

Policy for Corporate and Local Induction (Permanent Staff)

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REVIEW DATES AND DETAILS OF CHANGES MADE DURING THE REVIEW

V13 Updated to reflect current process post pandemic and Great Place to Work elements including refreshed local induction checklist

V12 superceeds November 2020 update which was labelled v11

V9.1 November 2020

Add word 'complete' after 'attend' to cover face to face or eInduction

Remove old NHSLA local induction reporting requirement

Replace old local induction checklist with new local induction checklist which now includes; Introduction to LLR, Health and Wellbeing, Occupational Health, Freedom to Speak up.

Review of V9 August 2018

Whole document reformatted to meet Policy for Policies' guidance

Job titles updated throughout whole document

Removal of appendices 6-11 following PG&C suggestions. (2.1) Profession inductions now sit outside corporate induction.

KEY WORDS

Induction Corporate Induction, Local, Induction, Manager, Employee

1 INTRODUCTION AND OVERVIEW

- 1.1 This document sets out the University Hospitals of Leicester NHS Trusts (UHL) Policy and Procedures for Corporate and Local Induction for all new permanent employees and those who cease employment or retire from the Trust and return to the Trust in excess of 12 months later.
- 1.2 UHL recognises the importance of ensuring a high quality relevant induction aligned to the NHS People Promise for new colleagues. The benefits of this are significant to both the new colleagues and organisation. For the new starter the process marks their welcome and introduction to the organisation's philosophy, values and behaviours; its commitment to them and the commencement of their development process.
- 1.3 Successful induction is a key element in the effectiveness of the recruitment and retention process. Having invested significantly in recruiting new colleagues with valuable skills, it is important that they are retained by the organisation. An awareness of the organisation's strategic ambitions, core objectives and communicating to new colleagues how they are valued and supported within the workplace is key to achieving this aim.
- 1.4 In view of the importance of these aspects of employment it is a requirement that on commencing employment within UHL, all new colleagues participate in the induction process, preferably on their first day at UHL. Should this not be possible, new colleagues will be booked onto and are expected to attend the next available session. Attendance on Corporate Induction with completion of a Local Induction programme must be completed within the first 90 days, with the majority of which being completed in the first few weeks from commencing employment.

2 POLICY SCOPE

- 2.1 The aim of the policy is to provide guidance to managers and colleagues on the process of Induction for new employees on appointment. It is recognised that as the range of responsibilities varies according to role, it is not possible to fully define the meaning of Induction specifically for each employee in this policy. Professional induction requirements will be managed locally outside of this policy.
 - Managers are responsible for ensuring their new starters are booked onto appropriate induction(s) for their role
 - Managers must complete a Local Induction and the new starter will submit confirmation of this
 - Managers must ensure new starters must be released to attend induction(s)
 - New starters are responsible for attending induction(s) as required
 - New starters who did not attend must be followed up by the manager, rebooked and evidence of this kept locally
 - New starters are responsible for highlighting any additional support requirements to their manager
- 2.2 This policy applies to all permanent clinical and non-clinical colleagues commencing work with UHL (refer to point 3.4 and 3.5 for colleagues who have previously worked at UHL). Induction requirements for temporary, locum, and agency staff have been specified within the Trust's Temporary Staffing Policy and Procedure.

3 DEFINITIONS AND ABBREVIATIONS

3.1 Corporate Induction

A process through which an employee is welcomed and integrated into the Trust, learning about its corporate culture, strategy, ways of working. The minimum content for Corporate Induction can be found on UHL Connect <https://simpplr.link/d/e/uhlconnect.uhl-tr.nhs.uk/site/121169ae-44b5-48b1-bb9c-e96785ec1c34/page/d6180cbe-ff80-4926-88a9-a4d72551ab19?f=ohysue>

3.2 Doctor

Qualified Medics of all levels who are permanently employed by the Trust for a period of 8 weeks or more are covered under permanent staff within this policy. Locum arrangements are detailed in the Temporary Staffing Policy.

3.3 Post Graduate Doctors in Training

Sometimes referred to as Junior Doctors. These colleagues join the organisation for a set period of time and have different induction and training arrangements. They are referred to as trainees in the policy. (NB: trainees who cease their employment and subsequently return to the Trust within 12 months do not need to repeat the Post Graduate Doctor in Training (Junior Doctor) Induction. Trainees that have continuing placements with the Trust should only complete the Post Graduate Doctor in Training (Junior Doctor) Induction once.

3.4 Employee

Defines all full and part time employees paid by UHL, regardless of their location of work, who are on Electronic Staff Record (ESR) with a contract of 8 weeks or more (NB: employees who retire or cease their employment and subsequently return to the Trust within 12 months are exempt from this policy).

3.5 Induction

Induction for the purposes of this policy is defined as the planned programme of initial information required by all permanent new full and part time colleagues to ensure they are welcomed to UHL and have the necessary information that will enable them to start to perform their duties in a safe, effective and efficient manner; and understand the organisations values and behaviours. New starters who have worked at UHL in the previous 12 month period are excluded from requiring a Corporate Induction however must complete a local induction and attend any relevant professional inductions as role requires.

3.6 Local Induction

A process through which an employee is integrated into their new role and team at a local level. The minimum content for Local Induction can be found on UHL Connect [[UHL Corporate Induction | Learning & Development - UHL Connect \(uhl-tr.nhs.uk\)](#)].

3.7 Manager

Defines all full and part time colleagues who manage people and/or resources that are paid by UHL.

3.8 Specialty Doctor/Specialty and Associate Specialist Doctor

If employed by the Trust for a period of 8 weeks or more, including those on zero hour contracts, they are covered under permanent staff within this policy.

4 ROLES

4.1 Chief People Officer

- 4.1.1 The Chief People Officer is responsible for ensuring that new colleagues are invited to attend/complete the Corporate Induction, the recording of attendance and the follow up of non-attendees.
- 4.1.2 To monitor Corporate and Local Induction through
 - Corporate Directorate /Clinical Management Group (CMG) Leads and Boards
 - Senior People Services Team.

4.2 The Recruitment Services Team

- 4.2.1 Provide accurate new starter booking details for corporate induction in a timely manner.
- 4.2.2 Include welcome letter from UHL and local induction information in the employees new starter pack <https://simpplr.link/d/e/uhlconnect.uhl-tr.nhs.uk/site/121169ae-44b5-48b1-bb9c-e96785ec1c34/page/d6180cbe-ff80-4926-88a9-a4d72551ab19?f=ohysue>
- 4.2.3 Ensure managers have the First 90 Days <https://simpplr.link/d/e/uhlconnect.uhl-tr.nhs.uk/site/121169ae-44b5-48b1-bb9c-e96785ec1c34/page/d6180cbe-ff80-4926-88a9-a4d72551ab19?f=ohysue> and Local Induction Checklist (Appendix 1) as part of the induction process and the Corporate Induction date.

4.3 Learning and Development

- 4.3.1 Plan and coordinate a schedule of Corporate Induction events for new starters
- 4.3.2 Produce monitoring reports to show levels of assurance as required by the Trust
- 4.3.3 Lead for the Corporate and Local Induction Policy
- 4.3.4 Book new starters onto the next available Corporate Induction
- 4.3.5 Process new identity badges and requests for email accounts and issue new starter with the account details.

4.4 Bulk Recruitment Leads

- 4.4.1 Set up professional induction dates and arrange booking
- 4.4.2 Follow up individuals who did not attend
- 4.4.3 Maintain evidence of attendance
- 4.4.4 Ensure programme content mirrors corporate messages programme content.

4.5 The Line Manager

- 4.5.1 Connect with the new starter as part of the warm welcome post interview to discuss and agree who to meet, where on day 1 and any specific needs. At this point arrangements should be made for uniform ordering and resources e.g. laptops.
- 4.5.2 Establish if there are any additional learning support needs that need to be addressed to enable full participation and completion of the programme(s); recording and advising necessary parties as appropriate
- 4.5.3 Ensure the team are aware that a new colleague will be joining them and plans are in place for an appropriate colleagues to meet and welcome the new starter on their first day
- 4.5.4 Undertake training needs analysis taking into consideration skills of the new starter. Book

places on the relevant courses so the new starter can access this when they arrive

- 4.5.5 Release new starter to attend/complete induction programmes including new starter mandatory training and professional inductions
- 4.5.6 Plan, coordinate and oversee a Local Induction, including the minimum content and within the first 90 days, with the majority of which in the first few weeks
- 4.5.7 Ensure that the Contract of Employment and HR1 forms are completed on the first day of employment, and returned to appropriate areas as described
- 4.5.8 Be accountable for non-compliance in their area, ensuring that all non-compliance is followed up and evidence is kept locally.

4.6 **The New Starter**

- 4.6.1 Attend/complete the Corporate Induction programme whenever possible on the first day of employment
- 4.6.2 Raise any additional learning support needs with the line manager to enable the programme(s) to be completed and participated in fully
- 4.6.3 Attend on time and participate fully in any induction programme(s) arranged
- 4.6.4 Read and familiarise self with all relevant policies, protocols and other matters drawn to your attention during the induction process
- 4.6.5 Observe and abide by any statutory, policy and professional practice standards that apply in the role and any that have been highlighted during the course of their induction
- 4.6.6 Raise any questions or concerns, and highlight additional training requirements to line manager
- 4.6.7 Set up an account on HELM and complete all new starter training, including the Induction checklist within the required time frames.

4.7 **Corporate Directorate and Clinical Management Group Boards**

- 4.7.1 Monitor attendance via these reports to ensure compliance with the policy including completions of 95%. Where deficiencies are found will be responsible for developing and implementing an action plan to resolve any issues.

4.8 **Corporate Induction Subject Matter Experts**

4.8.1 Keep up to date any materials or messages delivered to new starters

4.8.2 Follow the process on UHL Connect to request a new topic for new starters [[UHL Corporate Induction | Learning & Development - UHL Connect \(uhl-tr.nhs.uk\)](https://uhl-tr.nhs.uk)].

5. POLICY IMPLEMENTATION AND ASSOCIATED DOCUMENTS

This policy is supported by a series of practical procedures to assist with its effective and consistent application.

The policy will be delivered in line with the UHL values and behaviours and these will underpin the delivery of the respective component parts of the induction programme.

A clear responsibility and accountability structure will support the delivery of the policy and performance will be monitored and managed in line with UHL arrangements.

5.1 Corporate Induction Programme

An example programme can be found on UHL Connect [[UHL Corporate Induction | Learning & Development - UHL Connect \(uhl-tr.nhs.uk\)](https://uhl-tr.nhs.uk)].

5.2 Local Induction

5.2.1 Corporate Directorate / Clinical Management Groups are responsible for providing an effective local welcome and Local Induction process which includes the minimum requirements specified in Appendix A to ensure a standardised, consistent process for all new permanent employees. Completion of this will be signed off by the new starter on HELM

5.2.2 The content of Local Induction specific to each new starter is dependent upon their role, responsibilities and working areas. The aim should be to welcome your new starter to the department/CMG. Ensure they meet team members, know the local behavioural pledge and where the facilities are. A plan for their first 90 days should be available. An example of this can be found on UHL Connect [https://simpplr.link/d/e/uhlconnect.uhl-tr.nhs.uk/site/121169ae-44b5-48b1-bb9c-e96785ec1c34/page/d6180cbe-ff80-4926-88a9-a4d72551ab19?f=ohysueOrientation/Induction packs for work areas / departments](https://simpplr.link/d/e/uhlconnect.uhl-tr.nhs.uk/site/121169ae-44b5-48b1-bb9c-e96785ec1c34/page/d6180cbe-ff80-4926-88a9-a4d72551ab19?f=ohysueOrientation/Induction%20packs%20for%20work%20areas%20-%20departments) should be available within each Corporate Directorate/Clinical Management Group.

5.3 Professional Inductions

A number of professions have specific professional inductions. Details of these are issued by the professional lead on appointment e.g Post Graduation Doctors in Training, International Nurses.

6. EDUCATION AND TRAINING REQUIREMENTS

6.1 No formal face to face training is provided for this policy. The supporting tools and information on UHL Connect should provide sufficient guidance.

6.2 Should additional advice / training be required contact the relevant People Services Department.

7. PROCESS FOR MONITORING COMPLIANCE

7.1 Corporate Directorate / Clinical Management Group is responsible for monitoring compliance against this policy within their Corporate Directorate / Clinical Management Group. Corporate Directorate / Clinical Management Group Boards will monitor attendance via these reports to ensure compliance with the policy and where deficiencies (less than 95% compliance) are found will be responsible for agreeing implementation actions to resolve under performance.

7.2 The Data Analysis Team in People Services are responsible for the corporate monitoring of performance and reporting to the People Partners as required through the Chief People Officer.

7.3 Action plans to remedy deficiencies found during monitoring will be developed at Corporate Directorate and Clinical Management Group level and sent by the area for review by the People Partners.

7.4 Further monitoring for compliance is as shown below:

Element to be monitored	Lead	Tool	Frequency	Reporting arrangements
Corporate Induction and Local Induction completion	Learning and Development	HELM	Quarterly	Corporate Directorates / CMG Boards. Workforce Training and Education Steering Group
Corporate and local induction compliance	CMG Boards	HELM	Quarterly	Corporate Directorates / CMG Boards.
Quality of Induction and evidence of induction having a positive impact on staff experience.	CMG's and People Partner Lead	Event evaluation forms Staff Survey New starter surveys	Quarterly	Workforce Education and Training Steering Group

8. EQUALITY ANALYSIS

8.1 The Trust recognises the diversity of the local community it serves. Our aim therefore is to provide a safe environment free from discrimination and treat all individuals fairly with dignity and appropriately according to their needs.

8.2 As part of its development, this policy has undergone an equality analysis and its impact on equality have been reviewed.

9. SUPPORTING REFERENCES, EVIDENCE BASE AND RELATED POLICIES

9.1 This policy has been reviewed and revised in line with the latest Policy for Developing and Approving Policies and Other Guidance Documents (Clinical and Non-Clinical)

9.2 Related Policies:

- Recruitment and Selection Policy (B43/20019)
- Core Training Policy (B21/20015)

10. PROCESS FOR VERSION CONTROL, DOCUMENT ARCHIVING AND REVIEW

10.1 The updated version of the Policy will be uploaded and available through the intranet Documents and the Trust's externally-accessible Freedom of Information publication scheme. It will be archived through the Trusts SharePoint system.

10.2 This policy will typically be reviewed every three years.










APPENDIX 1 LOCAL INDUCTION AND ORIENTATION FOR PERMANENT STAFF CHECKLIST

It is essential that Directorates / CMGs provide a warm welcome to new starters. An effective local induction is a great opportunity for all new employees to have an orientation to their new workplace. In order to facilitate this, orientation packs that cover Directorates / CMGs specific departments and wards should be available locally; your area may also host a CMG welcome session which new starters are invited to.

As a minimum the following content must be included as a local induction, please ensure essential information and orientation details are provided to your new employees as appropriate to the role by a relevant person in your area. Please do ensure a quality induction is arranged prior to the new starter joining your department. There is a First 90 days guide on the intranet to assist you also. The checklist is split into first day/week, first month and first 3 months to mirror the first 90 day plan. At the end of the first month the new starter should log onto HELM and complete the local induction module to sign it off.

Please note: If an area has documentation in place that mirrors the content of this local induction checklist, these may be used as an alternative; the manager may need to complete the local fire checklist if not included which can be found on the intranet.

First Day/Week Local Induction Requirement	Date Completed	Initials	
		Employee	Manager
Obtain UHL identification badge			
Attend UHL Corporate Induction or equivalent (e.g. Doctors in Training Induction, Health Care Assistant (HCA) Induction etc.			
Set up UHL email account			
Set up HELM account https://uhlhelm.com and start training (leave employee number blank). Setting up the account will allocate some new starter training			
Pay Information Pay day is the 27 th of each month (or before if this date falls on a weekend or Bank Holiday) Any additional hours and/or enhancements are paid one month in arrears e-Payslips All new starters must request a username and password from https://my.esr.nhs.uk . If you experience any issues you should email MyESRSupport@uhl-tr.nhs.uk			
Orientation to work areas *** this may include: <ul style="list-style-type: none"> • Meet the team - with line manager and colleagues • Gain relevant contacts details • Tour of wards and departments; where is the kitchen, fridge, photocopier and toilets, where to store bag/coat etc. • Understand how telephone and other communications protocols and resources work e.g. photocopier, use of mobiles • Aware of location of restaurants and shops are on site 			
<ul style="list-style-type: none"> • Awareness of Departmental / ward local risks and risk management • Understand expectations around diary management • Home Working / Agile Working processes (as relevant) • Location of kitchen, toilets, photocopier room and how to work the photocopier and what to do if it jams • Location of prayer rooms • Local arrangements for personal needs (as applicable) e.g. breast feeding arrangements or support dog comfort breaks 			

First Day/Week Local Induction Requirement	Date Completed	Initials	
		Employee	Manager
Uniform / dress code / PPE requirements for area			
Process to request annual leave and other leave			
What to do if you are unwell; Sickness absence reporting, local protocols			
Mobile phone use in department is..			
Emergency contact details and Next of Kin details			
Local Fire Safety arrangements			
Fire Local Induction Day 1			
 Fire Evacuation Procedure			
 Type and Location of Fire Extinguishers			
 How to Operate a Fire Alarm Call Point			
 Fire Alarm Control & Graphics Panels			
 Continuous & Intermittent Alarms			
 How to make an Emergency Call '2222'			
 Good Housekeeping Rules			
 Annual Fire Training completed / in date			
 Miscellaneous Other Information Required (e.g. Evacuation aids & evacuation lifts)			
<p>In the event of an emergency can you evacuate without assistance? <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No</p> <p><i>If you answered No to the question above, you, your manager and a Disability Advisor should discuss your needs and arrange a suitable Personal Emergency Evacuation Plan (PEEP). An example of the Trust PEEP Form can be found on the Trust Fire Policy.</i></p>			
Share any reasonable adjustments / support needs			

First Day/Week Local Induction Requirement	Date Completed	Initials	
		Employee	Manager
Local Health & Safety arrangements			
Departmental security arrangements and issuing of any keys/access codes			
Local business continuity and emergency planning arrangements			
Personal security / safe working practices			
Provide resources to do role e.g. uniform, laptop, phone (as relevant to role)			
Relevant access to clinical and non-clinical IT systems and book any remaining training (NB: training for systems should be booked once start date known to prevent delays)			
Social Media, Email and IT Usage.			
Connecting with the media			
Work Pattern ; Hours of work, rotas, time keeping, flexible time local protocols and planning for/taking of breaks			
Travel Arrangements <ul style="list-style-type: none"> • Application to use private motor vehicle on official business • Expense claim system • Cross site travel expectations • Hopper Services • Parking arrangements 			
Values and Behaviours (please share any team pledges etc.)			

First Month Local Induction Requirement	Date Completed	Initials	
		Employee	Manager
Complete New Starter Mandatory Training Do you have any in date certificates from another NHS? If yes please connect with the HELM team to get these reviewed and updated to your HELM account where relevant. helmgeneralqueries@uhl-tr.nhs.uk The below topics will be issued to all new starters once the HELM account is set up. <ul style="list-style-type: none"> <input type="checkbox"/> Conflict Resolution <input type="checkbox"/> Equality and Diversity <input type="checkbox"/> Fire Safety Training <input type="checkbox"/> Health and Safety <input type="checkbox"/> Infection Prevention <input type="checkbox"/> Moving and Handling – Level 1 <input type="checkbox"/> Safeguarding Adults – Level 1 (Includes Prevent) <input type="checkbox"/> Safeguarding Children – Level 1 Please search in the HELM catalogue for the below and complete <ul style="list-style-type: none"> <input type="checkbox"/> Adult Basic Life Support - VIDEO (eLearning - helm) (OR choose the relevant training for your role) <input type="checkbox"/> Cyber Security and Data Protection (including GDPR) (eLearning - helm) (Choose the relevant package for your role) <input type="checkbox"/> PREVENT - Workshop to Raise Awareness of Prevent (Patient Facing Staff ONLY) 			
Complete New Starter Essential to Job Role e-Learning			

First Month Local Induction Requirement	Date Completed	Initials	
		Employee	Manager
<p>(maximum timeframes):</p> <ul style="list-style-type: none"> Occupational Health (<i>this will inform if an appointment is needed</i>) Finance; Counter Fraud / Fraud Awareness ACT (Action Counters Terrorism) Dementia Awareness Health and Wellbeing Patient Safety; Essentials for all staff Learning Disability and Autism; Oliver McGowan Training Bullying, Harassment and Victimisation 			
<p>Complete Essential to Job Role Statutory Training e-Learning</p> <ul style="list-style-type: none"> Consent Mental Capacity Act (MCA) Deprivation of Liberty (DOLS) 	<i>Please add N/A where relevant</i>		
<p>Complete Essential to Job Role Training Statutory Training</p> <p>IRMER: Familiarisation with radiation precautions where necessary including:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Local rules <input type="checkbox"/> Personal Dosimetry arrangements <input type="checkbox"/> Radiation Protection Supervisor <input type="checkbox"/> Procedures for the handling and disposal of radioactive materials where appropriate e.g. SLNB in theatres, Nuclear Medicine, samples in pathology <input type="checkbox"/> Any other local arrangements regarding the safe use of radiation <p>IRMER:<i>If staff may work within an area using radiation: Ionising Radiation Regulations e-learning If staff may act as an operator or practitioner for radiation work*:</i></p> <ul style="list-style-type: none"> Equipment competency - Check of practitioner/operator competency Ionising Radiation (Medical Exposures) Regulations elearning <p><i>*If unclear please contact Leicester Radiation Safety Service on 6750</i></p>	Prior to use of equipment and working in certain areas		
<p>Complete Essential to Job Role Training</p> <p>Medical Devices Training including High Risk Devices</p> <p>Mask Fit Testing; <i>If staff work in an area where aerosol generating procedures are performed on patients with a suspected respiratory infection then Mask Fit Testing must be carried out and reviewed annually and as part of their appraisal (see Infection Prevention pages inSite for types of procedures).</i></p>	<i>Please add N/A where relevant</i> Prior to use of equipment Prior to working where aerosol generating procedures are carried out		
All current relevant policies and procedures including as a minimum You Matter; Colleague Support Policy, Appraisal, Cyber Security/IT Use			
Procedure for responding to information requests e.g. Freedom of Information			
Local protocols for cyber security and GDPR			
Complete Local Induction checklist on HELM			

First 90 Days Local Induction Requirement	Date Completed	Initials	
		Employee	Manager
Complete New Starter Appraisal within first 6 weeks and share Appraisal process arrangements <ul style="list-style-type: none"> <input type="checkbox"/> Agree personal development plan <input type="checkbox"/> Share Apprenticeship opportunities (See Development Directory) e.g. new admin, receptionist and leaders should all do a programme to support induction and development to role if qualification not already held apprenticeships@uhl-tr.nhs.uk <input type="checkbox"/> Professional expectations (as relevant). Ensure study leave process shared.			
Share Trust strategy and objectives, UHL Green Plan (including local energy, waste and water procedures), CMG objectives and department objectives			
Leicester, Leicestershire and Rutland Health and Social Care System ; overview and update on links to any projects and work to the department or role.			
Aware of People Services Helpline			
Orientation to hospital site(s) *** relevant to role, this may include : <ul style="list-style-type: none"> <input type="checkbox"/> Wellbeing; national and local support for staff and apps that can be downloaded e.g. Sleepio, Headspace <input type="checkbox"/> Grief counselling facilities, wobble rooms, rest areas <input type="checkbox"/> Libraries for quiet space, use of PCs and literature resources/journal searches <input type="checkbox"/> Restaurants <input type="checkbox"/> Education, Training & development facilities <input type="checkbox"/> Chaplaincy and prayer rooms <input type="checkbox"/> AMICA staff counselling & Support <input type="checkbox"/> Occupational Health 			
Staff Survey – what it is, when it arrives, what we do with it			
Recognition – share what Daisy Awards, UHL Awards, Above and Beyond, Apprenticeship Graduation etc. are			
Ensure Freedom to Speak up and Whistleblowing are known about			
Ensure know how to report incidents and risks			
Ensure understand local protocol for handling complaints			
Assessible Information Standard ; What it is and what needs doing (as relevant to role)			

On completion local induction please complete the confirmation below and retain the whole document on the employees personnel file.

Local Induction Confirmation of Completion; Please ensure all aspects of induction are covered with a maximum of 8 weeks after the new employee start date. Please confirm full induction completion below:

Employee Name		Employee Signature		Job Title	
Start Date		Induction Completion Date		CMG or Corporate Directorate	
Manager Name		Manager Signature		Date Signed	