

Supervisors Guide to Induction and Orientation

What is Induction and Orientation and Why is it Needed?

A new staff member's view of the University, the College or Portfolio, the immediate work unit along with their role, manager and colleagues, is strongly influenced by early impressions. A well planned and executed orientation and induction program will help make those first impressions positive, and the transition into the new workplace a smooth one.

When new staff members join an organisation, a distinction is often made between their orientation and their induction to the new work environment. The **orientation** of new staff is usually seen as comprising a short one-off briefing session and the provision of basic information, for example in the form of an information kit.

Induction refers to the process of helping people make the transition into a new workplace, a new role, or area of responsibility. It is considered to be a continuous process which generally starts with contact prior to taking up employment and proceeds through arrival, first days/weeks on the job and generally up to the third month or even first twelve months of employment.

Effective orientation and induction is essential for all staff, regardless of position category or conditions of employment, and should incorporate:

- An understanding of the specific experience, knowledge, needs, role and responsibilities of the individual who joins the University;
- The particular characteristics of the local workplace that the new staff member is entering;
- The wider context, ie. orientation to Flinders University and the context of higher education;
- The appropriate coaching and monitoring of performance of the new staff member, so that an informed decision may be made by both the new staff member and their supervisor with respect to confirmation of employment at the completion of a probationary period.

If all essential stages of an effective induction process are followed there are significant benefits for new staff and the University.

Benefits to the new staff member	Benefits to the University
Feeling welcomed and supported, beginning the process of successful integration into their new workplace.	Assisting new staff to understand the culture and values of the University.
Gaining a positive perception of the University and local workplace.	Potentially retaining staff longer.
Gaining access to essential information about the University in general and their workplace, role and responsibilities.	Reducing the time for a new staff member to become effective in their role.
Being well positioned to confirm their decision to join Flinders University.	Setting the framework for ongoing professional development through the appropriate performance management process.
Early understanding of the purpose of their position and how it fits into the University's mission and strategic goals.	Ensuring that Flinders University has complied with legislative requirements to provide staff with information, instruction and training.

Stages of Induction – Pre-Employment

This stage refers to the period during which the new staff member has accepted an appointment but has yet to commence. It presents an ideal opportunity to create a positive early impression on the new staff member. The following pre-employment tasks and activities may be allocated between the supervisor and an appropriate administrative support person in the local workplace.

CATEGORY	TASK	WHO WILL ARRANGE	DONE ✓
1. Information provided to People and Culture	<i>Phone People and Culture for more information on ext. 13875.</i>		
	A Recommendation to Appoint form is sent to People and Culture immediately the selection decision is finalised. On receipt of this form, People and Culture will send out a letter of offer and appropriate forms and information to the potential new staff member.		
2. Information provided to the new staff member before arrival:	<i>Contact People and Culture to confirm acceptance of letter of offer. Make contact with the new staff member to provide:</i>		
	Details of start date, place, time, building access, parking arrangements and child care facilities, as well as who to report to.		
	Day one itinerary if available.		
	Position description (if not already provided).		
	General information about the University and local workplace. Refer them to the New Staff website so they can be prepared and knowledgeable before they arrive.		
	Refer new staff member to relocation information if appropriate and a link to Essential Information for Applicants and International Applications .		

**Stages of Induction – Pre-Employment
(continued)**

CATEGORY	TASK	WHO WILL ARRANGE	DONE ✓
3. Information provided to Information Services	<i>It is best to organise computer, phone, email and internet access well before the new staff member begins so they can begin work without delay. Phone 12345 for assistance.</i>		
	Contact Information & Digital Services to arrange for relevant computer hardware and software to be available for the new staff member prior to their arrival.		
	Contact Information & Digital Services to arrange for a phone and Voicemail for the new staff member.		
	Arrange for a lecture theatre orientation session for new academic staff members.		
4. Communication to others in the local and broader workplace	<i>Ensure that staff in your area are aware of the new person's arrival so they can help them feel welcome.</i>		
	Notify the new staff member's colleagues and others with whom he/she may be working with of their start date, location and role.		
	Appoint an administrative support person/departmental colleague as contact, buddy or mentor to help the new person feel welcome and ask questions.		
5. Workstation Preparations	<i>It is a good idea to contact the new staff member before arrival to confirm details such as spelling of name for business cards, workstation preferences, etc.</i>		
	Ensure appropriate materials are in place e.g. work area/office cleaned, sign for door, phone connection working, stationery (including business cards) available, incoming mail tray ready.		

**Stages of Induction – Pre-Employment
(continued)**

CATEGORY	TASK	WHO WILL ARRANGE	DONE ✓
6. Prepare for the new staff member's first day by:	<i>Providing information to the new staff member on their first day will help them to work effectively in their new role without delay. Gather together the following information:</i>		
	An induction itinerary for the first day and first week, including a schedule of meetings organised with key people in the local and broader workplace.		
	Computer/network access forms if necessary		
	Relevant maps and local information		
	Print the Induction Checklist from the New Staff website to guide induction activities		
	Department contact list, including phone numbers, room numbers, roles, e-mail addresses and availability.		
	Name and contact details of the new staff member's supervisor(s)		
	Name and contact details of the administrative officer(s) who will provide support to the new staff member during the induction period.		
	Information about the University and the local workplace (faculty department operational plan and organisational chart).		
	Provide new staff member with a Work Health and Safety brochure and explain their responsibilities.		
7. Supervisor should set up a file to store new staff member's future Performance Review paperwork and other relevant documents.	<i>This is important because if the supervisor moves to a different position, the information will be easy to access for the incoming supervisor.</i>		

Stages of Induction - First Day

This stage refers to the physical arrival of the new staff member. The manager or supervisor's main objective upon arrival of the new staff member is to make individuals feel at ease, introduce them to colleagues and provide them with essential information and documentation so that they can adapt themselves quickly to the workplace and their new position.

CATEGORY	TASK	WHO WILL ARRANGE	DONE <input type="checkbox"/>
1. Provide essential information about the immediate workplace and role.	<i>The supervisor needs to manage this process to ensure all steps are completed.</i>		
	Introduce new staff member to colleagues and key staff		
	Take the new staff member on a tour of the department/unit – show them toilets, emergency exits, lunch room, tea and coffee and food facilities, parking, etc.		
	Organise appropriate "welcome" ceremony e.g. morning tea		
	Schedule appointments with other key staff contacts		
	Direct the new staff member to Flinders Connect to arrange a Staff Card.		
	Take time to discuss the new role, key responsibilities and your expectations and review work plan for the week		
	Use the Induction Checklist from the New Staff page to guide induction and orientation activities. Once all relevant tasks and activities have been completed, have the new staff member sign the form. Sign the form yourself and retain it in the new staff members file.		
	2. Ensure compliance with relevant staffing policies and practices.	<i>Ensure staff member is familiar with policies and where to find them as soon as possible</i>	
	Explain policies related to conditions of employment, entitlements, recreation leave, sick leave, payslips and superannuation. See Policies and Procedures and People and Culture .		

**Stages of Induction - First Day
(continued)**

CATEGORY	TASK	WHO WILL ARRANGE	DONE ✓
3. Enable a successful transition into the Flinders University IT Environment	Guide staff member to the Flinders University home page and demonstrate useful links to web based University information and services		
	Demonstrate voicemail to new staff member and how to make internal calls.		
	Demonstrate how to access faculty/divisional and work unit website and online services including where and how to save their files.		
	Identify computer training needs of the new employee and register for Staff Development courses .		
	Ask new staff member to complete mandatory information security awareness training .		
	Explain remote IT access and support for staff		

Stages of Induction – Review – The End of the First Three Months

Whilst many Flinders University staff are employed with varying probationary arrangements, for all new staff the end of the first three months is an opportunity to review progress and performance in the new work role and environment.

CATEGORY	TASK	WHO WILL ARRANGE	DONE ✓
1. The supervisor's role is	<i>Discuss with new staff member:</i>		
	Encourage and support the new staff member with wider networking, mentoring and coaching opportunities so that they can continue to develop competence in their role.		
	Ensure required training has been completed.		
	Provide regular constructive feedback on performance.		
	Discuss any problematic transition issues: from either your point of view or theirs.		
	Discuss ongoing staff development opportunities in more detail.		
	Jointly set goals for the next three month period.		
	If deciding not to confirm a new staff member's appointment at the end of the designated probationary period, for appropriate procedures see Probation – Professional Staff or Probation – Academic staff .		

Questions, comments or feedback can be directed to

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