details and Employee Declaration Form and return to Finance Manager 	<input type="checkbox"/>
<ul style="list-style-type: none"> Complete Computer Usage Agreement 	<input type="checkbox"/>
<ul style="list-style-type: none"> Explain the importance of confidentiality and access to sensitive information 	<input type="checkbox"/>
<ul style="list-style-type: none"> Complete Confidentiality Agreement 	<input type="checkbox"/>
<ul style="list-style-type: none"> Discuss relevant probationary requirements 	<input type="checkbox"/>

First Day/Week – Induction Checklist

By the end of the first week, the SUPERVISOR should ensure that the following actions have been completed:

For All MCC Staff

Induction Activity	Check
<ul style="list-style-type: none"> Explain the functions/duties of the job and compliance/policy issues that govern their position Skills Victoria funding obligations as detailed in the Skills Victoria Agreement 	<input type="checkbox"/>

<ul style="list-style-type: none"> Go through the Individual Induction Program, explaining each part in detail - give the new staff member a copy to work through 	<input type="checkbox"/>
<ul style="list-style-type: none"> Provide a brief overview of the Performance Management Scheme, and advise the date scheduled for the first discussion (to be held within the first week) 	<input type="checkbox"/>
<ul style="list-style-type: none"> Describe how the new staff member's position relates to their colleagues 	<input type="checkbox"/>
<ul style="list-style-type: none"> Explain major policies and procedures, including course policies and procedures and student policies as appropriate: ESOS Professional Development; Policies and Procedures Manual, Copyright, Intellectual Property, AQTF etc. 	<input type="checkbox"/>
<ul style="list-style-type: none"> Advise of the responsibilities to other colleagues and students, eg: information regarding discrimination on the basis of sex, race, sexuality or disability, and covering the Code of Ethical Conduct (obligations under Skills for Victoria Program 2011 Service Agreement) 	<input type="checkbox"/>
<ul style="list-style-type: none"> Advise of the conditions of employment, including attendance, punctuality, start/finish times, hours of work, leave entitlements, flexible working options and procedures for absences 	<input type="checkbox"/>
<ul style="list-style-type: none"> Discuss payroll arrangements - direct queries to the Finance Manager 	<input type="checkbox"/>
<ul style="list-style-type: none"> Complete employment of Staff form, Banking Details and Employment Declaration Form, Employee Personal Details Form 	<input type="checkbox"/>
<ul style="list-style-type: none"> Discuss relevant probationary requirements 	<input type="checkbox"/>
<ul style="list-style-type: none"> Complete Confidentiality Agreement 	<input type="checkbox"/>

	<input type="checkbox"/>
<ul style="list-style-type: none"> • Complete Computer Usage Agreement 	<input type="checkbox"/>
<ul style="list-style-type: none"> • Complete Acknowledgement of Receipt of Staff Handbook 	<input type="checkbox"/>
<ul style="list-style-type: none"> • Complete Confidentiality Agreement 	<input type="checkbox"/>
<ul style="list-style-type: none"> • Complete OH&S Induction Checklist 	<input type="checkbox"/>

First Day/Week – Induction Checklist

Occupational Health and Safety (OH&S) Issues

The SUPERVISOR should discuss the following OH&S issues with new staff members:

Induction Activity	Check
<ul style="list-style-type: none"> • Outline the staff member's OH&S responsibilities 	<input type="checkbox"/>
<ul style="list-style-type: none"> • Explain how OH&S issues are raised and discussed in the work area (ie meetings, etc.) 	<input type="checkbox"/>
<ul style="list-style-type: none"> • Inform the staff member of any rules for safe working and advise of any hazards associated with their work 	<input type="checkbox"/>
<ul style="list-style-type: none"> • Outline procedures for reporting accidents and injuries and explain how to access forms 	<input type="checkbox"/>
<ul style="list-style-type: none"> • Provide any approved personal protective equipment necessary for the safe performance of tasks and instruct the new staff member on its proper use and maintenance, enforcing warnings of such equipment as required by legislation 	<input type="checkbox"/>
<ul style="list-style-type: none"> • Familiarise the new staff member with OH&S policy and procedures and any related OH&S guidelines and compliance with other related legislation, set out below. See Compliance with Legislation policy on website. 	<input type="checkbox"/>

The SUPERVISOR should ensure that the following actions have been completed:

Induction Activity	Check
<ul style="list-style-type: none"> OH&S Orientation – familiarise the new staff member with Emergency Exits, Evacuation Procedures and the location of First Aid supplies. 	<input type="checkbox"/>
<ul style="list-style-type: none"> Explain other information resources available to the new staff member 	<input type="checkbox"/>
<ul style="list-style-type: none"> Take an Orientation Walk with the new staff member to familiarise them with offices, colleagues, staff rooms, meeting rooms and wash rooms. 	<input type="checkbox"/>
<ul style="list-style-type: none"> Explain the telephone system, mail system, how to obtain stationery supplies, office security, other systems appropriate to your area. 	<input type="checkbox"/>
<ul style="list-style-type: none"> Supply a list of, and if necessary explain, common terms and acronyms 	<input type="checkbox"/>

Related Legislation and Regulatory requirements

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- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Australian Quality Training Framework 2010
- Australian Qualifications Framework (AQF)
- Privacy Act 1988
- OHS
- Equal Opportunity Act 2010 and related guidelines
- Anti-discrimination
- Unique Student Identifier (USI)
- Company Law
- Contract Law
- Consumer Law
- TASA Tax Agents Services Act
- ASIC
- Corporations Act
- - Charter of Human Rights and Responsibilities Act 2006 (Vic);
- - Disability Act 2006; and
- Working With Children Act 2005?

First Week Induction Sign-off

SUPERVISOR:

I certify that the actions listed for the first week have been undertaken.

Name (*print*): _____ Signature: _____ Date: _____

STAFF MEMBER:

I certify that the actions listed for the First Week have been undertaken.

Name (*print*): _____ Signature: _____ Date: _____

Week 5 – Induction Checklist

Discussions concerning progress through the induction program are best integrated with regular performance management discussions. The new staff member should have had an introductory performance management session during their first week of employment, and will be scheduled to have a follow-up discussion at around Week 5.

The **SUPERVISOR** should ensure that the following actions have been completed:

Induction Activity	Check
<ul style="list-style-type: none"> Discuss the staff member’s progress and other relevant issues with Staff 	<input type="checkbox"/>
<ul style="list-style-type: none"> Discuss with the new staff member their progress through their Individual Induction Program- if there are difficulties or concerns in completing the program on time, review the plan and set new timelines 	<input type="checkbox"/>
<ul style="list-style-type: none"> Discuss with the staff member their feelings about the role and work environment, and their view of the progress and adequacy of on the job training 	<input type="checkbox"/>
<ul style="list-style-type: none"> Document the session and have the new staff member acknowledge what was covered and agreed 	<input type="checkbox"/>

Week 5 Sign-off

SUPERVISOR:

I certify the above actions have been undertaken:

Name (*print*): _____ Signature: _____ Date: _____

STAFF MEMBER:

I certify the above actions have been undertaken:

Name (*print*): _____ Signature: _____ Date: _____

Week 9 – Induction Checklist

As mentioned previously, discussions concerning progress through the induction program are best integrated with regular performance management discussions.

This review meeting is critical as it links with probation discussions for staff.

The SUPERVISOR should ensure that the following actions have been completed:

Induction Activity	Check
<ul style="list-style-type: none"> Discuss the staff member's progress and other relevant issues with the Director of Studies and decide whether the staff member is likely to complete all the induction activities that were agreed for the probationary period. 	<input type="checkbox"/>
<ul style="list-style-type: none"> Discuss with the new staff member whether they are likely to complete all the induction activities that were agreed for the probationary period. 	<input type="checkbox"/>

Week 9 Sign-off

SUPERVISOR:

I certify the above actions have been undertaken:

Name (*print*): _____ Signature: _____ Date: _____

STAFF MEMBER:

I certify the above actions have been undertaken:

Name (*print*): _____ Signature: _____ Date: _____

Week 12 – Induction Checklist

At Week 12, the new staff member's induction period is complete.

The staff member has either received written confirmation of successfully completing probation, or has separated from employment.

Any outstanding induction activities should now be integrated with the staff member's ongoing Performance Plan.

The SUPERVISOR should ensure that the following actions have been completed:

Induction Activity	Check
1. Schedule the next Performance Management Session with the staff member	<input type="checkbox"/>
2. File this completed Induction Checklist	<input type="checkbox"/>

Week 12 Sign-off

SUPERVISOR:

I certify the above actions have been completed.

Name (*print*): _____ Signature: _____ Date: _____

STAFF MEMBER:

I certify that item 1 above has been completed.

Name (*print*): _____ Signature: _____ Date: _____

Individual Induction Program Pro-forma

Induction activities	Instructions	Session/ Completion Date	Staff Member Sign-off	Principal Lecturer's Sign-off

Individual Induction Program Pro-forma

Induction activities	Instructions	Session/ Completion Date	Staff Member Sign-off	Principal Lecturer's Sign-off

Please forward completed program to the CEO for staff member's file

VERSION CONTROL**Review/ amendment history****Policy Approved by:** Chief Executive Officer / RTO Manager**Responsible Officer:** Chief Executive Officer / RTO Manager**Next Policy Review Date:** July 2017

Version	Date	Details
1.0	July 2014	Policy issued
2.0	Dec 2014	Updated to reflect Standards for Registered Training Organisations (RTOs) 2015
3.0	July 2015	No material change
4.0	July 2016	No Material Change