



Free, expert advice for small businesses

This information is intended to be a brief introduction to the subject. Legal information is provided for guidance only and should not be regarded as an authoritative statement of the law.

Leaflet 4

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Induction Programme

Once the employee starts working for you, you have a duty of care towards them. This includes making sure they can do the job both safely and competently. The best way to ensure this is through a structured induction programme.

Induction will help new staff to:

- **establish themselves quickly** in their job and therefore maximise their productivity
- **become motivated to do well** and fit into the business early on
- **understand any health and safety issues** relating to their job - this will not only help to reduce accidents at work but also help you ensure that you are meeting your duty of care obligations under the health and safety legislation
- **understand your business' culture**

Investing time in this process will give new workers a good grounding and help them make fewer mistakes in the long run. The highest level of staff turnover is among newer workers so it is important that the early period spent with your business leaves a good impression on them.

Preparing for an induction

Preparation is the key to a good induction.

Before the worker starts

- Tell other people that there's a new starter, prepare their working area, organise any equipment necessary and have any documentation ready for them to read.
- Consider providing them with an information pack about the job before they begin work
- Prepare an induction checklist including all the items that need to be covered and what needs to be done when. You can plan for the induction to be spread over a period of days or weeks depending on the nature of the job.
- Make sure that the key people who will be involved in the induction process have been briefed.
- Arrange in advance any instruction or training courses needed - eg on your IT systems.

Once the worker starts

- Ensure that when they arrive they are made to feel welcome.
- Get one person, ideally their line manager, to take care of a new starter throughout the first day.
- Make sure they know how any office machinery works, and the location of commonly used facilities - eg the post room, stationery store and lavatories.
- It is a good idea to get new workers to complete some kind of work on their first day. This can help them relate what they are learning to their job.
- Include informal aspects such as whether the tea, coffee and biscuits are free or whether there is a kitty.
- Ask for feedback during and after the process to check that you haven't missed anything. You might want to give the new starter a checklist and ask them to sign it to show it has been completed.

What to include in an induction programme

You should provide information to a new worker at a rate that allows them to understand it properly. Explain what the business does and how they fit in.

You may like to arrange sessions with different members of staff so they can explain their role in relation to the business' activities. General areas to cover include:

Administration

You may need to provide the worker with:

- a copy of any procedures and handbooks
- details of any occupational pension scheme
- any uniforms and standard equipment they will use

Terms and conditions of employment

It is a legal requirement for employers to give their **employees** a written statement of terms and conditions of employment within two months of starting work, except for those employees who will be working for less than one month.

[\[See Leaflet 6\]](#)

It is a good idea to go through this during the induction and give them details of issues such as:

- hours of work - including breaks
- sickness and holiday procedures
- disciplinary and grievance procedures

Health and safety

You are legally required to provide workers with any health and safety information they need to carry out their job safely. Provide them with a copy of the business' health and safety policy and get them to sign it once they have read it.

You must inform them - preferably on the first day - of fire safety procedures and what to do if the fire alarm sounds. If there are particular hazards - eg in a factory or on a building site - you must ensure that new workers are made aware of them and what precautions need to be taken.

If their job involves the use or operation of machinery, you must ensure that they are properly trained, that they understand any associated risks, and that they have appropriate safety equipment.

Tour of the premises

Show new workers where they will be working and the location of any facilities.

Introduction to colleagues

Introduce new workers to their team colleagues in turn, for example to:

- their line manager
- those responsible for human resources and/or training
- the health and safety officer

- trade union or employee representatives

Introduction to the job

You should take them through what their job entails and how this fits in with the rest of the business.

Equipment

Make sure the worker knows how to operate any equipment they will be using and show them where spares, replacements and other materials they may need are kept.

For further advice on Recruitment selection and induction see the Agency guide - [Advice on recruitment, selection and induction](#).

Where can I get more information?

The Agency Helpline 028 9032 1442 gives free advice on employment matters.