



## Employee Induction

**August 2015**

### 1 Introduction

It is important that all employees receive an induction at the **commencement** of employment with the Highland Council. An effective induction helps to clarify responsibilities, procedures and work standards; it also supports employees to settle into their post quickly.

The Induction Form should be used in conjunction with the online induction “**First Impressions**” located with My Online Learning. The form has been designed as a generic checklist that can be adapted for use to induct any employee.

The induction checklist should be used for induction of:

- New employees
- Employees recruited from other Highland Council Services
- Employees promoted or transferred into new posts

When using the Induction Form, any points on the checklist that do not apply can be marked N/A to indicate ‘not applicable’.

All points should be initialed by the employee as they are completed.

Different elements of the induction can be delivered by different people in the organisation as appropriate.

### 2 Use of the Employee Induction Form

[Standard Induction Checklist](#), including Initial Training Needs form, should be used in conjunction with Human Resources Information. Current policies and procedures can be found at [Human Resources](#).

In addition the Line Manager should also use the post holder’s Job Description and Person Specification.

The electronic version of the checklist has hyperlinks to Intranet and Internet pages for relevant documentation. When using the standard checklist, the level of detail should be appropriate to the post (e.g. explanation of Service Plan).

**Modified Induction Checklist** can be created by adding more specific detail. The Standard Induction Checklist is written as a form which can be modified. Within the different elements, different points can be added or expanded upon.

**Service or Job Specific Induction Packs** may be used instead of the Induction Checklist in appropriate circumstances. Where there are high numbers of employees doing the same job, it may be more effective for a Service to develop a dedicated Induction Pack. The Induction Pack can contain specific information on terms and conditions, procedures etc. which the employee can keep. This is particularly useful for employees who do not have access to personal computers as part of their job. The employee can then retain the induction pack as their own reference.

It is the responsibility of the Service to ensure that any Induction Pack covers the same elements as the Standard Induction Checklist.

There must still be a signed summary of the induction pack retained by the Line Manager.

Assistance with creating a modified or Service specific induction is available from Learning & Development 01463 703050.

### **Record Keeping**

At the end of Part 2 of the Induction Checklists, or the completion of the Induction Pack, the employee and the Line Manager/supervisor must sign and date the checklists confirming satisfactory completion of the induction.

The signed documents should be retained by the Line Manager.

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## **The Highland Council Information**

The Highland Council provides services to over 233,000 people in the Highland area. To do this, it manages over 10,000 part-time and full-time employees with a budget of nearly £ 570m 2015/16.

The Council has a 5 year Corporate Plan that identifies corporate themes and targets.

From the Corporate Plan, the Services develop Service Plans which look up to 3 years ahead. Service Plans go into more specific. Detail about the objectives and resources required to fulfil the Corporate Plan.

Details of the [council's structure](#) can be found on the internet.

The outcomes of Operational, Service and Corporate Plans are monitored and reviewed as part of a Best Value process. All Plans are reviewed and updated on an annual basis.

The work of employees, at every level in Highland Council, contributes to the provision of Council services and the achievement of the Corporate and Service Plans. Underpinning the delivery of Council services are a set [Organisational Values](#). The application of the values is discussed with each employee during [Employee Review and Development \(ERD\)](#) meetings.

The ERD process is designed to clarify work responsibilities and identify the training and support required to enable each employee to safely and effectively fulfil their work role. ERD meetings are arranged with each employee as part of their induction and ongoing development.

### **Employee Code of Conduct**

There is a [Code of Conduct for Employees](#) of the Highland Council, which is based on a National Code of Conduct. We must comply with the Code when acting as an employee or representative of the Council. It must be given due regard, if activities outside work may conflict with the interests of the Council. A breach of the Code may lead to disciplinary action.

The purpose of the Code is to provide clear and helpful advice and guidance about rights and duties at work.

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## **National Conditions of Service**

Most Conditions of Service including rates of pay, hours of work, holiday entitlement, sick leave, etc, are in accordance with agreements made by the Scottish Joint Council/[Scottish Negotiating Committee for Teachers \(SNCT\)](#). [Pay, Terms and Conditions](#) can be found in [Human Resources](#).

All members of staff are required to register their e-mail address to enable access to their [Online Payslip Form](#) and other on-line HR/Payroll processes. If you have a Council e-mail address, then typically this will be registered.

The registration form is accessed through the following link [https:](https://)

[Registration Form](#)

Failure to register will result in not being able to access the on-line system (e.g. no access to payslip).

<b>5</b>	<b>Pensions</b>
	<p>Employees (excluding Teachers) with a contract for greater than 3 months will be entered into the Local Government Pension Scheme automatically unless they wish to opt out.</p> <p>Details of the Scottish Teachers Superannuation Scheme can be found at <a href="#">STSS Home Page</a></p> <p>Details of the non-teaching staff Pension scheme can be found in <a href="#">Local Government Pension Scheme</a>.</p>
<b>6</b>	<b>Annual Leave Entitlement &amp; Time Off</b>
	<p><b>Annual Leave</b> For all non-school staff the annual leave year runs from 1 February to 31 January. Employees have an entitlement to 27 days (including 7 floating public holidays) per leave year, going up to 32 days (including 7 floating public holidays) after 5 years continuous service at the start of the leave year. Pro rata for part-time staff.</p> <p><b>Public Holidays</b> Employees have an entitlement to 7 fixed public holidays per leave year. <a href="#">Leave Arrangements</a> can be found in <a href="#">Human Resources</a>.</p>
<b>7</b>	<b>Sick Leave</b>
	<p>Where an employee is unable to attend work due to sickness then the employee must contact their immediate Line Manager within one hour of their normal starting time. Employees must say what is wrong and likely date of return.</p> <p>A self-certification form must be completed on return to work of an absence of 1-7 calendar days, with a medical certificate from a Doctor being produced for an absence of more than 7 days.</p> <p>Employees' sickness allowance/statutory sick pay entitlements may cease if the above requirements are not adhered to.</p> <p>An employee's entitlement to sickness allowance is also dependent upon their service at the start of absence. Employees with less than 26 weeks continuous service at the commencement of sickness absence are not entitled to sickness allowance.</p> <p>Further information on Sickness Reporting and Certification can be found in <a href="#">Attendance Management</a> web page.</p>

8	<h2>Maternity /Paternity/Shared Paternity /Adoption Leave</h2>
	<p>Employees may be entitled to time off for Maternity/Paternity/Shared Paternity/Adoption Leave.</p> <p>Further guidance can be found at:</p> <p>Policy and guidance on <a href="#">Maternity, Paternity Shared Paternity and Adoption Leave</a> can be found in <a href="#">Human Resources</a>.</p>
9	<h2>Special Leave</h2>
	<p>The Council has a Special Leave Scheme. Special Leave may be granted in certain circumstances e.g. public duties, Jury Service, Bereavement, Paternity/Maternity Support, Adoption, Serious illness/hospital treatment, etc.</p> <p>Guidance for <a href="#">Special Leave</a> can be found in <a href="#">Human Resources</a>.</p>
10	<h2>Display Screen Equipment</h2>
	<p>Any employee who regularly uses a computer, or other equipment which utilises a display screen, must be aware of their responsibilities under the Display Screen Regulations.</p> <p>The Council Guidance on Display Screen Equipment makes provision for eyesight tests. If an employee requires corrective lenses, specifically to use a display screen, the Council provides an allowance of up to £75 for these.</p> <p><b>All computer users must complete the Display Screen Equipment course on their first day that they use such equipment, through <a href="#">My Online Learning (MOL)</a> (Health, Safety and Wellbeing&gt;Working with Computers) or (ICT&gt;Wworking with Computers).</b></p> <p>Staff will need their Employee Number to access MOL.</p> <p>The <a href="#">Eye and Eyesight Testing Form</a> can be found under Health and Safety in conjunction with Guidance on Display Screen Equipment on the intranet.</p>

<p><b>11</b></p>	<p><b>Grievance and Harassment</b></p>
	<p>An employee has a right of appeal against any decision of the Council or against the Council's failure to come to a decision on matters relating to employee's rights under the appropriate Scheme of Conditions of Service, discrimination and other instances where the employee feels aggrieved.</p> <p>If an employee feels they have been harassed or bullied at work, they have the right to put in a complaint.</p> <p>Policies and procedures relating to <a href="#">Grievance and Harassment</a> and covered in <a href="#">Human Resources</a>.</p>
<p><b>12</b></p>	<p><b>Trade Union Membership</b></p>
	<p>The Highland Council supports the system of collective bargaining and for practical purposes this can only be conducted by representatives of the employers and of the employees.</p> <p>Each employee has a right to join a trade union and take part in its activities.</p> <p>The Trade Unions recognised by Council are UCATT, AEEU, GMB/APEX, UNISON, TGWU, EIS, SSTA, NAS/UWT, PAT.</p> <p>Information on <a href="#">Trade Unions</a> can be found in <a href="#">Human Resources</a>.</p>
<p><b>13</b></p>	<p><b>Smoking Policy</b></p>
	<p>A policy leaflet is available for new employees "<a href="#">Managing Smoking at Work</a>". The policy prohibits smoking in;</p> <ul style="list-style-type: none"> <li>• All wholly and substantially enclosed Council premises</li> <li>• Council owned vehicles</li> <li>• Privately owned vehicles whilst carrying passengers on</li> <li>• Council business</li> <li>• Certain external areas of premises including entrance doorways and approaches</li> </ul> <p>In addition, the following restrictions on smoking apply;</p> <ul style="list-style-type: none"> <li>• There are no designated smoking breaks</li> <li>• Employees are only entitled to smoke outside their contractual working hours</li> </ul>

## Equal Opportunities Policy

The Highland Council is committed to the promotion of equality of opportunity, both as an employer, and in the delivery of services.

The Equality Act 2010 provides people with protection from discrimination, if they are covered by the 'protected characteristics' of age; disability; gender reassignment; pregnancy and maternity; marriage and civil partnership; race; religion and belief; sex and sexual orientation.

The Council is committed to:

- eliminating discrimination and harassment,
- advancing equality of opportunity, and
- 'fostering good relations' between those sharing a particular characteristic and those we do not

This means we need to consider the needs of the protected groups in our employment practices and when designing and delivering services.

The Council intends that no employees shall receive less favourable treatment because of a protected characteristic and shall seek to ensure the talents and skills of employees are utilised to the full, to the benefit of the Council, employees and Highland communities. We aim to deliver services fairly and involve and engage with local equality groups.

To help the Council promote equal opportunities and eliminate discrimination, employee need to:

- challenge others when discriminatory practice is witnessed
- ensure that everyone is offered the same level of service
- take account of how different groups may be affected by policies and practices

### Further Information:

- The Council's Commitments and Policies can be found on the [Equal Opportunities](#) and [Equalities in Employment](#) pages
- Advice and information is available from the Equal Opportunities Officer, tel: 01463 702094 or HR Service, tel: 01463 702200

15	<h2 style="text-align: center;">Travel and Subsistence</h2>
	<p>Highland Council Travel and Subsistence Policy covers situations where:</p> <ul style="list-style-type: none"> <li>• Employees are required to travel away from their normal place of work</li> <li>• Employee are working away from their normal place of work for more than 4 hours</li> <li>• Employee are required to stay overnight away from their place of residence</li> </ul> <p>The policy details the various mileage rates and the limits for day and overnight subsistence. All travel and subsistence must be authorised by the employee's Line Manager.</p> <p><a href="#">Travel and Subsistence</a> rates and guidance can be found under <a href="#">Human Resources</a>.</p> <p>There is also a <a href="#">Policy on Private Use of Council Vans</a></p>
16	<h2 style="text-align: center;">Occupational Health, Safety and Wellbeing</h2>
	<p>It is Highland Council policy to take all reasonable steps to ensure the health, safety and welfare at work of all its employees.</p> <p>The general responsibilities for all levels of management and staff are detailed in the <a href="#">Occupational Health, Safety and Wellbeing Policy</a>.</p> <p><b>All new employees must read this document as part of the induction process.</b></p> <p>All managers and supervisors are responsible for the safety of their staff and that of any other person who comes into contact with their work activities.</p> <p>This responsibility includes:</p> <ul style="list-style-type: none"> <li>• Conduct of suitable and sufficient Risk Assessments to identify hazards and identify appropriate controls</li> <li>• Establishment of Safe Working Practices</li> <li>• Provision of resources and training to enable safe working practices to be followed</li> <li>• Monitor and review safety in the workplace</li> <li>• Report any issues or concerns, in the workplace which are beyond their control</li> </ul>



All employees, regardless of post, must:

- Take due care for their own safety and that of others, who may be affected by their acts or omissions at work
- Co-operate with management and perform any duty or comply with any requirements, as a result of any health and safety legislation which may be in force.
- Report and record any accidents occurring in of the course of work activity
- Report any concerns relating to health, safety or welfare to an appropriate person

The Council promotes a positive approach to mental health and aims to minimise risks to mental health that may arise in the workplace.

A positive working environment has a significant impact on reducing stress- related absence and improving long term outcomes for staff experiencing mental health problems.

All staff should familiarise themselves with the policy.

All managers must attend a '[Mentally Healthy Workplace](#)' training workshop.

The Highland Council, Occupational Health, Safety and Wellbeing Team has corporate responsibility for health, safety and welfare issues within the Council.

The Occupational Health and Safety Team Manager and Advisers are based in Dochfour Drive Inverness.

The team develop corporate policies and provide advice and guidance to all Services.

**Further Information:**

- Council's [Health, Safety and Wellbeing policies](#) can also be found on the Intranet on [Occupational Health, Safety and Wellbeing's](#) page.

Some Services have additional guidance on Occupational Health, Safety and Wellbeing for subjects specific to the Service. This guidance can be found on the intranet under Service Management for the particular Service.

- The Health and Safety Advisers can be contacted through 01463 703090

17	<h2 style="text-align: center;">Customer Care</h2>
	<p>The Highland Council is committed to delivering excellent Customer Services. This includes:</p> <ul style="list-style-type: none"> <li>• Providing services which are consistent, professional and co-ordinated to ensure the customer is satisfied at the first point of contact</li> <li>• Treating all customers fairly and with respect</li> <li>• Doing what we promise and to agreed timescales</li> <li>• Resolving complaints quickly and, where possible, at the point of contact</li> </ul> <p>When dealing with customers (internal as well as external) all staff must:</p> <ul style="list-style-type: none"> <li>• Give our customers a positive experience</li> <li>• Put yourself in your customer's shoes</li> <li>• Be friendly and enthusiastic</li> <li>• Be respectful and polite</li> <li>• Be professional and efficient</li> <li>• Be fair and tactful</li> <li>• Have a 'can-do' attitude</li> </ul> <p>The key actions you should do to give our customers a positive experience are:</p> <ul style="list-style-type: none"> <li>• Think and act proactively, anticipating customer needs</li> <li>• Tell the customer the next steps and accurate timescales</li> <li>• Personalise your service, putting the customer at the centre of your thinking</li> <li>• Exceed expectations</li> <li>• Resolve issues quickly and efficiently</li> </ul> <p>The Council's <a href="#">Customer Service Charter</a> and <a href="#">Complaints leaflet</a> give you an overview of the Council customer care standards and you should make sure that you understand your Service and section's customer care procedures.</p>
18	<h2 style="text-align: center;">Training and Development</h2>
	<p>Services have a responsibility to ensure that, as well as resources, employees have sufficient knowledge, skill and qualification to fulfil their duties.</p> <p><a href="#">Employee Review and Development</a> process should be used to identify the needs of individual employees.</p> <p>When development needs are identified, it is the responsibility of Service Management to prioritise needs and plan how needs can be met. As well as formal training, development needs may be met by on the job training, coaching, structured experience, secondments, open learning, or reading.</p> <p>The corporate Learning &amp; Development Team (L&amp;D) is located in Dochfour Drive, Inverness, IV3 5EB.</p> <p>L&amp;D liaises with Service Directors and Business Partners to identify common areas of training needs.</p>

Additionally, Learning & Development Advisers provide professional advice and support to Services on training and staff development matters.

Course programmes, course descriptors and other [Learning & Development](#) information can be found under Staff Information on the intranet. In addition to face to face delivery of courses, L&D has a range of e-learning courses available through My Online Learning.

In the Employee Induction, there are a number of mandatory training subjects which are accessible through My Online Learning.

New staff should be shown how to access and log on to My Online Learning as part of the checklist on the [Employee Induction Form](#).

If an employee is not a computer user, they will require access to a computer and someone to help them register for the courses.

There are no charges for these e-courses.

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## **Information Management**

All staff need to understand and apply the basics principles of information management and security. This involves identifying records and the value of the information, knowing what needs to be kept and what destroyed, what needs to be shared, with whom and with what safeguards to apply.

Closely linked to information management is information security and the need to store data and information in a secure and appropriate method.

Local Authorities hold personal details on citizens, commercial details of organisations and also confidential records shared with other public sector bodies, so effective data security policies are essential.

As part of the Council's approach to information management and security **all staff must complete the e-learning module [Information Management](#)** and the Council's Classification scheme both available on [My Online Learning](#).

This e-course details the personal responsibilities for Information Security. All staff follow the Highland Council policies on [Managing Records](#).

Managers will also be responsible and accountable for the management of information assets as part of their duties and are therefore required to complete the mandatory, **Information Asset Management – Roles and Responsibilities** course, available in [My Online Learning](#).

## Financial Regulations

All Council employees should be aware of their responsibilities under Highland Council Financial Regulations.

**Failure to comply with the Regulations may result in disciplinary action.**

It is therefore essential that all employees receive appropriate training to enable them to comply with the Regulations.

As the first step to compliance, **all employees should be registered on [My Online Learning](#) for the module on Financial Regulations; (Policy and Practice>Finance).**

All employees must complete sections:

- 1, Personal Responsibilities**
- 7, Fraud and its Prevention**
- 8, Internal Control and Risk Management**
- 9, Retention of Records**

**Any employees involved in any aspect of Council finances (ordering goods, services or works; paying invoices; tenders for Council work; managing budgets; etc.) should also complete any other sections relevant to their role.**

Information on other training subjects, related to [Procurement](#) and Managing Budgets can be found on the intranet [Procurement Training](#). Course titles links will bring up course descriptors which helps identify if a course is appropriate.

How the Highland Council strategically manages business, determines strategy and objectives, is laid out on the intranet page [Code of Corporate Governance](#). From this Code, comes the **Financial Regulations**, which can be found on the intranet page [Internal Audit](#). The Financial Regulations give an overview of how all aspects of Finance are managed with the Highland Council. **Employees should be familiar with the sections of Finance Regulations, appropriate to their role.**

Employees required to access Financial systems, Resource Link, Axis or Revs and Bens systems must have appropriate authorized using the intranet forms [Finance System Access](#) page. Any employees involved in Council Contracts must follow [Highland Council Contract Standing Orders](#) and [Procurement Manual](#) which are on the intranet. Those involved in obtaining quotations must follow [Instructions for Quotations for Goods, Services and Works](#).

Employees involved in quotations up to £49,999 or tenders over £50,000 must have a signed **Procurement Authorisation Form**, from [The Framework for Regulation](#), before commencing any quotation or tender process.

<p><b>21</b></p>	<p><b>Energy and Sustainability</b></p>
	<p>The Highland Climate Change (Scotland) Act 2009, places duties on the Highland Council to respond to climate changes by reducing greenhouse gas emissions, adapt to the impacts of a changing climate and deliver the Council programme sustainably.</p> <p>The Council has a <a href="#">Carbon Management Plan</a> which sets out a clear strategy and action plan to reduce CO<sub>2</sub> emissions from Council Services and operations. The Council has a <a href="#">travel hierarchy</a> and there is access to <a href="#">Carbon CLEVER Cycles</a> e-bike for business use (Inverness only).</p> <p>Staff should abide by the following carbon reduction and sustainability policies:</p> <ul style="list-style-type: none"> <li>• Energy Use Policy</li> <li>• <a href="#">Business Travel Hierarchy</a></li> <li>• Internal Paper Recycling &amp; Confidential Waste Policy</li> <li>• Waste Minimisation Policy</li> <li>• Internal Policy on Disposable Cups</li> </ul> <p>More information can be found in <a href="#">Climate Change</a>.</p> <p>All staff are encouraged to undertake the e-course Climate Change and Sustainable Development available on <a href="#">My Online Learning</a>. (<i>Core Competences &gt; Sustainable Development &gt;</i>)</p>
<p><b>22</b></p>	<p><b>The Use of ICT Equipment</b></p>
	<p>More and more duties within the Highland Council involve staff using computerised systems in their daily tasks, requiring the need for a User Login Account.</p> <p>Users should only be provided with access to the information that they have been specifically authorised to use.</p> <p>The Line Manager should notify the <a href="#">Use Management Representative</a> when permanent and temporary employees start employment, terminate employment or transfer to new duties/responsibilities, including transfer to another team within the Council.</p> <p>The Council's <a href="#">Password Reset</a> tool provides a simple, secure, self-service solution that enables ICT users to reset forgotten passwords and unlock their accounts.</p> <p>Self-Service Password Reset empowers users, reduces potential future support costs and increases security. Staff should be encouraged to enroll as soon as possible.</p>

	<p><b>Staff must comply with the council's <a href="#">Acceptable Use Policy</a>.</b></p> <p><b>ICT Users must be aware of their responsibility for <a href="#">Data Protection</a> and any responsibility under the <a href="#">Highland Council Information Management Strategy</a> and the ICT User and Network Access Control Policy</b></p> <p>The necessary ICT training for tasks and/or Service specific systems, should be discussed with the Line Manager. Learning &amp; Development offers a range of Corporate and Microsoft Office ICT courses both in training facilities and with the use of e-learning web based packages. Details of training available can be viewed from the ICT Course Planner and ICT course information at <a href="#">Learning &amp; Development</a>.</p>
<p><b>23</b></p>	<p><b>Gaelic</b></p>
	<p>The Highland Council is committed to the principle of equal respect for Gaelic and English languages and supports and encourages people to develop their Gaelic.</p> <p>The Highland Council Gaelic Language Plan aims to 'normalise' the position of the language in the sense that the Gaelic dimension is considered in the planning and implementation of all Council business.</p> <p>'<a href="#">Gaelic in the Highlands</a>' is a short induction course which aims to tell new Council staff, and others with an interest in the subject, a little bit about Gaelic.</p> <p>Further <a href="#">Gaelic</a> Information can be found through the A-Z section of the Council intranet.</p>
	<p><b>Links:</b></p> <p><a href="#">Employee Induction Form</a></p>