



BLACKBURN GOULD  
& ASSOCIATES

# **STAFF INDUCTION HANDBOOK**



## 1. PRE-START

There are certain things that you must do and that we need to check before you start your new job.

- **Right to work in the UK**

You must bring documents proving your right to work before you start work with Blackburn Gould and Associates.

Bring your documents to the Executive Director at Trafalgar House. We are open from 8.30am to 5pm, Monday to Friday. We will make copies of your documents and return them to you immediately.

We need to see you and your documents together. It's not possible to send your documents in or have someone else bring them in for you.

If you don't have permission to work in the UK, then you will need to get permission under Tier 1 or Tier 2 of the UK visa and immigration system. There are details in your letter of appointment.

- **Other employment checks**

We need satisfactory references to confirm your appointment. If we haven't already done so, we will now contact your referees.

Your appointment may also be subject to other conditions - please check your appointment letter for details.

## 2. Start date

Your appointment letter will normally mention your start date, including the time and where to come on your first day. If your start date isn't confirmed, or if you've asked for a different date, we will contact you as soon as possible to arrange this.

- **Orientation**

When you start work with Blackburn Gould, what specifically takes place on your first day will vary depending on your role.

In broad terms it will begin your integration into a new environment with new colleagues. More specifically, the following is likely to take place on your first day:

You will be introduced to at least some of your new colleagues including, where appropriate, your induction colleague / buddy / mentor. You will be given a tour of your workplace to help you with orientation and made aware of some basic "environmental" arrangements such as toilets, lunch and break facilities, fire procedure etc. You will have an opportunity to check and submit all relevant paperwork, including details relating to payroll and pensions.

These are all items on the Induction Checklist which you and your manager should complete together during your induction period.



- **Initial training**

The job-specific induction programme, your manager will have put together for you or provide an introduction to the key elements of your job, and the working arrangements, practices and objectives of your department. They may also provide you with information about the organisation.

- **Developmental training**

You and your manager may also identify other training areas which, if not strictly required, would help you carry out your role. Capturing these training requirements will form part of your objective setting

### **3. Objective setting**

The setting of goals - and the measurement of progress towards them - is, for most staff, addressed by the performance management process. However, the progress of new staff is reviewed under the probation process.

During probation, your manager will make you aware of the performance standards expected of you, and you will be given the support, training and feedback needed to achieve those standards.

With your manager, you will next agree specific objectives for your induction period and the remainder of your probationary period. These objectives can include development activities which you and your manager think will help you meet your goals.

Your initial objectives should be established in your first week. However, another meeting within your first month may help you produce a more complete development plan.

### **4. Reviewing progress**

It is important to review progress against your goals. At the minimum, reviews should take place every three months, but it is good practice for you and your manager to meet more often to discuss progress. As well as your manager, you will have other colleagues to support you. The review meetings have several purposes. They can: -

- provide an opportunity for feedback on progress and discussion of any issues that have arisen,

for some, they can provide an opportunity for reassurance and confirmation that things are on track.

In some cases, objectives may need to be amended. This could be for a number of reasons - the priorities of your role may have changed, or progress may have been faster or slower than anticipated

Remember that these meetings are about you, so be prepared to contribute, ask questions and make suggestions. New development needs or opportunities may also be identified as you progress.



## 5. Mandatory training

You must complete the following online training:

- Equality and Diversity
- Information Security
- Introduction to Health and Safety
- Data Protection (GDPR)
- Unconscious Bias

There may be other training that it is necessary for you to complete as part of your role. It is up to you and your manager to identify these training requirements.

The **Equality and Diversity, Fire Safety, Unconscious Bias, and Data Protection (GDPR)** modules have a feedback / completion form at the end of the training which you **must** complete. If you don't complete this section your training completion **will not be recorded**, and you may be asked to complete the module again.

## 6. Employee responsibilities

It is your responsibility to:

- agree with your line manager the statutory and compliance training which is appropriate for your role
- attend and complete the training to the level of competence required
- help ensure that accurate training records are kept (for example, by making sure you sign attendance registers at training events)

## 7. What training do I need?

**Everyone, including temporary staff,** must complete these online tutorials:

- Equality and diversity
- Information security
- Introduction to fire safety
- Data Protection (GDPR)

**New starters** should work with their line manager to identify their appropriate statutory and compliance training needs during their induction period.



**Existing staff** should familiarise themselves with the statutory and compliance guidelines and review the programmes currently available and agree with their line manager the programmes they need to attend.

The organisation has identified key training requirements for staff. There may also be other statutory and compliance training needs specific to your department or job. You should discuss with your line manager how these can be met.

**When identifying training, it is important to consider the relevance and timelines of the training to an individual.** For example, in fixed-term contracts, if you are a line manager but do not have any members of your team on a fixed term contract or are not likely to in the foreseeable future, this training would not currently be seen as appropriate.

## **8. Manager responsibilities**

### **What action do I need to take?**

It is the responsibility of managers to:

- identify the statutory and compliance training appropriate for their staff, including:
- identifying training which should form part of an individual's induction programme
- arranging for any statutory and compliance training required that is provided for by an external trainer
- agree with their staff members that this statutory and compliance training is both relevant and timely
- determine and record if any prior learning is sufficient to meet the organisations' requirements (although some staff may have received training elsewhere, much of the statutory and compliance provision will be placed in the context of the practices and processes of our organisation)
- prioritise the attendance of staff at training events based on factors such as relevance, timeliness and training availability
- ensure staff are booked on the identified training
- keep records of their staff's attendance and follow up should any staff:
  - fail to attend
  - fail to reach the appropriate competence
- take appropriate action based on any update or amendment to the organisation's statutory and compliance training provision



# INDUCTION CHECKLIST

Staff member Name:		Job role:	
Line manager:		Start date:	

This checklist is designed for use with the Probation Scheme for assessors but should also be used in parts to induct all staff into the organisation and ensure mandatory and key information is provided to them.

The aim of this document is to provide a framework to guide staff through the induction and where appropriate probation processes; by detailing the typical activities and information a new member of staff may need to know, and to provide examples of things to cover at the different stages of each the processes. This information should be collated by the line manager or another nominated person (for example it may already be held centrally within the centre admin team or could be provided by a Probation Mentor for staff on Probation). This checklist is intended to be downloaded and used as a working document so that activities can be signed off once completed.

**Not all staff who are being inducted are also on Probation; this checklist should be used flexibly to reflect the specific needs and requirements of individuals, with relevant aspects marked as not applicable and any mandatory training aspects undertaken and signed off as completed by all staff and their managers.**

This document once completed (accompanied by the completed probation form where applicable) should be emailed to the centre manager and the document will be uploaded to the staff members' profile as a record that it has been completed.

## PRE-ARRIVAL

Action	Completed by manager
Decide who in the team is going to take overall responsibility for inducting, or co-ordinating induction	
Assign a probation mentor to support through probation <i>Name of Probation Mentor:</i>	
Identify the office and / or other facilities that need to be in place and check the provision of these	
Draw up an Induction Programme to cover the key meetings and activities for the first few weeks in the role.	
Send any useful information about the Organisation/department, role & Probation & Induction Programme, as necessary, to your new staff member	
Contact new staff member to check they have everything they need, know where to go, where to park, to whom to report and when, on their first day	
Where a disability has been disclosed, assess for reasonable adjustments in consultation with the centre manager.	

## DAY 1

### Orientation

Action	Confirm Completed
Line manager introductions & welcome to the team.	
Confirm eligibility to work (if not already done), bank details for payroll, and pension scheme eligibility with the Executive Director	
Confirm hours of work and timekeeping (including any flexibility), lunch and other breaks	
Orientation to the team, including location of toilets, kitchens and other facilities	
Arrangements made for obtaining office pass, computer access codes and office keys	
Overview of facilities and services available to staff including, nearest catering outlets, and transport routes.	

### People

Action	Confirm Completed
Introduction to Head of Centre	
Introduction to colleagues and co-workers	
Introduction to Mentor	
Introduction to Health & Safety Coordinator	
Introduction to EDI Representative	
Introduction to the Staff Development Contact	

### Safety, Health and the Environment

*NB: For some working environments new members of staff must have a Health & Safety briefing **before** starting work*

Action	Confirm Completed
Provide instructions regarding the emergency evacuation arrangements for the building(s) in which staff is based.	
Provide a copy of the Health & Safety procedure for the team, names and locations of first aiders and the procedure for reporting accidents and hazards.	

Building security arrangements explained and highlighted.	
Review and complete Safety, Health & Environment activities for DSE self-assessment and Environmental sustainability induction, Safety and Fire Awareness and the general Health and Safety Information presentation- <i>Date completed/ course booked/ on wait list (please delete as appropriate):</i>	

### Information Systems

Action	Confirm Completed
Rules regarding Email access, personal use of computing facilities and telephones explained and introduced to Outlook electronic calendar	
I.T Account set up & accessed	
Use of PC shared drives / directory structure, approved hardware and software usage and information on computer user guidelines explained. Also available is Office 365 here – Outlook, OneDrive and Teams.	
Provide the location of the nearest open-access PC and give any local guidance on appropriate use (for staff without regular PC access) <i>Location:</i>	
Provide demonstration on how to access Google Classroom and BKSB highlighting how to undertake key activities including EDI and personal data management. <i>Date completed:</i>	
Book member of staff onto the next partnership/employer induction event <i>Date of booked event:</i>	
If the member of staff is a line manager, provide training on the use of internal management processes. <i>Date completed:</i>	

### FIRST WEEK

Action	Confirm Completed
Blackburn Gould IT Regulations (PC's, laptops, mobile devices, VPN's) read <i>Date read:</i>	
Introduced relevant systems to be used (SharePoint, VLE (Moodle) & Virtual Learning Environment) and relevant support training booked	
Arrangements for working remotely / access from outside Trafalgar House explained (VPN)	
Explanation provided of the key aspects of the job including important contacts, an explanation of how the job fits in with the wider business objectives as well as the wider business and copies of all relevant policies and procedures pertinent to the role provided	
Details of any Blackburn Gould General Policies provided, along with their location on Google Classroom	
Outline requirements for contacting the appropriate person in the event of absence	
Department Organisation Chart and staff lists provided	
Provided with an up-to-date copy of the job description for reference throughout the probation period, together with an overview of the main responsibilities of the role	

Discuss how performance will be monitored and when it will be reviewed informally and formally	
Discuss performance standards and expectations of the role and set initial objectives, recording relevant information on Probation Form	
Administrative systems within the department explained (stationary ordering, booking meeting rooms etc)	
Issues of confidentiality and other relevant legal issues, for example intellectual rights and keeping records, discussed (links to below point)	
Direct staff member to other information/policies <i>relevant to their role</i> (including Anti-Bribery and Corruption, Freedom of Information, Declaration of Interests, Fraud Prevention, Safeguarding, Personal Relationships and PREVENT)	
Details provided of team meetings and Blackburn Gould communications, including an introduction to business plan	

### Mandatory Training (all staff to complete)

Action	Confirm Completed
Ensure staff member undertakes all of the mandatory online training We encourage managers to ensure these aspects are, where possible, completed in the first few weeks of employment. Please confirm completion of the aspects detailed below <sup>1</sup>	
Data Protection <i>Date of completion:</i>	
Equality, Diversity and Inclusion <i>Date of completion:</i>	
Health and Safety <i>Date of completion:</i>	
<i>For student facing roles only:</i> Student Support Services - Review of policies, procedures and guidance on responding to sexual assault and rape <i>Date of completion:</i>	

### During First 6 Months (or Probation period if applicable)

Action	Confirm Completed
Insurance for staff travel explained.	
Procedure for claiming expenses and other relevant financial regulations, explained	
Details provided of Wellbeing at work and support services available including Occupational Health and Croner HR and Health and Safety.	
Ensure staff members have read the Dignity at Work information.	
Discussion of learning / development needs and identification (including completion of mandatory training detailed above)	
On-going review of progress and support given where required, through both informal conversations, one to ones and Formal Review meetings	

### Probation

<sup>1</sup>Please note: By dating as completed the staff member and manager are confirming the appropriate actions required have been undertaken



**Action**

**Confirm Completed or mark as N/A**

Discuss how probation and induction feed into the BGA appraisal scheme, RPD.	
Stage 1 Review meeting held	
<i>Date of meeting:</i>	
Stage 2 Review meeting held	
<i>Date of meeting:</i>	
Stage 3 Review meeting held	
<i>Date of meeting:</i>	
Attended Blackburn Gould and Associates Welcome Lunch	
<i>Confirm Date of attendance:</i>	

**Confirmation Signatories**

**Please note:** by signing this document you are confirming that all the relevant outlined activities have been reviewed and completed.

Line manager signature:	Date:
Staff member signature:	Date: