



What is induction?

Induction is the first step in building a two-way relationship between the University and an employee. The University of Cape Town is committed to recruiting and retaining quality staff and is therefore committed to a high quality induction programme for staff.

Taking up a new position with a new organisation or department can be a daunting process. There are new colleagues to meet, new processes to become familiar with, new offices and buildings to navigate, new software to master, employment conditions to understand AND a job to learn!

Benefits of induction

The transition to the new workplace is made easier and more effective for both the employee and employer if there is an effective induction process in place.

Induction provides new staff members with a comprehensive introduction to their role, their workplace and the University, which clarifies what is expected of them in terms of professional conduct and performance.

A properly conducted induction process is an essential strategy in retaining staff, reducing staff turnover and fostering effective performance.

It is the Line Manager's responsibility to ensure that their staff are successfully inducted.

Induction checklists

The following pages contain induction checklists for both the HOD/Line Manager and the new staff member.

The HOD/Line Manager checklists can be signed off at the end of the induction period and the original sent to Human Resources to be kept in the staff member's personnel file.

[HOD/Line Manager induction checklists for PASS staff](#) (before arrival, first week, by end of first month)

[Induction checklist for new staff member](#) (before arrival, first week)



HOD/Line Manager induction checklists for PASS staff

Before the arrival of the staff member	Tick
1. Complete an HR100 form (HR100a , HR100b or HR100c) if you have not already done so. Please note that a staff member will not be paid if all forms are not completed and submitted to HR. If the appointment was handled by the Staff Recruitment Office, you are not required to complete this form.	
2. If the staff member requires access to SAP, complete the required form (SAP01 for purchasers, SAP02 for reporting, SAP03 for central admin functions). Training is required before access to SAP is granted, and takes 2-3 weeks to complete. Courses are run monthly. In order to ensure that the new staff member is included in the earliest training cycle after their arrival, you can apply for their access to SAP in advance of their arrival. For more information see: SAP Training on the ICTS website.	
3. If the staff member requires a purchasing card (alternative purchasing tool to a SAP purchase order), apply for access via the MM003 form .	
4. Allocate sufficient time in your diary to welcome the new staff member and to introduce him/her to the department. Please ensure that the staff member has an appointment with the HR Practitioner within the first week. Alternatively decide who will be fully responsible for the induction of the new staff member and ensure that the person has freed up enough time for this purpose.	
5. Draw up an induction programme for the new staff member. Keep in mind that the person will need some basic information and instruction in the beginning. (This will depend on the type of work he/she will be doing but could include procedures to follow, how the telephone system works, IT Helpdesk, budgets and funds, where to find other necessary information, etc.)	
6. Refer PASS staff members to the private work policy .	
7. Book new staff members on the induction programme run by the Staff Learning Centre in Human Resources (x3812) and a benefit information session .	
8. The Staff Learning Centre offers an Occupational Health and Safety Induction Programme. All staff are encouraged to attend this programme. For more information please refer to the Staff learning and development resource guide .	
9. Ensure that the new staff member has all the basic equipment and furniture that he/she will need to perform his/her duties as well as a "start-up" stationery supply. Please arrange this in advance. (Contact for second-hand office furniture: Lee-Ann Johnstone x3160.)	
10. Where computer hardware is not already in place, this must be ordered well in advance of the new staff member's arrival. New staff members can be directed to www.icts.uct.ac.za > Services section > Your account (to view the guide for staff members, how to manage passwords and updating details on white pages). Where necessary, arrange any additional computer access that the person will need by contacting the IT Helpdesk x4500 or email icts-helpdesk@uct.ac.za).	
11. Inform future colleagues and the department that a new person is starting, when the person will be starting, what his/her name is (possibly a brief introduction of the person), and what his/her area of responsibility will be. (This can be done via email where all relevant staff have access to email).	
12. Inform any other department(s) that need to know about the arrival of the new staff member, e.g. the switchboard and the mail room.	
13. If the staff member is staying in University accommodation, you should make arrangements for the flat/house to be stocked with basic provisions i.e. coffee, tea, sugar, milk, bread, margarine, juice, jam, etc.	
14. If the new staff member is not from Cape Town, and particularly if he/she is new to South Africa, you may wish to plan a wider induction programme that doesn't focus only on UCT. Contact with the person before he/she arrives will be necessary to assess assistance and/or information needed.	



HR Induction guide (PASS)

On arrival of the staff member	Tick
First week	
1. Should the new staff member be arriving from outside Cape Town, please ensure that you or a delegated member of your staff is responsible for collecting the new staff member from the airport, station etc. and he/she is taken to the venue where they will be staying.	
2. Welcome and introduce the new staff member to fellow colleagues and members of staff in the department and or faculty.	
3. Show the staff member around the department, building and campus (including essential amenities and services). The following are important: <ul style="list-style-type: none"> • How does the telephone system work? (many staff think that they are required to dial the complete telephone number for an internal call) • How do I operate the fax or photocopy machine? • How do I order stationery? • Where do I collect my mail and where do I post mail? • Where is one permitted to smoke? • Advise them where to find administrative forms. • How does one contact the IT Service Desk? • Any other information relevant to his/her position. 	
4. Discuss the relevant conditions of service to ensure that the new staff member fully understands these. More information regarding conditions of service may be obtained from the HR Department. The staff member is encouraged to attend a benefit information session which are held twice a month from 10h00 - 12h00. Advise the new staff member about their HR Practitioner .	
5. Where relevant, explain the performance management system .	
6. Discuss with the new staff member what is expected of staff in your department i.e. general rules/procedures/systems used in the department/what hours the person will work. Agreed working hours should be put in writing and a copy kept on his/her personnel file in HR. Procedure for reporting absences from work, time off, leave etc.	
7. Discuss the responsibilities/duties of the specific role/position into which the new staff member has been employed and the expectations/standards of the department. All staff should have position descriptions. Go through the position description in detail and ensure the staff member understands what is required of them.	
8. If applicable, introduce the new staff member to a contact person who will assist with queries and questions related to administration i.e. Administrative Assistant or Departmental Secretary.	
9. Discuss clubs, sports facilities, unions or refer the staff member to the relevant staff bodies responsible.	
10. Discuss what to do in the event of an emergency i.e. fire in the building, injuries or accidents. Where the emergency exits are, who keeps the first aid kit for the building and who the fire marshall is.	
11. Accompany or direct the staff member to the Appointments Office (Bremner Building) in order to hand in all completed documentation e.g. Personal details form (HR101) , Benefit forms (where applicable). Once the staff member's details have been captured on SAP he/she will be issued with a staff number and should then proceed to Access Control Services, (x3030), new Properties and Services Building above the Traffic Office on upper campus to have his/her staff card issued (provided the staff member brings an identity document and proof of appointment).	
12. If required, discuss parking arrangements on campus or have the staff member contact the Traffic Office (x3312) to discuss how to obtain a parking disc. See: Staff parking application & renewal form (TA01)	



HR Induction guide (PASS)

13. Refer the staff member to the UCT website and the HR website for their conditions of service and any queries on remuneration and benefits.	
By the end of the first month	
14. Set a date to meet with the new staff member to set objectives and goals .	
15. Establish whether there are any immediate training needs.	
16. Ensure that the staff member has settled/is settling. Check whether they have any specific requests regarding their position description.	
17. Ensure that the staff member knows how to view their online electronic payslip via SAP HR Employee Self-Service, instructions and Frequently Asked Questions are available on the HR website . IRP5 tax certificates will be available in July each year. To understand the layout and content of the payslip, see: Understanding your UCT payslip .	

HOD/Line Manager checklist sign-off

Name		Department	
Signature		Date	



Induction checklist for new staff member

Before arrival	
<p>You should receive a letter of appointment, position description and (if you are eligible for benefit participation)</p> <ul style="list-style-type: none"> • Discovery Health application form • UCTRF forms (x5) • Insurance forms (if applicable) • Benefit information session dates <p>Please make contact with your Head of Department or Line Manager and discuss any issues which you may have regarding your new position.</p>	
Upon arrival - your first week	Tick
<p>Note: Before you can be paid, all forms relating to your appointment must be returned to the HR person responsible for processing your appointment (see letter of appointment).</p>	
1. You will have an opportunity to be introduced to fellow colleagues and members of your department and faculty. Your Head of Department will be responsible for your induction but may have nominated an induction facilitator/s to assist with the process. You will be shown around essential amenities and services.	
2. Your Head of Department or immediate Line Manager will discuss your conditions of service with you. Any specific queries regarding conditions of service can also be addressed by a member of the HR Department. Please make an appointment to meet with your HR Practitioner within the first week of your arrival.	
3. Your Head of Department or immediate Line Manager will discuss your position description with you and the standards expected. A date will be set to discuss goals and objectives.	
4. You will be introduced to appropriate resources and services which are available to facilitate settling you into your new post.	
5. Once your forms have been handed in to the HR Department and have been processed on SAP, you should proceed to Access Control Services (x3030), new Properties and Services Building above the Traffic Office for the issuing of your staff card (provided you bring an identity document and proof of appointment). This will allow you access to your building and allow you to join the library.	
6. Discuss with your induction facilitator how you should arrange parking on campus or alternatively contact the Traffic Office on x3312. See: Staff parking application & renewal form (TA01) .	
7. Campus maps are available on the UCT website.	
8. The UCT website contains information on policy and procedures.	
9. Your Head of Department/Induction Facilitator will book you on the general induction programme for new staff. This will cover information on the organisational structure, issues facing UCT and transformation.	
<p>Note: Your Head of Department/Induction Facilitator has his/her own checklist. If he/she does not cover all of the above or you have other questions, please raise them with him/her.</p>	