






The Catholic University of Eastern Africa

TITLE	AUTHOR
PROCEDURE FOR INDUCTION (CUEA/DVC ADM/HRM/13)	HR MANAGER
	NO. OF APPENDICES:
	TWO (A-B)
AUTHORIZATION This Standard Operating Procedure is issued under the authority of:	
TITLE	DVC ADMINISTRATION
SIGNATURE	
DATE	23 February 2011
ISSUE DATE	23 March 2011
STAMP CONTROLLED / UNCONTROLLED	
NOTE: 1. Write amendments on the page provided (Clause 0.2) 2. Controlled copies of this document will be in the HR and the DVC ADM Office	

Revision	00		Date	18 – Jan 2011
----------	----	--	------	---------------

	Standard Operating Procedure	(CUEA/DVC ADM/HRM/13)
Title	Procedure for Induction	Page 2 of 9

O. CONTENTS AND RECORD OF CHANGES

0.1 Table of Contents

0.	CONTENTS AND RECORD OF CHANGES.....	2
1.	PURPOSE	2
2.	SCOPE	2
3.	TERMS AND DEFINITIONS.....	3
4.	REFERENCES	3
5.	PRINCIPAL RESPONSIBILITIES	3
6.	METHOD	3
7.	APPENDICES	4

0.2 RECORD OF CHANGES

No.	Date	Details of Changes		Authorization
	(dd-mm-yy)	Page	Clause/subclause	Title
1	21 June 2011	3	6.0 Reviewing of the method to make it adequate	HR Manager

0.3 Distribution / Circulation

This Standard Operating Procedure is available at relevant functions for authorized users.

1. PURPOSE

To assist Managers with ensuring that all employees i.e. permanent staff members, part time employees, interns, volunteers and contractors have a smooth transition into the University and their roles.


2. SCOPE

The procedure applies to all Campuses, Divisions, Faculties, Offices, Departments and Units of the University and all categories of staff.

3. TERMS AND DEFINITIONS

3.1 Definitions of Terms Used:

Revision	00		Date	18 – Jan 2011
----------	----	--	------	---------------

	Standard Operating Procedure	(CUEA/DVC ADM/HRM/13)
Title	Procedure for Induction	Page 3 of 9

For the purpose of this procedure the following terms shall apply in addition to those already defined in the CUEA Quality Management Manual.

3.1.1 Manager:

For the purpose of this procedure, the term “Manager” refers to the Dean/HOD/Deputy-HOD/Coordinator and/or their equivalents.

3.1.2 Staff Induction:

Is the process of providing information, which is relevant to a new employee during the first weeks of work. The induction process is relevant to: staff new to the University, staff transferring from one location or work area to another and any staff member who has not previously received an induction.

3.2 Abbreviations and Acronyms

3.2.1 HR - Human Resources

4. REFERENCES

This procedure makes reference to the following documents which form part of the QMS documentation:

4.1 HR Policies and Procedures Manual

4.2 ISO 9001:2008, Quality Management systems –Requirements clause 6

5. PRINCIPAL RESPONSIBILITIES

5.1 The HR Manager shall be responsible for the adequacy and implementation of this procedure


6. METHOD

6.1 The HR Officer shall ensure that the new employee is furnished with office space, desk, chair, computer, printer, and telephone on his/her reporting date

6.2 The HR Officer shall ensure reception, filling of forms and issuance of the induction programme to the new employee. In cases where a new employee cannot be inducted with other new employees, the HR Officer shall arrange for an appropriate Manager or Supervisor to carry out the task or arrange for a later induction date but not beyond one month

6.3 The HR Officer shall ensure that the induction programme is designed so as to cover sessions

Revision	00		Date	18 – Jan 2011
----------	----	--	------	---------------

	Standard Operating Procedure	(CUEA/DVC ADM/HRM/13)
Title	Procedure for Induction	Page 4 of 9


such as Catholic identity, core values, CUEA’s vision and mission, customer service, witness to life, HR policies and procedures manual, and Occupational Health & Safety requirements

- 6.4 The HR Officer shall ensure that briefing meetings, workshops, and on job trainings are organized for the new staff at least twice a year. He/she shall also ensure that the induction program is tailored so as to suit the needs of the new employee(s) being inducted
- 6.5 The HR Officer shall assign a mentor to the new staff who shall induct the new employee to the University within a month. The mentor shall answer questions the new employee may have, he/she shall provide support, give advice on matters arising, give practical tips, introduce staff, be involved in giving feedback. Note that the mentor shall be a volunteer and does not need to be the new appointee’s immediate supervisor
- 6.6 The HR Officer shall be responsible for following up the employee’s induction during the first week and month as indicated on the Induction Checklist form (CUEA/DVC ADM/HRM/13/fm01)
- 6.7 The HR Officer shall work through an Induction Checklist for each new employee, ticking each item as it is addressed and crossing out those items not applicable. He/she shall ensure that the new employee and the appropriate Manager sign the Induction Checklist on completion of the Induction and thereafter fill in an Induction Review Form (CUEA/DVC ADM/HRM/13/fm02).

7. APPENDICES

- 7.1 Appendix A: Induction Checklist Form
- 7.2 Appendix B: Induction Review Form

Revision	00		Date	18 – Jan 2011
----------	----	--	------	---------------

	Standard Operating Procedure	(CUEA/DVC ADM/HRM/13)
Title	Procedure for Induction	Page 5 of 9

Appendix A: Induction Checklist form

THE CATHOLIC UNIVERSITY OF EASTERN AFRICA



A. M. E. C. E. A.

**Office of Human Resources
Induction Checklist**

P.O. Box 62157
00200 Nairobi - Kenya
Telephone: 891601-6
Fax: 254-20-891084
E-mail: hr@cuea.edu

RECRUITMENT INDUCTION CHECKLIST

Employee Name: _____ Date of Commencement: _____
Position: _____

Employment Type: Full-Time Part-Time Internship Contract

(tick appropriate box)

1. WELCOME NEW EMPLOYEES

Welcome new starter to the Organisation.

Provide copies of:

- Employee Handbook
- HR Policies and Procedures Manual

2. INTRODUCTION


Provide an overview of the University, including:

- Organizational Chart
- Catholic Identity
- Core values
- CUEA's Vision and Mission

3. PROVIDE INFORMATION ABOUT CONDITIONS OF EMPLOYMENT

- Job description
- Medical insurance
- Leave entitlements

Revision	00		Date	18 – Jan 2011
----------	----	--	------	---------------

	Standard Operating Procedure	(CUEA/DVC ADM/HRM/13)
Title	Procedure for Induction	Page 6 of 9

- Remuneration and Superannuation
- Staff Training and development
- Organisational policies
Including: Code of conduct

4. OCCUPATIONAL HEALTH AND SAFETY OVERVIEW

- Occupational Health And Safety Policy
- General housekeeping

Fire Safety:

- Explain and/or demonstrate the fire warning system
- Fire evacuation procedures
- Assembly point for evacuation
- Types and locations of fire extinguishers

Injury and Incident Reporting:

- Process for reporting injury, incidents or hazards
- Location of first aid facilities
- First aid and occupational health and safety representatives

5. PUT NEW EMPLOYEES AT EASE WITH THEIR NEW ENVIRONMENT


Conduct office tour, including:

- University Chapel
- Toilets
- Campus store
- First aid facilities
- Car Parking
- Noticeboards
- Photocopying place

Introduce new employee to:

- Vice-Chancellor
- Deputy Vice-Chancellors
- Managers and Supervisors
- University Chaplain
- University Counsellor(s)
- Employees

Revision	00		Date	18 – Jan 2011
----------	----	--	------	---------------

	Standard Operating Procedure	(CUEA/DVC ADM/HRM/13)
Title	Procedure for Induction	Page 7 of 9

6.0 ASSIGN A MENTOR FOR THE NEXT TWO/THREE WEEKS:

- Mentor name _____
- Distribute Induction Evaluation for the employee to complete within three weeks

7.0 CONFIRMATION OF COMPLETED INDUCTION

Employee Name: _____
Employee Signature: _____
Date: _____


Manager/Supervisor Name _____
Manager/Supervisor Signature: _____
Date: _____

Officer I/C Induction

Name _____ signature _____ Date _____

CUEA DVC- ADM/HRM/13/fm01

Revision	00		Date	18 – Jan 2011
----------	----	--	------	---------------

	Standard Operating Procedure	(CUEA/DVC ADM/HRM/13)
Title	Procedure for Induction	Page 8 of 9

Appendix B: Induction Review Form



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A.

Office of Human Resources

P.O. Box 62157
00200 Nairobi - Kenya
Telephone: 891601-6
Fax: 254-20-891084
E-mail: hr@cuea.edu

INDUCTION REVIEW FORM

(The purpose of your Workplace Induction is to make the transition into your new job as smooth as possible. To enable us continuously improve the Induction process, we constantly monitor and evaluate by asking employees what they think. Please complete this form and tell us what we are doing well and what you think we need to improve. Then send it back to the Office of Human Resources).

Gender: _____ Date of Induction: _____

1. Did all of the timetabled sessions taken place? a) Yes b) No

2. To what degree was this activity relevant to you as a CUEA staff member?

Entirely relevant Partially relevant Not relevant at all

3. a) Which of the sessions were of most relevance to you?

(i) _____

(ii) _____

b) Explain _____


4. a) Which of the sessions were of least relevance to you?

(i) _____

(ii) _____

b) Explain _____

Revision	00		Date	18 – Jan 2011
----------	----	--	------	---------------

	Standard Operating Procedure	(CUEA/DVC ADM/HRM/13)
Title	Procedure for Induction	Page 9 of 9

5. How could we improve the induction programme in the future?

(i) _____

(ii) _____

(iii) _____

6. Please use the space below to provide any other comments.

CUEA/DVC ADM/HRM/13/fm02

Revision	00		Date	18 – Jan 2011
----------	----	--	------	---------------