South East Coast Ambulance Service NHS
NHS Foundation Trust

Staff Induction Policy and Procedure

Contents

1 Statement of Aims and Objectives

1.1. Induction marks the beginning of the relationship between an employer and the new member of staff and is of fundamental importance in setting standards and patterns of behaviour for the future. South East Coast Ambulance Service NHS Foundation Trust (the Trust) aims to help newly recruited members of staff through the induction process to adjust to their new work situation as quickly and as easily as possible, to enable them to become integrated and productive members of staff at the earliest opportunity.

1.2 Delivery of a comprehensive induction indicates a high level of commitment to our new colleagues, ensuring that they feel welcomed into the Trust and that they feel competent and confident to deliver high quality care and services.

1.3 It is important that new colleagues recognise that induction is the beginning of a journey of lifelong learning within their career at SECAmb and is part of their continuous personal/ professional development (CPD).

1.4 Corporate and local induction are intended to assist colleagues in developing a wider understanding of the Trust and have an important role in consistently communicating the organisation's vision, values, and behavioural expectations. Induction is a process of engagement, not of training.

1.3 The Trust recognises its responsibilities to ensure the health, safety and wellbeing of its employees and persons affected by its business.

1.2. The objectives of the corporate and local induction are:

1.2.1. To integrate new members of staff into the Trust, giving them a sense of identity, set standards and patterns of behaviour, and gain their commitment to organisational goals.

1.2.2. Ensure the new members of staff know how their role impacts the Trust and what is expected of them.

1.2.3. Help to resolve any initial queries and offer signposting for key employment information.

1.2.4. To make new staff aware of relevant legislations and procedures that affect their role.

1.2.5 To support the retention of colleagues by providing a positive welcome and introduction to the organisational culture, signposting the right tools and information for new starters to do their job.

1.2.5 To welcome new staff, providing them an opportunity to understand more about the organisation, their role and SECAmb's ways of working.

2 Scope

2.1. This policy and procedure is applicable to all staff.

2.2. The induction process for Voluntary staff has been developed and managed by the Voluntary Services Department. It is covered by their own procedures.

3 Principles

3.1 In order to achieve the above objectives all staff must undertake both corporate and local inductions.

3.2. If an employee changes function, they must undertake a local induction.

3.3. Non-attendance is managed through the non-attendance process, as outlined in the Training, Education and Development (TED) Procedure.

3.4. The principles of this procedure will be followed for all temporary staff. As a minimum all temporary workers are required to complete the appropriate sections of the local induction checklist with their line manager.

4 Definitions

4.1. **Corporate Induction**: This aims to address a new member of staff's immediate needs and priorities and includes an overview of the Trust vision and an understanding of how colleagues will be able to contribute to that.

4.2. **Local Induction**: This is the process of welcoming the individual into their team and the area in which they will be working. It covers all aspects of the environment, including local health, safety, and welfare; it should outline the hazards of the job and focus on preventative measures. In addition, the new member of staff's line manager will discuss the Personal Appraisal process which will provide structure and guidance for the new employee relating to their particular job. The Local Induction is supported by the Induction Checklist which is available on the SECAmb intranet site.

5 Responsibilities

5.1 **The Chief Executive Officer** has overall responsibility for:

5.1.1. Ensuring the health, safety, and wellbeing of all staff within the Trust and, in order to achieve this, all staff will attend a corporate induction and undertake a local induction.

5.2 **Learning and Development** is responsible for:

5.2.1. The design, development, and implementation of corporate and local induction.

5.2.2. Implementing the non-attendance process within this document.

5.2.3. Monitoring compliance of Corporate and Local Inductions as per this procedure.

5.2.4 Plan and ensure the coordination of all Corporate Induction courses and communicate to Employee Resourcing.

5.2.5 Ensure attendance and non-attendance at Corporate Induction is captured on the Trust's training database, Oracle Learning Management (OLM).

5.2.6. If required, trigger the non-attendance process as per section 8 of this document.

5.3. **New employees' line managers** will:

5.3.1. Ensure their member of staff attends the Corporate Induction course as arranged.

5.3.2. Manage any non-attendance of the Corporate Induction course in line with this procedure.

5.3.3 Support new colleagues to complete their Local Induction Checklist within four weeks of their start date.

5.4. **New employees** will:

5.4.1. Take ownership of their Local Induction Checklist and ensure it is completed within four weeks of their start date.

5.4.2. Attend a Corporate Induction course as booked by the L&D team.

5.5. **All employees** are responsible for adhering to this policy.

6 Corporate Induction

6.1 A Corporate Induction consists of a centrally organised Welcome Event that colleagues will be invited to attend within the first month of employment. It is a formal welcome to the Trust by the Executive/Senior Team with mandatory attendance for new employees. The Welcome Event is designed to energise, inspire and explore the Trust's organisational values, whilst reinforcing the importance of the contribution and impact of all employees.

6.2 All new staff must attend the Trust's Corporate Induction course.

6.3. For all newly qualified clinical staff the Corporate Induction forms part of their Transition to Practice course. The Transition to Practice course is managed by the Clinical Education Team and sits outside of this procedure.

7 Local Induction Checklist

7.1 A local induction is a tailored induction within the workplace. This is normally conducted by the line manager (or person(s) nominated by the line manager) using one of the Trust's local induction checklists, plus, any other local additional materials/approaches specific to the individual's job role, service area or department. A local induction provides more specific information relevant to the individual's workplace, and job role, and meets mandatory and statutory requirements ensuring the safety of both employees and service users.

7.2 All new staff must complete the Trust's Local Induction Checklist.

7.3. Checklists are to be completed jointly by the new employee.

7.4 Everyone who is newly employed or is transferred from one role or service area to another requires induction. To ensure their own safety to practice as well as the service users/patients. It is the opportunity to introduce people to their new environment and the people they work with and give them the information and guidance they need to become familiar with the Trust and its policies and practices.

8 Non-attendance at Corporate Induction

8.1. Those cancelling or failing to attend induction will be reported to the line manager by the Learning & Development Team, and they will be placed on the next available induction programme.

8.2. The training and development department will contact both the staff member and their manager to inform them of their non-attendance and the dates when they should next attend.

8.3. Those failing to attend individual parts of the induction will also be placed on the next available sessions and their attendance monitored.

8.4. Induction compliance is viewable via Power BI. This details each staff member and their compliance status. This dashboard should be used as a tool to monitor team and individual compliance.

8.5. The OD Administrator will note any non-attendance on an individual's training record in OLM.

8.6 The OD Administrator will submit bi-monthly attendance/compliance reports to the Education and Training Group. If required, exception reports will be produced for presentation to the HRWG, highlighting any causes for concern.

9 Monitoring compliance

9.1 The Learning and Development Team is responsible for monitoring compliance with this policy and procedure, as detailed above.

10 Audit and Review (evaluating effectiveness)

10.1. The Trust is keen to establish the value of training and development through the evaluation of its activities on a systematic and objective basis. The induction process is reviewed as appropriate in the light of the information obtained through this evaluation process.

10.2. This policy and procedure will have its effectiveness audited by the HR Working Group at regular intervals, and initially six months after a new policy and procedure is approved and disseminated.

10.3 All policies have their effectiveness audited by the responsible Management Group at regular intervals, and initially six months after a new policy is approved and disseminated.

10.5 Effectiveness will be reviewed using the tools set out in the Trust's Policy and Procedure for the Development and Management of Trust Policies and Procedures (also known as the Policy on Policies).

10.6. This document will be reviewed in its entirety every three years or sooner if new legislation, codes of practice or national standards are introduced, or if feedback from employees indicates that the policy is not working effectively.

10.7 All changes made to this policy and procedure will go through the governance route for development and approval as set out in the Policy on Policies.