

# Induction checklist guidance



**The induction checklist is a tool for managers to ensure that they welcome new starters and provide them with a great experience from the onboarding process. The recommendations below are some general guidance to help adapt and tailor the induction to individuals.**

- 1** Ensure everything is prepared before welcoming your new starter. They should be taken through induction on Day 1.
- 2** Personalise the induction to the new starter to create a greater effect.
- 3** Ensure new starters are welcomed by colleagues and key stakeholders during this process.
- 4** Answer any questions and assure new starters. Explain support systems aiding service delivery. (Where possible, allocate a buddy or mentor during the probation period).
- 5** Ensure new starters receive induction training as well as other relevant training as soon as possible.

# Induction checklist

## Your company name:

## Welcome pack

Provide the welcome pack to new starters including: welcome leaflet; company overview and presentation; Who's who guide; IT systems / login details; goodies; etc.

## IT systems

Present all IT tools, web portals and systems that new starters may need to use (business, HR, service systems, etc.). Help setting up the access and accounts, and provide all login details where required.

# Induction checklist *continued*

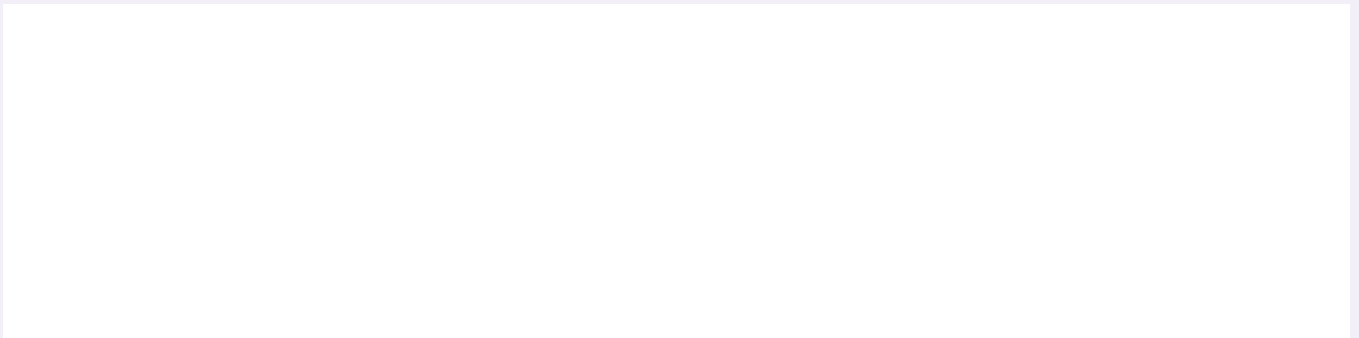
## **Email address signature & VM message**

If applicable, guide new starters to setup a signature on their email address in the approved format, as well as voicemail messages on mobiles and out of office guidelines.



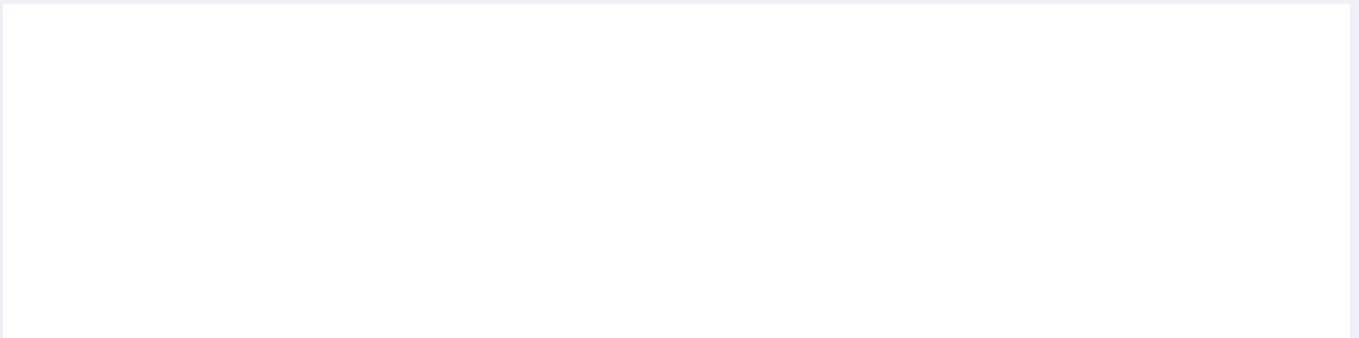
## **Introduction to key people**

Arrange introductions with colleagues and key stakeholders (client, contractors, service partners, etc...).



## **Site visit**

Visit the building/facilities and explain site rules and processes. Provide an access pass if required.



# Induction checklist *continued*

## **Job overview**

Give an overview of the role, tasks, practice, priorities, current projects/ challenges, day-to-day.



## **Customer experience culture**

Promote the company culture around customer experience and explain how this should be reflected in the service delivery.



## **HR & Training**

Cover key information regarding job contracts, HR processes, holiday booking, benefits, buddy system (if applicable), PDR review, training, succession planning, to ensure new starters have access to all relevant information and are aware of all opportunities and future plans.

