UNIVERSITY OF PRETORIA

DEPARTMENT OF HUMAN RESOURCES

INDUCTION FRAMEWORK/ PROGRAMME FOR NEW STAFF MEMBERS

1. INTRODUCTION

The induction framework of the University of Pretoria is intended to set parameters for the induction of new staff members at the University of Pretoria.

The objective of the induction programme is to set expectations and assist new staff members to perform in their roles at the University.

It is the responsibility of line management to ensure that new staff members are acquainted with the information as set out in this induction framework, sign it and record it.

1.1 Why should there be an induction programme?

The key success factor of an effective induction programme is to make the new employee feel **welcome** and to instil a sense of pride in belonging to the University. New staff members develop perceptions about the organisation, their line managers and other employees within the first few days after their arrival. During this first encounter with the University, it is critical for line management and colleagues to strengthen the individual's positive and professional perception of the University. Ultimately, the induction programme can be seen as one of many measures that the University has in place to assure others of its commitment to quality.

1.2 Who is responsible for managing the induction programme?

The responsibility for managing the induction programme rests on the **line manager** of the particular department or division in which the staff member assumes his or her duty. At the same time, it is the responsibility of the new staff member to follow the programme as agreed upon between the himself/herself and the line manager. The line manager should ensure that the individual becomes familiar with the work environment and responsibilities.

1.3 Who assures the quality of the induction framework?

The Learning and Development Division is accountable for providing an induction framework. It is the responsibility of newly appointed staff to adhere to the induction framework. It is the responsibility of line management to ensure that the newly appointed staff members is acquainted with his/her work environment and responsibilities.

It is the responsibility of the line manager to ensure that the area of this framework called **Professional,** is implemented according to their needs. Line management are kindly requested to follow the framework as set out in the **Corporative** and **accessing service providers**.

2. RECOMMENDATIONS

The induction framework outlined below contains the following recommendations:

2.1 The induction programme should be completed as soon as possible after the start of the employment period.

2.2 The faculty or department should identify a person who would be responsible support the newly appointed staff member.

2.3 The completed induction programme should be signed and recorded (in their personnel file or at central records)

3. COMPONENTS OF THE INDUCTION PROGRAMME

The induction programme comprises the following three major components:

3.1 **Corporate and organisational**: this component gives information about the impact of the University's mission, corporate plan and strategic directions upon the staff member's area and introduces the local strategic plan and local organisational arrangements.

3.2 **Professional / job related**: this component concerns the activities for providing information about good practice and the University's expectations regarding major aspects of the new staff member's core deliverables. For example, for academics this involves information and activities about the teaching, research and community service framework of the University and its codes of good conduct. For the staff members of support departments this may involve providing particular information about their role and its interface with the other service and academic areas of the University.

3.3 **Accessing service providers**: the third component involves providing information about the service providers at the University, who influence the ability of new staff members to perform their roles and achieve the expectations of good practice. Information is assembled from the following areas: IT, Academic Information Service, Finance, Education Innovation, Human Resources and so on.

(The attached induction checklists are relevant to permanent full-time academic and support staff).

UNIVERSITY OF PRETORIA

GUIDELINES TO INDUCTION PROGRAMME FOR NEW ACADEMIC STAFF MEMBERS

NEW STAFF MEMBER'S NAME

_____

PERSONNEL NUMBER

_____

COMMENCEMENT DATE

_____

LINE MANAGER'S NAME

_____

Corporate and organisational	
1. **Corporate**	
	Date completed
Completion and submission of relevant paperwork from Human Resources Department.	
Parking permit and personnel card were obtained.	
Familiarised with the mission statement, strategic directions, structure and values of the University. Note: this information is discussed during the compulsory University Orientation Programme and is also available on universities website.	
Understanding of the University's: • Work conditions; • Probation policy; • Leave entitlements and procedure for applying for leave; • Procedure for reporting absences; • Code of ethics (appropriate conduct); • Equal Employment Opportunities policies (including the prohibition of discrimination and sexual harassment); • Occupational health and safety responsibilities; and • Grievance and Disciplinary code of the University.	
Knows how to use the University's communication systems. Fax and phone systems (include relevant password codes or procedures and e-mail). Note: The available IT priority training programme in this regard is compulsory.	

Corporate and organisational continue	
2. **Organisational**	
	Date completed
Introduced to colleagues.	
Understands the role of colleagues' work and the link to his/her role.	
Understands faculty and departmental structure and strategic plan.	
Familiar with the procedures to obtain equipment or supplies such as • Ordering of teaching equipment; • Obtaining files from departmental filing system; • Requisition of travel authorisation and vehicle.	
Able to locate all relevant facilities: toilets, tea and coffee facilities, nearby lunch outlets, relevant meeting rooms and emergency exits (local emergency procedures).	
Familiar with job description and UP-performance- and development management system.	
Performance outcomes have been contracted.	
Familiar with reporting procedure and authority of delegation.	
Met all relevant key staff: Dean : Faculty manager Head of School Education consultant	

Professional	
	Date completed
Familiar with the University's Education and Learning Strategy: • Student feedback; • Student complaints; • Faculty School unit meetings and commitments; • Semester dates/examinations and administrative procedures; • Research duties/expectations, opportunities and funding; • Assessment; • Facilitation; • Short courses via CE at UP;	

• Mentoring (structure);	
Identified professional development needs and opportunities.	
Familiar with the following directives: • HE Act;	

Accessing service providers induction (support departments)

	Date completed
Familiar with the following service providers: • Registry; • Academic Information Service; • Information Technology; • Research; • Finance; • Student Services; • Human Resources; and • Education Innovation Note more departments if necessary	

Checklist for person nominated to help and support new staff member

	Date completed
Send an e-mail or memo notifying co-workers of the new staff member's date of arrival and how his/her position fits into the department.	
Explain the process and content of the induction programme.	
Ensure the new staff member has a desk, telephone, computer (including relevant software), computer network, e-mail address and stationery.	
Provide the new staff member with office keys or access codes.	
Escort to relevant facilities (tea and coffee facilities and nearby lunch outlets).	
Notify telephone operators to update the Internal Telephone and e-mail Directory with details of name, department, extension, e-mail address.	

Show and discuss departmental facilities and procedures: • Reference manuals and relevant policies and procedures; • Contact details of computer support staff; • Use of photocopier and PIN; • Mail procedures; • General security of personal items; • Social club; • Morning/afternoon tea arrangements; • Library facilities; • Priority Training programmes of the University; • Department of Education Innovation.	

Notes:
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Line manager approval (satisfactory completion of induction)-
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Date: _____

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UNIVERSITY OF PRETORIA

GUIDELINES TO INDUCTION PROGRAMME SUPPORT STAFF

NEW STAFF MEMBER'S NAME

_____

PERSONNEL NUMBER

_____

COMMENCEMENT DATE

_____

LINE MANAGER'S NAME

_____

Corporate and organisational	
1. **Corporate**	
	Date completed
Completion and submission of relevant paperwork from Human Resources Department.	
Parking permit and personnel card were obtained.	
Familiarised with the mission statement, strategic directions, structure and values of the University. Note: this information is discussed during the compulsory University Orientation Programme and is also available on the universities website.	
Understanding of the University's: • Work conditions; • Probation policy; • Leave entitlements and procedure for applying for leave; • Procedure for reporting absences; • Code of ethics (appropriate conduct); • Equal Employment Opportunities policies (including the prohibition of discrimination and sexual harassment); • Occupational health and safety responsibilities.	
Knows how to use the University's communication systems. Fax and phone systems (include relevant password codes or procedures and e-mail). Note: The available IT priority training programme in this regard is compulsory.	

Corporate and organisational continue	
2. **Organisational**	
	Date completed
Introduced to colleagues.	
Understands the role of colleagues' work and the link to his/her role.	
Understands faculty and departmental structure and strategic plan.	
Familiar with the procedures to obtain equipment or supplies such as: • ordering of stationary; • requisition of travel authorisation and vehicle.	
Able to locate all relevant facilities: toilets/showers, tea and coffee facilities, nearby lunch outlets, relevant meeting rooms and emergency exits (local emergency procedures).	
Familiar with job description and performance management system.	
Performance outcomes have been contracted.	
Familiar with reporting procedure and authority of delegation.	
Met all relevant key staff: Director or Dean if non academic are in faculty Line managers Human Resources support manager	

Professional	
	Date completed
Familiar with the University's Learning and Development Strategy: • Short courses via CE at UP; • Mentoring (structure); • Performance- and development management system.	
Priority training needs analysis was done	
Identified professional development needs and opportunities	
Familiar with the following directives: • Occupational health and safety act	

Accessing service providers induction	
	Date completed
Familiar with the following service providers: • Academic Information Service • Finance • Facilities and Services • Human Resources	

Checklist for person nominated to help and support new staff member	
	Date completed
Send an e-mail or memo notifying co-workers of the new staff member's date of arrival and how his/her position fits into the department.	
Explain the process and content of the induction programme.	
Ensure the new staff member has a desk, telephone, computer (including relevant software), computer network, e-mail address and stationery.	
Provide the new staff member with office keys or access codes.	
Escort to relevant facilities (tea and coffee facilities and nearby lunch outlets).	
Notify telephone operators to update the Internal Telephone and e-mail Directory with details of name, department, extension, e-mail address.	
Show and discuss departmental facilities and procedures: • Reference manuals and relevant policies and procedures; • Contact details of computer support staff; • Use of photocopier and PIN; • Mail procedures; • General security of personal items; • Social club; • Morning/afternoon tea arrangements; • Library facilities; and • Priority Training programmes of the University;	

Notes:

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Line manager approval (satisfactory completion of induction)-

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Date: _____
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