

**The University of Manchester**  
*Office of the Registrar and Secretary*  
**LOCAL INDUCTION**

**THE UNIVERSITY OF MANCHESTER**

*Office of the Registrar and Secretary*

# **Local Induction**

**A Step by Step Guide**

**&**

**The Procedure**

## LOCAL INDUCTION

# Guide

## Introduction

The Registrar and Secretary's Department (the RSD) is committed to providing a quality Induction experience to all of its staff, be they new starters or people moving from one post to another within the RSD. An effective process, used throughout the RSD, is therefore critical to this.

The RSD Induction process will give individual members of staff the opportunity to:

- Understand the organisation and the section in which they work
- Become fully effective in their role in the shortest possible time
- Establish effective working relationships with their customers, colleagues and their line manager.

## Induction – the three levels

The RSD Induction process works at three levels:

- Local Induction – ensuring the new starter is introduced to and becomes familiar with their day to day work and demands of their new post.
- RSD/Office Induction
- University Induction

This guide covers Local Induction – the **most** important for the new member of staff, their manager and team colleagues.

## Why Does Local Induction Matter?

Think of a BAD induction- what are the likely consequences?

- For the person – stress and de-motivation. Arriving for a new job a bad induction can leave a new starter worried, anxious and unable to perform their duties.
- For the team – more work for longer as their new colleague struggles to become an effective team member.
- For the manager – an increased workload, managing the service with an understrength team and trying to support the new starter.
- Financial – losing a new member of staff and having to replace them costs about 25% of their salary/wage
- For service quality – customers will notice a drop in standard, errors etc., with rising levels of dissatisfaction and/or complaint.
- For the organisation – all the wrong messages given to the new starter AND to customers can have damaging long-term implications.

A good Induction overcomes all these issues.

## **Making Induction Work**

This brief guide is provided to aid any manager, responsible for the induction of a new starter, to ensure that the introduction of these staff into the local unit is completed as smoothly and efficiently as possible. There must however be a positive commitment from the manager - in order to optimise the potential that the induction process can offer.

Every new starter will be issued with a Personal Development Pack.

## **The Personal Development Pack**

This is prepared prior to the new starter's arrival by or on behalf of the line manager and contains important information that the new starter will need to ensure an effective introduction to the local unit (and to a certain extent to the RSD and the University as a whole).

The structure of the Pack, formally adopted by the RSD, follows a standard format for all new starters. The exact content however will be at the discretion of the manager but there is likely to be core information relevant to all new starters.

The Pack, as the name suggests, is not intended to just cover Induction. The personal development of the staff member over his or her lifetime at the University is also very important. There are therefore sections specific to:

- Training and Development - It is recognised that there will always be training and development needs for new starters and also for existing staff members; and
- Personal Review - The RSD is also committed to the provision of regular personal reviews for all staff members.

Both these sections of the Pack encourage staff members to add relevant information over time.

## **Local Resources**

Along with "standard" content, you are encouraged to add "local content" which can reflect job function, location, local procedures, etc. Examples could include:

- Personnel information, e.g. pay, sickness, holidays etc.
- Staff members duties
- Local policies and procedures

## **The Check List**

The Check List is provided, within the Pack, to aid both line manager and new starter as an aide-memoire to ensure that all relevant core issues are covered at Induction. The list is not comprehensive nor is the completion of every section compulsory as there may be sections not relevant to particular types of staff. Its use is however considered to be an integral part of the Induction process.

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### **Review and Audit**

The RSD believes in the attainment and maintenance of a high standard of induction. This can only happen if those responsible for induction “sign up” to the process outlined above. To ensure that the highest possible standards are being maintained, feedback forms have been designed to provide new starters with an opportunity of commenting on the process. These will be completed anonymously (only unit and office information will be requested) after one and three months and forwarded to the Investors in People Unit. This information can then be used to help refine the process either locally or across the RSD.

### **A Step by Step Guide for Users**

The Pack contains an introduction to the Induction process for the new starter and is intended to clearly define the objectives of Induction at a local level and why it is considered so important.

This introduction to the Induction Programme is the start of a quality process that the new starter should then experience on a continuing basis throughout the course of their time working within the RSD but also demands firm commitment from the new starter.

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## The Procedure

### Before they arrive.

1. Order a Personal Development Pack from the Investors in People Unit:

Phone – Christine Sharples on ext. 56025

Email – [christine.sharples@man.ac.uk](mailto:christine.sharples@man.ac.uk)

Write: Investors in People Unit, Room 2.9, John Owens Building

Allow 5 working days (if possible) for the Pack to be assembled and sent to you.

2. Decide who will be involved with each part of the Induction – you, other managers/supervisors, other staff in the section/unit
3. If possible identify a “buddy” – someone who will look out for the new starter for the first few days/week and act as their friend and guide. Pick someone with the habits and behaviours you want to see developing in the new starter.
4. Make sure all staff involved are clear what their responsibilities will be.
5. If appropriate make sure that a work place is available – do they need IT access? Organise email accounts, passwords, etc.
6. Decide what local Induction materials need to be added to the Personal Development Pack – work areas, building layouts, procedures, policies, etc.
7. Go through the check list. Have a plan for what needs to be covered, when and by whom.
8. Insert any standard “welcome letter” from the Head of Office/Director.

### When they arrive

1. Present them with the Personal Development Pack.
2. Talk them through the various sections.
3. Explain the check list – how it is used to make sure all their key needs are met – and use this to outline their own personal induction.
4. Explain the Induction Feedback forms and times.
5. Agree a time to discuss any training needs they might have as a new member of staff.

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6. Start introducing them to the work environment and their new colleagues.

### **During Induction**

1. Keep in contact – don't assume that things are fine - ask them.
2. Keep the check list updated – ask them to sign off areas as appropriate.
3. Organise any early training that is needed

### **As appropriate**

1. Ask that they complete and forward the Induction Feedback forms at the end of one and three months.
2. Thank all the staff involved in delivering the Induction

### **At the end**

Reflect:

- Did it go well?
- Are there improvements that could be made?
- Were the right people involved?
- What would you do differently next time?

If YOU think the Personal Development Pack or check list is missing something critical for all staff – let the Investors in People unit know.

Taking five minutes to review the process from your perspective will help make a good system even better.