

Community Training Centre Instructor Induction Programme

Induction Record

Name	
Start date	
Induction completed	
Instructor Signature	
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 Staff initials	Line Mgr initials	Date completed
Knowledge of local evacuation procedures, emergency exits and assembly points	<ul style="list-style-type: none"> • General Manager • Safety Representative 	<ul style="list-style-type: none"> • CTC documentation and map 	Day 1			
Location of Fire Fighting Equipment	<ul style="list-style-type: none"> • General Manager • Safety Representative • CTC staff 	<ul style="list-style-type: none"> • CTC map 	Day 1			
Procedure for Accident reporting	<ul style="list-style-type: none"> • GM • Safety Representative • CTC staff 	<ul style="list-style-type: none"> • CTC policy and procedures • Accident book • Accident form ref 	Day 1			
First Aid personnel identified, and first aid boxes located	<ul style="list-style-type: none"> • GM • Safety Representative • First Aid rep • CTC staff 	<ul style="list-style-type: none"> • CTC map 	Day 1			
Awareness of CTC Sign in/sign out process	<ul style="list-style-type: none"> • GM • Safety Representative • CTC staff 	<ul style="list-style-type: none"> • CTC documentation 	Day 1			

Health & Safety (continued)

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New staff initials	Line Mgr initials	Date completed
Awareness of statutory non-smoking policy	<ul style="list-style-type: none"> • GM • Safety Representative 	<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"> • GM • Safety Representative 	<ul style="list-style-type: none"> • CTC policy and procedures • Safety Audit • www.hsa.ie 	Week 1			
Understanding of role in relation to inducting and training learners in health and safety matters	<ul style="list-style-type: none"> • GM • Safety Representative 	<ul style="list-style-type: none"> • CTC policy and procedures • Safety Audit • www.hsa.ie 	Week 1			
Awareness of responsibility and hazards in own training area specifically regarding any tools or machinery for trainee use including procedure for faulty equipment	<ul style="list-style-type: none"> • GM • Safety Representative • Other staff 	<ul style="list-style-type: none"> • CTC policy and procedures • Safety Audit • www.hsa.ie 	Week 1			
Awareness of Protective Clothing requirements and allocation procedure	<ul style="list-style-type: none"> • GM • Safety Representative • CTC staff 	<ul style="list-style-type: none"> • Safety Statement 	Week 1			

Health & Safety (continued)

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New staff initials	Line Mgr initials	Date completed
Manual Handling Training completed	<ul style="list-style-type: none"> • Internal/External trainer • GM 	<ul style="list-style-type: none"> • FÁS registered trainers 	Week 1 – 8			

FÁS

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New staff initials	Line Mgr initials	Date completed
Appreciation of FÁS role, structure and management	<ul style="list-style-type: none"> • GM • FÁS representative 	<ul style="list-style-type: none"> • www.fas.ie • Operating Standards • FÁS Strategic Plan • FÁS Annual Report 	Weeks 1 - 8			
Appreciation of FÁS Community Services	<ul style="list-style-type: none"> • GM • FÁS representative 	<ul style="list-style-type: none"> • Operating Standards • www.fas.ie 	Week 1 -8			
Understanding of FÁS Contract, Activity and Expenditure budget and role	<ul style="list-style-type: none"> • GM • FÁS representative 	<ul style="list-style-type: none"> • Contract • Schedule of Activity • Operating Standards 	Within first 2 weeks			
Understanding of monitoring arrangements and support structures with FÁS	<ul style="list-style-type: none"> • GM • FÁS representative 	<ul style="list-style-type: none"> • Operating Standards 	Within first 2 weeks			
Awareness of CTC's Strategic Plan and their own specific role in its development and implementation	<ul style="list-style-type: none"> • GM • FÁS representative • IACTO • CTC staff 	<ul style="list-style-type: none"> • CTC Strategic Plan • FÁS SP checklist • Working for Change 2003 	Week 4			

FÁS (continued)

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New staff initials	Line Mgr initials	Date completed
Awareness of CTC's Business Plan and their specific role in its development and implementation	<ul style="list-style-type: none"> • GM • 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 their specific role in achieving them	<ul style="list-style-type: none"> • GM • 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 Management Information required by CTC board and FÁS e.g. Tracking stats, Registrations, Terminations etc and their role in provision of same	<ul style="list-style-type: none"> • GM • FÁS representative • CTC staff 	<ul style="list-style-type: none"> • Minutes of Staff meetings • Monthly claims 	Within first 4 weeks			
Awareness of services provided by FÁS Employment Services relevant to the CTC	<ul style="list-style-type: none"> • GM • 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 staff 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 staff 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 staff initials	Line Mgr initials	Date completed
Knowledge and understanding of local procedures for trainee recruitment and your role in implementation of same	<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 own role in 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 and training in 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/ 	Weeks 1 - 16			

Quality Assurance

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New staff initials	Line Mgr initials	Date completed
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			
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			
Knowledge and training in assessment policy and procedure	<ul style="list-style-type: none"> • GM • CTC FETAC Co-ordinator • CTC Staff 	<ul style="list-style-type: none"> • QA procedures (when available) 	Week 1-8 (but prior to assessment)			
Knowledge of procedures in relation to award estimates and applications	<ul style="list-style-type: none"> • GM • CTC FETAC Co-ordinator • CTC Staff 	<ul style="list-style-type: none"> • QA procedures (when available) 	Week 1-16			

Local Orientation

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New staff initials	Line Mgr initials	Date completed
Understanding of organisation reporting structure and roles of board, manager, staff	<ul style="list-style-type: none"> • GM • CTC staff 	<ul style="list-style-type: none"> • CTC strategic plan • CTC Organisation chart 	Day 1			
Tour of facilities available (i.e parking, toilets etc)	<ul style="list-style-type: none"> • GM • CTC staff 	<ul style="list-style-type: none"> • CTC map 	Day 1			
Awareness of break/lunchtime arrangements and their role in supervision practices	<ul style="list-style-type: none"> • GM • 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"> • GM • CTC staff 		Week 1			

External Organisations

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New staff initials	Line Mgr initials	Date completed
Introduction to Local Home Liaison Officer and local education links e.g. Education Welfare Officer	<ul style="list-style-type: none"> • EWB officer • CTC staff 		Week 8			
Awareness of existing links and their role to build continuous links with local employers	<ul style="list-style-type: none"> • GM • CTC staff 	<ul style="list-style-type: none"> • CTC database 	Week 1 -12			
Awareness of existing links and their role in building local networks	<ul style="list-style-type: none"> • GM • CTC staff 	<ul style="list-style-type: none"> • CTC database 	Week 1 -12			
Appreciation NACTM role, structure and management	<ul style="list-style-type: none"> • GM • NACTM representative 	<ul style="list-style-type: none"> • NACTM Strategic Plan 	Week 8- 24			
Awareness of Links with VEC	<ul style="list-style-type: none"> • GM • CTC staff • FÁS representative • VEC representative 		Week 8-24			

External Organisations (continued)

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New staff initials	Line Mgr initials	Date completed
List of useful website addresses created	<ul style="list-style-type: none"> • GM • 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 • others as appropriate 	Week 1 - 12			

Operating Procedures

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New staff initials	Line Mgr initials	Date completed
Awareness of time and attendance and payment procedures for learners	<ul style="list-style-type: none"> • GM • Clerical Officer 	<ul style="list-style-type: none"> • Operating Standards 	Week 1			
Understanding and implementation of Operating Standards	<ul style="list-style-type: none"> • GM • 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"> • GM • CTC staff 	<ul style="list-style-type: none"> • Operating Standards 	Week 1- 4			
Understanding and implementation of CTC IT policy & Knowledge of IT firewall, anti-virus systems in place in CTC	<ul style="list-style-type: none"> • GM • CTC staff • Employee Handbook • Other CTC GMs 	Knowledge of IT firewall, anti-virus systems in place in CTC <ul style="list-style-type: none"> • CTC policy and procedures • Employee Handbook 	Week 1- 4			
Travel & Subsistence procedure	<ul style="list-style-type: none"> • GM • Employee Handbook 	<ul style="list-style-type: none"> • Operating Standards • Employee Handbook 	Week 1 - 4			

Operating Procedures (continued)

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New staff initials	Line Mgr initials	Date completed
Knowledge of FÁS Capital procedure within the CTC	<ul style="list-style-type: none"> • GM • FÁS representative • CTC staff 	<ul style="list-style-type: none"> • Capital bids 	Week 12			
Maintenance of Capital Assets register and their role in it	<ul style="list-style-type: none"> • GM • FÁS representative • CTC staff 	<ul style="list-style-type: none"> • CTC Assets Register 	Week 12			

Employee Handbook

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New staff 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 • GM 	<ul style="list-style-type: none"> • Employee Handbook 	Week 1- 4			

Programmes and Services

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New staff initials	Line Mgr initials	Date completed
Awareness of Centre capacity	<ul style="list-style-type: none"> • GM • 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"> • GM • 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			
Identify needs and develop a plan to support professional development to plan and deliver training programme specifications in their area of expertise	<ul style="list-style-type: none"> • GM • CTC Staff • Training Programme Specifications 	<ul style="list-style-type: none"> • Train the Trainer programmes (NUI Maynooth and NUI Galway) 	Week 1- 24			

Programmes and Services (continued)

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New staff initials	Line Mgr initials	Date completed
Overview of training modes and delivery	<ul style="list-style-type: none"> • GM • FÁS representative • Other CTC staff 	<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 in its implementation	<ul style="list-style-type: none"> • GM • 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"> • GM • FÁS representative • Advocate • CTC staff 	<ul style="list-style-type: none"> • Advocates business plan • TMA report • CTC MIS 	Week 4			
Awareness of Counselling service available to CTC trainees and referral procedures	<ul style="list-style-type: none"> • GM • Counsellor • CTC staff 	<ul style="list-style-type: none"> • Local VEC strategic plan for counselling service 	Week 4			

Programmes and Services (continued)

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New staff initials	Line Mgr initials	Date completed
Awareness of VEC literacy provision for trainees	<ul style="list-style-type: none"> • GM • 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"> • GM • CTC staff • FÁS representative 	<ul style="list-style-type: none"> • CTC policy and procedures • CTC MIS 	Week 4			
Overview and training plan developed of processes used to assess trainees learning needs: e.g. Mapping the Learning Journey, the Web Wheel etc	<ul style="list-style-type: none"> • GM • CTC staff • FÁS representative 	<ul style="list-style-type: none"> • CTC policy and procedures • NEPS guidelines 	Week 4			
Understanding of Key Worker guidelines and their role in its implementation	<ul style="list-style-type: none"> • GM • CTC staff 	<ul style="list-style-type: none"> • Summary of CTCs Range of Provision - Definitions and Descriptions 	Week 4			

Programmes and Services (continued)

Induction Item	Suggested resource(s) People	Other	Suggested completion time	New staff initials	Line Mgr initials	Date completed
Understanding of Case conferencing guidelines and their role in its implementation	<ul style="list-style-type: none"> • GM • CTC staff • Literacy tutor 	<ul style="list-style-type: none"> • Summary of CTCs Range of Provision - Definitions and Descriptions 	Week 4			
Awareness of Progression options available to trainees and links with appropriate external providers e.g. Failte Ireland	<ul style="list-style-type: none"> • GM • 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"> • GM • NALA • Literacy tutor • CTC staff • FÁS representative 	<ul style="list-style-type: none"> • CTC policy and procedures • NALA website www.nala.ie 	Week 8			