Guideline to Providing a Good Induction

**Introduction**
Induction is a very important process and can easily get overlooked in busy organisation. This guide offers an example of induction programme which may be useful to host organisations.

**The First Day**
The most important aspect of the first day is making time for the new intern. There is nothing more disappointing and disheartening than sitting for hours waiting for someone to come and show you what to do, or give you information you need.

What makes a huge difference is having a planned induction programme. At the end of a good induction process, your new intern should have a good knowledge with the operating procedures of the company, and have all the basic familiarity required to undertake their role.

They may not yet be competent to work completely unsupervised, but they should feel comfortable with what they are required to do and know where to get help if they need it. They should also understand your business objectives, and what you are trying to achieve.

If you have the opportunity, use a mentor or “buddy” system where a work colleague is assigned to look after the new person.

- At the end of a good induction programme your new intern should be familiar with the operating procedures of your business and have all the basic knowledge to carry out his/her duties.
- Consider developing a detailed checklist covering all the parts of your induction programme.

A good first day should include all of the following:
- It’s important that the manager/supervisor has time to spend with the intern on the first day, preferably straight away, and that there is time to find out more about them and them about you.
• Going through the necessary paperwork and documentation. Remember to ask in advance for anything you may need them to bring in, including qualification certificates, drivers licence, etc.
• An indication of how their next few days/weeks will be structured.
• Basic health and safety information for your business. You can go into more detail at a later stage, but you need the new intern to be aware from day one of any particular health and safety issues.
• Where everything is – the toilets, canteen, etc.

The following is an example of what to include in an induction programme:

**Induction Programme**

Intern Name ____________________________

**Welcome**
Inform existing staff of new arrival and their role
Welcome new person and introduce to staff

**Facilities** (as appropriate)
• Car parking
• Kitchen/canteen facilities
• Fire extinguishers
• First aid boxes
• Health and safety notices, procedures
• Utilities, e.g. lighting, heating, water
• Access to buildings, security
• Incoming and outgoing mail points
• Notice boards
• Computer system, internet access
• Photocopier
• Toilets, cloakroom, etc.
• Smoking areas

**The Organisation**
• What we do
• History of the organisation and future plans
• Organisational structure
• Other aspects of the organisation, as relevant
• Products/services
• Significant customers
• Where/How to find more information

The Intern’s Role
• The role will have been explained at interview stage but should be reiterated.
• Explain areas of accountability and responsibility
• Specific training for the replacement, e.g. using certain equipment such as the till, credit card
  machine, equipment, tools, computer, etc.

Policies
• Health & Safety
• Code of Practice
• HR
• Environmental awareness
• Grievance Procedure
• Counselling & Disciplinary Procedure
• Internet and e-mail usage
• Etc.

Systems and procedures
• Office systems - computers, telephones, filing
• Courtesies - protocol, etiquette
• Hours of work, timesheets, etc.
• Absence from work - holiday leave, Bank Holidays, sickness

Personal Development
• Training
• Performance appraisal
• Individual review
• Mentoring, where appropriate