



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

Induction Guidelines

Induction Guidelines

Induction at The University of Queensland is a transitional process to welcome new staff and form a solid foundation of support and involvement for all new staff members. It integrates the provision of information on major facets of the University and is intended to be of value to the individual and the institution. The objectives of new staff induction are to:

- Provide relevant information, support and welcome to new staff members in order to make them feel valued, confident and comfortable in their new environment and able to contribute fully as soon as possible.
- Complete administrative procedures as soon and as smoothly as possible for new staff members to start work and receive pay, as well as to comply with relevant legislative requirements.
- Enable new staff members to understand and achieve what is expected of them during their probationary period of employment.
- Facilitate the process of linking new staff with other staff.

New staff induction is a key part of The University's staff development framework, as described in the [Staff Induction policy](#) and accordingly, is a component of the [Staff Development Program](#).

Making Induction Work

This brief guide is provided to aid any staff member who has responsibility for the induction of a new starter, to ensure that the introduction of this new staff member into the work area is completed as smoothly and efficiently as possible.

The induction process itself will require contributions from a range of people. In this guide, you will find an overview of the induction process as well as key responsibilities of people involved in new staff member induction.

Stages of Induction

The induction process encompasses three stages:

1. Prospective staff.
2. Starting the job:
 - first day,
 - first week,
 - first month,
 - 3 – 6 months (Probation).
3. Familiarisation – settling in.

Overview of Induction

Prospective Staff

- Send letter of offer to new employee.
- Order Induction New Starter Pack for new employee.
- Contact new employee to discuss arrangements for their first day (e.g., arrival time, parking and transport, safety and security).
- Advise relevant staff of new employee's arrival date and duties and organise appointments with key contacts.
- Select an appropriate Buddy/Mentor for the new employee (refer to [Buddying Programme Guidelines](#)).
- Prepare new employee's work area, including access to Aurion, My Aurion, Timekeeper or UniFit).
- Prepare new employee's work schedule for first week.
- Schedule any necessary training.
- Organise a welcome morning/afternoon tea.

First Day

- Welcome the new employee.
- Provide an overview of the induction program.
- Introduce the new employee to their immediate workplace.
- Introduce the new employee to work colleagues (including their Buddy/Mentor, immediate work colleagues, and other relevant staff members).
- Explain the job to the new staff member.
- Take a tour of the workplace (including the immediate work area and the campus more broadly).
- Introduce basic procedures and instructions (including relevant administrative requirements, OH&S procedures, and in-house software).
- Maintain contact with the new employee.

First Week

- Discuss new employee's role and responsibilities in more detail.
- Hold welcome morning/afternoon tea.
- Follow-up necessary introductions with relevant staff members.
- Maintain contact with the new employee.
- Review the new employee's progress in the first week: monitor their performance and ensure they are settling into the role, team and organisation adequately.

First Month

- Review the new employee's progress in the first month: monitor their performance and ensure they are settling into the role, team and organisation adequately.
- Ensure the new employee has accessed induction resources and attended events relevant to their role (e.g., New Staff Expo; new staff induction seminars).
- Provide the new employee with more detail on relevant rules, regulations and procedures.
- Explore [training and development opportunities](#) with the new employee.
- Maintain regular contact with the new employee.

First 3 – 6 months

- Review the new employee's progress in the first month: monitor their performance and ensure they are settling into the role, team and organisation adequately.
- Complete Probation requirements with new employee, offering constructive feedback where necessary.
- Revisit training and development needs with new employee.
- Seek feedback from the new employee regarding their induction program.

Responsibilities

It is essential that a new staff member receives adequate information, guidance and support during their induction. Therefore Heads of Organisational Units, Supervisors and Induction Officers must liaise with one another throughout the induction process to ensure the needs of a new starter are met.

1. Heads of Organisational Units

Heads of Organisational Units are responsible for ensuring that new staff members are properly inducted at each stage of the process. If the Head is not the new staff member's immediate Supervisor, then the Head must designate a Supervisor to be responsible for new starter induction.

Heads must appoint a staff member, normally an administrative officer, as Induction

Officer for the unit.

Depending on the nature of the work and the length of engagement for casual staff, Heads may streamline the induction process to make it more appropriate to the shorter term needs of the individual and the organisational unit.

Checklist for Heads of Schools

Heads of Schools should find this [checklist](#) useful. It covers a range of issues to be covered when meeting with and settling in new academic colleagues.

2. Managers / Supervisors

The Supervisor is responsible for briefing the new staff member on work expectations, especially probation requirements, helping them settle into their new job and, in due course, completing their annual performance review.

This guide makes Supervisors aware of their responsibilities and provides practical tips. For general staff Supervisors, requirements include mandatory completion of the Essentials for UQ Supervisors series of training modules conducted as part of the Staff Development Program.

Setting Expectations

Supervisors must meet with the new staff member they are responsible for as soon as possible to set expectations as the first step in the annual review process. In particular, discussion must cover what the staff member must do or demonstrate during the probation period.

In the case of general staff, the Expectations section of the Recognition and Development Program form must be completed. For academic staff, discussion should centre on agreeing on the Personal and Professional Development plan, which forms part of the Academic Portfolio of Achievement documentation. Consideration must be given to meeting the probation requirements set out in the staff member's offer of appointment and described in the policy on Appointment, Probation and Confirmation of Continuing Appointment for Academic Staff. Academic staff will also attend a workshop on meeting probation requirements conducted as part of the Becoming a UQ Academic staff development series to help them plan ahead for their probation review. Supervisors are encouraged to attend with the staff member, if possible, or otherwise should meet the staff member soon afterwards to help them plan.

Buddying Programme

UQ offers [Buddying Programme](#) guidelines to assist new staff members make the transition to working at UQ. Implementation of the Buddying Programme is at the discretion of the local work area. Upon its implementation, Supervisors are responsible for selecting a suitable Buddy / Mentor to support a new starter in their work area and for facilitating necessary introductions. Information is available in the Resources section of the New Staff website.

Feedback

For general staff, the [Probation Policy](#) requires the supervisor to provide feedback on performance at the mid-point of the probation period and sets out the steps required if it becomes necessary to terminate the probationary employment. For academic staff, subsequent annual review meetings should refine the Personal and Professional Development plan in the lead up to the mid-term and/or final review.

Settling In

Supervisors should monitor the progress of a new starter and ensure they are integrating adequately into the role, team and organisation. Action should be taken as necessary.

3. Induction Officer

The Induction Officer should meet new staff members on arrival to start work, arrange for them to meet the Head of the Organisational Unit, and accompany them to meet their Supervisor and any other members of staff, as required.

In addition, the Induction Officer is responsible for ensuring that new staff complete all the administrative procedures set out with these guidelines, relevant to their type of appointment. This officer will work with each new staff member to complete an [on-line Staff Induction checklist](#), present a Welcome Starter Pack of material (available from the Printery), and provide relevant local information (as prescribed on the Local Information template). The on-line Induction Checklist has links to Workplace Health and Safety Induction, a staff Equity and Diversity data collection checklist, and other key employment information.

The Induction Officer must complete the following administrative tasks:

Staff Induction Checklist

The Induction Officer is to complete the on-line Staff Induction Checklist form as soon as possible with the staff member. The completed checklist is to be sent electronically to the relevant Faculty or Central Human Resources Officer for action to start the new staff member's pay and for subsequent filing. The Induction Officer must forward any supporting documentation provided by the staff member, such as a copy of their Birth Certificate or Passport, Tax Declaration form, banking details and evidence of qualifications to the relevant Faculty or Central HR Officer as soon as possible.

Workplace Health and Safety Checklist

The Staff Induction Checklist includes a link to the Workplace Health and Safety Induction Checklist that must be completed by the new staff member and filed within the organisational unit to comply with legislative requirements.

UQ Staff Equity and Diversity Data Collection

The Staff Induction Checklist also has a link to the UQ Staff Equity and Diversity Data Collection form, which is optional to complete and is returned to the Equity Office where it

is handled confidentially. The data collected may be used to develop equity strategies and communicate with special interest groups, but would not initiate any action with respect to individuals. Members of staff with a disability who need special accommodation, equipment or other arrangements must notify the Head of their organisational unit.

Provide Local Information

The Induction Officer must provide the staff member with local information relevant to their organisational unit. A Local Information template to assist with this task is provided in the Resources section of the Staff Induction website.

Provide Starter Pack

The Induction Officer should also give the new staff member an Induction Starter Pack that includes relevant application forms, such as access to University IT systems, brochures on matters such as Unisafe and Sexual Harassment, Cybrary information on a mousepad and any other material of interest the organisational unit may wish to include. A list of the basic contents of the Starter Pack is on the Staff Induction web site under Resources. Starter Packs are available from the University Stores.

Arrange Access to Information Technology

The Induction Officer should advise on the need and procedures for obtaining access to University IT applications such as Business Objects, SI-net or the Aurion Human Resource system, as applicable to the new staff member's duties. Shortly after a continuing or fixed-term staff member has started work, they should automatically receive notification from Information Technology Services about their UQ Username and Password to enable them to use email and access selected Cybrary services and Staff Portal. Staff will also receive separate notification from Personnel Services of their Username and Password to use My Aurion in the Aurion Human Resource system, accessible through the web. My Aurion enables staff to update personal details, see leave balances and process leave applications electronically with their supervisor, as well as register for staff development activities listed in the University Staff Development Program. In addition, staff may receive notification from Faculty/School or Division IT services about special usernames and passwords as applicable for systems maintained locally.

University Staff Induction Seminars

The Induction Officer should advise a new starter of Induction Seminars offered by the University and ensure they attend any seminars relevant to their role.

All new staff should receive an invitation to attend a University Staff Induction seminar soon after they arrive. These are conducted several times throughout the year as part of the Staff Development Program and include a welcome by the Vice-Chancellor, an overview of the University's history, mission, strategic directions and organisation, as well as an introduction to key policies, conditions of employment, annual performance appraisal and equity issues.

In addition to the Staff Induction Seminar, new academic staff members are expected to attend the Becoming a UQ Academic series of staff development activities. An Induction for International Academics New to UQ is offered for new international academic staff.

Induction of New Heads of Schools and Divisions

New Heads of Schools and Directors of Divisions may be current members of staff or new to the University. They are expected to participate in the Induction Program for New Heads of Schools and Divisional Directors conducted as part of the University Staff Development Program. The program includes attendance at management conferences, workshops on leading and managing staff and budget planning and management, as well as the opportunity to meet informally with key senior executives, administrators and peer mentors to discuss and better understand key issues and support available.

4. HR Staff

Before starting work, continuing and fixed-term staff must be given and accept a written offer of appointment, and casual staff must receive a Casual Staff Appointment form as their "Instrument of Engagement", in accordance with the [University of Queensland Enterprise Agreement](#).

Prospective staff for continuing and fixed-term appointments must be provided with a Position Description in accordance with the [Recruitment and Selection Policy](#).

Faculty or Central HR staff members are responsible for training Induction Officers within their respective areas to help them discharge their tasks.

5. Buddy / Mentor

A Buddy / Mentor is to act as an informal point of contact for a new starter. Buddies / Mentors will help to put a new starter at ease and support them while they develop confidence in their new role. Buddying Programme Guidelines are available in the Resources section of the New Staff website.

Resources

- The University's Staff Induction website provides comprehensive information for new staff. It includes an introduction to key conditions of employment and information about the University such as transport links, parking and facilities.
- The University's Current Staff website provides additional information regarding employment conditions and entitlements, online services, human resources, procedures and policies, and staff support services.
- Online checklists:
 - General checklist.
 - Checklist for Induction Officers.
 - Checklist for Managers / Supervisors.
 - Checklist for Heads of Schools (to be used with new academic staff).
- UQ's Buddying Programme Guidelines provide detailed information about the Buddying process and the nature of the relationship between a new starter and their Buddy.
- UQ's Staff Development website contains listings of training and development courses, including:
 - 'University Staff Induction' seminar for new employees.
 - 'Becoming a UQ Academic' series for academic staff.
 - 'An Induction for International Academics New to UQ' session for new international academic staff.
 - 'Induction of New Heads and Divisions' program.
- HR staff members are available as an additional point of contact for Managers / Supervisors and Induction Officers and can advise on induction / employment related matters.