

Community Training Centre General Manager Induction Programme

Induction Record

Name	
Start date	
Induction completed	
GM Signature	
Chairperson Signature	

This document has been developed by a sub group of the Training and Development Committee made up of representatives from FAS, IACTO, NACTM and STAFF of CTC's.

It is intended that this document assist you in delivering an Induction Programme for your centre. The term induction refers to the learning process by which a new staff member integrates into his/her work environment, it will aid them develop the knowledge, skills and competencies required for the job. It is important to realise that the initial and early experiences of new staff are central to how they perceive both the culture and professionalism of the centre.

Responsibility for induction must be allocated to the appropriate people and must take place within an appropriate timeframe.

As you will find when using this induction programme it will include formal and informal learning with the emphasis on on-the-job learning.

The formal training will be provided at the appropriate time of learning.

It very important to integrate PMDS into the induction programme to identify job content and responsibility and to further identify training and development needs of the new staff member. A well delivered induction programme will highlight the value put on new staff and help them fit into the organisation much quicker, enabling them to become a more productive and motivated members of staff.

The responsibility for a successful induction programme will include a number of people within the centre. It is your responsibility as General Manager to ensure full implementation of this process while designating specific inputs at the relevant times. Others who may provide input are: Staff with relevant expertise, Health & Safety Officer, IT Network Support, Clerical administrator and Board of Management. Some centres may find it useful to appoint a "mentor" for the new staff member. Mentoring can be used as a coaching relationship in which an experienced trainer can offer support, guidance and feedback to a new staff member. It is very important to view this Induction Process as a vital investment for your centre.

Health & Safety

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New GM's initials	Line Mgr initials	Date completed
First Aid personnel identified, and first aid boxes located	<ul style="list-style-type: none"> • Chairperson • Safety Representative • First Aid rep • CTC staff 	<ul style="list-style-type: none"> • CTC map 	Day 1			
Knowledge of local evacuation procedures, emergency exits and assembly points?	<ul style="list-style-type: none"> • Chairperson • Safety Representative • CTC staff 	<ul style="list-style-type: none"> • CTC documentation and map 	Day 1			
Location of Fire Fighting Equipment	<ul style="list-style-type: none"> • Chairperson • Safety Representative • CTC staff 	<ul style="list-style-type: none"> • CTC map 	Day 1			
Procedure for Accident reporting	<ul style="list-style-type: none"> • Chairperson • Safety Representative • CTC staff 	<ul style="list-style-type: none"> • CTC policy and procedures • Accident book • Accident form ref 	Day 1			
Awareness of Protective Clothing requirements and allocation procedure	<ul style="list-style-type: none"> • Chairperson • Safety Representative • CTC staff 	<ul style="list-style-type: none"> • Safety Statement 	Day 1			

Health & Safety (continued)

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New GM's initials	Line Mgr initials	Date completed
Awareness of CTC Sign in/sign out process	<ul style="list-style-type: none"> • Chairperson • Safety Representative • CTC staff 	<ul style="list-style-type: none"> • CTC documentation 	Day 1			
Awareness of statutory non-smoking policy	<ul style="list-style-type: none"> • Chairperson • Safety Representative • CTC staff 	<ul style="list-style-type: none"> • www.hsa.ie 	Day 1			
Overview of Health & Safety roles and responsibilities in the CTC	<ul style="list-style-type: none"> • Chairperson • Safety Representative • CTC staff • Other CTC GMs 	<ul style="list-style-type: none"> • CTC policy and procedures • Safety Audit • www.hsa.ie 	Week 1			
Understanding of CTC's Safety Statement including hazard analysis	<ul style="list-style-type: none"> • Chairperson • Safety Representative • CTC staff 	<ul style="list-style-type: none"> • CTC policy and procedures • Safety Statement 	Week 4			
Manual Handling Training completed	<ul style="list-style-type: none"> • Internal/External trainer 	<ul style="list-style-type: none"> • FÁS registered trainers 	Week 26			

FÁS

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New GM's initials	Line Mgr initials	Date completed
Appreciation of FÁS role, structure and management	<ul style="list-style-type: none"> • Chairperson • FÁS representative 	<ul style="list-style-type: none"> • www.fas.ie • Operating Standards • FÁS Strategic Plan • FÁS Annual Report 	Week 1			
Appreciation of FÁS Community Services	<ul style="list-style-type: none"> • Chairperson • FÁS representative 	<ul style="list-style-type: none"> • Operating Standards • www.fas.ie 	Week 1			
Understanding of FÁS Contract, Activity and Expenditure budget and role	<ul style="list-style-type: none"> • Chairperson • FÁS representative 	<ul style="list-style-type: none"> • Contract • Schedule of Activity • Operating Standards 	Within first 2 weeks			
Awareness of Management Information required by CTC board and FÁS	<ul style="list-style-type: none"> • Chairperson • FÁS representative • CTC staff 	<ul style="list-style-type: none"> • Minutes of Board meetings • Monthly claims 	Within first 2 weeks			
Understanding of monitoring arrangements and support structures with FÁS	<ul style="list-style-type: none"> • Chairperson • FÁS representative 	<ul style="list-style-type: none"> • Operating Standards 	Within first 2 weeks			

FÁS (continued)

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New GM's initials	Line Mgr initials	Date completed
Awareness of CTC's Strategic Plan and role in its development and implementation	<ul style="list-style-type: none"> • Chairperson • FÁS representative • IACTO • Other CTC GMs • CTC staff 	<ul style="list-style-type: none"> • CTC Strategic Plan • FÁS SP checklist • Working for Change 2003 	Week 4			
Awareness of CTC's Business Plan and role in its development and implementation	<ul style="list-style-type: none"> • Chairperson • FÁS representative • IACTO • Other CTC GMs • CTC staff 	<ul style="list-style-type: none"> • CTC Business Plan • FÁS BP 	Within first 4 weeks			
Awareness of CTC's Key Performance Indicators and role in their development and implementation	<ul style="list-style-type: none"> • Chairperson • FÁS representative • IACTO • Other CTC GMs • CTC staff 	<ul style="list-style-type: none"> • CTC Business Plan • Operating Standards 	Within first 4 weeks			
Awareness of services provided by FÁS Employment Services relevant to the CTC	<ul style="list-style-type: none"> • Chairperson • FÁS representative • CTC staff 	<ul style="list-style-type: none"> • www.fas.ie 	Within first 2 months			

FÁS (continued)

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New GM's initials	Line Mgr initials	Date completed
Awareness of services provided by FÁS Services to Business relevant to the CTC	<ul style="list-style-type: none"> • FÁS representative • Pre-apprenticeship trainer 	<ul style="list-style-type: none"> • www.fas.ie 	Within first 2 months			
Awareness of programmes offered by local FÁS Training Services	<ul style="list-style-type: none"> • FÁS representative • CTC staff 	<ul style="list-style-type: none"> • www.fas.ie 	Within first 2 months			

IACTO

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New GM's initials	Line Mgr initials	Date completed
Appreciation of IACTO role, structure and management	<ul style="list-style-type: none"> • Chairperson • IACTO representative 	<ul style="list-style-type: none"> • www.iacto.ie • Operating Standards • IACTO Strategic Plan • IACTO Membership Charter 	Weeks 8 - 24			

Trainees

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New GM's initials	Line Mgr initials	Date completed
Understanding of local procedures for trainee recruitment	<ul style="list-style-type: none"> • FÁS representative • CTC staff 	<ul style="list-style-type: none"> • CTC policies and procedures 	Within first week			
Awareness of trainee induction, and role in its continuous improvement and implementation	<ul style="list-style-type: none"> • FÁS representative • CTC staff 	<ul style="list-style-type: none"> • CTC policies and procedures 	Within first week			
Awareness of client charter, and role in its continuous improvement and implementation	<ul style="list-style-type: none"> • FÁS representative • CTC staff 	<ul style="list-style-type: none"> • CTC policies and procedures 	Within first week			
Awareness of trainee code of conduct, and role in its continuous improvement and implementation	<ul style="list-style-type: none"> • FÁS representative • CTC staff 	<ul style="list-style-type: none"> • CTC policies and procedures 	Within first week			
Awareness of child protection requirements	<ul style="list-style-type: none"> • CTC staff • Employee Handbook • “Children First” 	<ul style="list-style-type: none"> • CTC policies and procedures • www.hse.ie/ 	Within first week			

Quality Assurance

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New GM's initials	Line Mgr initials	Date completed
Understanding of National Framework of Qualifications and where programmes offered by CTC are positioned	<ul style="list-style-type: none"> FÁS representative CTC staff 	<ul style="list-style-type: none"> www.nqai.ie www.fetac.ie 	Week 1-4			
Awareness of role of FETAC	<ul style="list-style-type: none"> FÁS representative CTC staff FETAC representative 	<ul style="list-style-type: none"> www.fetac.ie 	Week 1-4			
Awareness of Quality Assurance procedures and role in their implementation	<ul style="list-style-type: none"> FÁS representative CTC staff 	<ul style="list-style-type: none"> QA procedures (when available) 	Within first 4 weeks			

Local Orientation

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New GM's initials	Line Mgr initials	Date completed
Understanding of organisation reporting structure and roles of board, manager, staff	<ul style="list-style-type: none"> • Chairperson • CTC staff 	<ul style="list-style-type: none"> • CTC strategic plan • CTC Organisation chart 	Day 1			
Understanding of reporting structure and roles and responsibilities of board members	<ul style="list-style-type: none"> • Chairperson • IACTO 	<ul style="list-style-type: none"> • CTC strategic plan • Board documents as appropriate 	Day 1			
Tour of staff facilities available (i.e parking, toilets etc)	<ul style="list-style-type: none"> • Chairperson • CTC staff 	<ul style="list-style-type: none"> • CTC map 	Day 1			
Awareness of break/lunchtime arrangements and role in their rostering	<ul style="list-style-type: none"> • Chairperson • CTC staff 	<ul style="list-style-type: none"> • CTC Business Plan • Rotas 	Day 1			
Overview of administrative systems e.g. telephone system, post, photocopying	<ul style="list-style-type: none"> • Chairperson • CTC staff 		Week 1			

External Organisations

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New GM's initials	Line Mgr initials	Date completed
Appreciation NACTM role, structure and management	<ul style="list-style-type: none"> • Chairperson • NACTM representative 	<ul style="list-style-type: none"> • NACTM Strategic Plan 	Week 1 - 4			
Introduction to Local Home Liaison Officer and Education Welfare Officer	<ul style="list-style-type: none"> • EWB officer • CTC staff 		Week 12			
Awareness of existing links with local employers	<ul style="list-style-type: none"> • CTC staff 	<ul style="list-style-type: none"> • CTC database 	Week 1 -12			
Awareness of existing links with local networks	<ul style="list-style-type: none"> • CTC staff 	<ul style="list-style-type: none"> • CTC database 	Week 1 -12			
List of useful website addresses created	<ul style="list-style-type: none"> • CTC staff 	<ul style="list-style-type: none"> • www.fas.ie • www.iacto.ie • www.nqai.ie • www.fetac.ie • www.youthreach.ie • www.nala.ie • www.hse.ie 	Week 1 - 12			

External Organisations (continued)

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New GM's initials	Line Mgr initials	Date completed
Awareness of Links with VEC	<ul style="list-style-type: none"> • CTC staff • FÁS representative • VEC representative 		Week 26			

Operating Procedures

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New GM's initials	Line Mgr initials	Date completed
Understanding and implementation of Travel & Subsistence procedure	<ul style="list-style-type: none"> • Chairperson • CTC staff • Employee Handbook 	<ul style="list-style-type: none"> • Operating Standards • Employee Handbook 	Week 1			
Understanding and implementation of Working for Change 2003 (productivity agreement)	<ul style="list-style-type: none"> • Chairperson • FÁS representative • IACTO representative • Other CTC GMs 	<ul style="list-style-type: none"> • Working for Change support documents: Summary of CTCs Range of Provision - Definitions and Descriptions & Delivery Support Guidelines 	Week 1 – 4			
Understanding and implementation of FÁS Operating Standards	<ul style="list-style-type: none"> • Chairperson • FÁS representative • IACTO representative • Other CTC GMs 	<ul style="list-style-type: none"> • Operating Standards 	Week 1 – 4			
Knowledge of local purchasing procedure	<ul style="list-style-type: none"> • CTC staff 	<ul style="list-style-type: none"> • Operating Standards 	Week 1- 4			

Operating Procedures (continued)

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New GM's initials	Line Mgr initials	Date completed
Understanding and implementation of CTC IT policy	<ul style="list-style-type: none"> • Chairperson • CTC staff • Employee Handbook • Other CTC GMs 	<ul style="list-style-type: none"> • CTC policy and procedures • Employee Handbook 	Week 4			
Handover of Capital Assets register	<ul style="list-style-type: none"> • FÁS representative • CTC staff • Other CTC GMs 	<ul style="list-style-type: none"> • CTC Assets Register 	Week 12			
Knowledge of FÁS Capital procedure	<ul style="list-style-type: none"> • FÁS representative • CTC staff • Other CTC GMs 	<ul style="list-style-type: none"> • Capital bids 	Week 12			

Employee Handbook

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New GM's initials	Line Mgr initials	Date completed
<p>Employee Handbook Received copy, attended briefing and have an overview of:</p> <ul style="list-style-type: none"> • Professionalism and code of conduct • Recruitment and selection • Terms and conditions of employment • Pay and pension • Leave and absence from work • Training and Development (including Performance Management and Development System) • Policies and Procedures • Termination of Employment 	<ul style="list-style-type: none"> • Employee Handbook • Chairperson • IACTO representative 	<ul style="list-style-type: none"> • Employee Handbook 	Week 4			

Programmes and Services

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New GM's initials	Line Mgr initials	Date completed
Awareness of Centre capacity	<ul style="list-style-type: none"> • Chairperson • FÁS representative 	<ul style="list-style-type: none"> • CTC Strategic Plan • CTC Business Plan • Contract Schedule of Activity 	Week 1			
Overview of programmes and certification offered	<ul style="list-style-type: none"> • Chairperson • CTC staff • FÁS representative • Training Programme Specifications 	<ul style="list-style-type: none"> • CTC Strategic Plan • CTC Business Plan • Training Programme Specification • CTC promotional materials 	Week 1			

Programmes and Services (continued)

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New GM's initials	Line Mgr initials	Date completed
Overview of training modes and delivery	<ul style="list-style-type: none"> • Chairperson • FÁS representative • IACTO representative • Other CTC GMs 	<ul style="list-style-type: none"> • CTC Strategic Plan • CTC Business Plan • Summary of CTCs Range of Provision - Definitions and Descriptions 	Week 1 – 4			
Understanding of Tracking and role and the importance in accordance with good practice of it's implementation	<ul style="list-style-type: none"> • FÁS representative • CTC staff 	<ul style="list-style-type: none"> • Operating Standards • TMA report • CTC MIS 	Week 4			
Understanding of Advocacy service and role in its implementation	<ul style="list-style-type: none"> • FÁS representative • Advocate • CTC staff 	<ul style="list-style-type: none"> • Advocates business plan • TMA report • CTC MIS 	Week 4			

Programmes and Services (continued)

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New GM's initials	Line Mgr initials	Date completed
Awareness of Counselling service available to CTC trainees and referral procedures	<ul style="list-style-type: none"> • Counsellor • CTC staff 	<ul style="list-style-type: none"> • Local VEC strategic plan for counselling service 	Week 4			
Awareness of VEC literacy provision for trainees	<ul style="list-style-type: none"> • Literacy tutor • CTC staff 	<ul style="list-style-type: none"> • Local VEC contract • Annual return 	Week 4			
Understanding of Individual Learning Plans and role in their development and implementation	<ul style="list-style-type: none"> • CTC staff • FÁS representative 	<ul style="list-style-type: none"> • CTC policy and procedures • CTC MIS 	Week 4			
Overview of processes used to assess trainees learning needs: e.g. Mapping the Learning Journey, the Web Wheel etc	<ul style="list-style-type: none"> • CTC staff • FÁS representative 	<ul style="list-style-type: none"> • CTC policy and procedures • NEPS guidelines 	Week 4			

Programmes and Services (continued)

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New GM's initials	Line Mgr initials	Date completed
Understanding of Case conferencing guidelines and role in its implementation	<ul style="list-style-type: none"> • CTC staff • Literacy tutor • Other CTC GMs 	<ul style="list-style-type: none"> • Summary of CTCs Range of Provision - Definitions and Descriptions 	Week 4			
Understanding of Key Worker guidelines and role in its implementation	<ul style="list-style-type: none"> • CTC staff • Other CTC GMs 	<ul style="list-style-type: none"> • Summary of CTCs Range of Provision - Definitions and Descriptions 	Week 4			
Awareness of Progression options available to trainees	<ul style="list-style-type: none"> • FÁS representative • CTC staff • External resources 	<ul style="list-style-type: none"> • CTC Strategic Plan • CTC Business Plan 	Week 8			
Awareness of CTC's Integrating Literacy policy	<ul style="list-style-type: none"> • Literacy tutor • CTC staff • FÁS representative 	<ul style="list-style-type: none"> • CTC policy and procedures 	Week 8			

CTC Processes

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New GM's initials	Line Mgr initials	Date completed
Overview of Payroll system	<ul style="list-style-type: none"> • Chairperson • Treasurer • Clerical Officer 	<ul style="list-style-type: none"> • IACTO CTC Board manual • CTC policy and procedures 	Day 1			
Overview of Accounts system, including cheque signatories	<ul style="list-style-type: none"> • Chairperson • Treasurer • Clerical Officer 	<ul style="list-style-type: none"> • Operating Standards • IACTO CTC Board manual • CTC policy and procedures • FÁS financial monitoring reports 	Day 1			
Knowledge of IT firewall, anti-virus systems in place in CTC	<ul style="list-style-type: none"> • CTC staff • FÁS representative • Employee Handbook 	<ul style="list-style-type: none"> • Service agreement • Licence agreements • Employee Handbook 	Week 1			

CTC Processes (continued)

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New GM's initials	Line Mgr initials	Date completed
Overview of MIS in CTC	<ul style="list-style-type: none"> • CTC staff • FÁS representative • IACTO representative • Other CTC GMs 	<ul style="list-style-type: none"> • MIS guidelines 	Week 4			
Understanding of Monthly claims process and role in their processing	<ul style="list-style-type: none"> • Chairperson • Treasurer • Clerical Officer • FÁS representative • Other CTC GMs 	<ul style="list-style-type: none"> • Operating Standards • Previous claims • FÁS financial monitoring reports 	Week 4			
Overview of process for requesting Certification	<ul style="list-style-type: none"> • CTC staff • FÁS representative • FÁS Cert & Standards Officer • FETAC 	<ul style="list-style-type: none"> • QA procedures • CTC policies and procedures 	Week 8			