

INDUCTION AND ORIENTATION POLICY



LESEDI MUNICIPALITY

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1. PREAMBLE

In order to entrench a good working relationship with employees so that an employee has a sense of belonging, is able to associate himself / herself with the mission, vision and goals of the Municipality and to engender a positive disposition and attitude towards his / her job, all new employees as well as employees transferred or promoted to another department and / or section, must be taken through an induction and orientation programme.

2. OBJECTIVES

The objective of this policy is to:

- 2.1 Ensure that Managers and / or nominated delegates make the new employee more rapidly productive by exposing the new employee to the way in which work must be performed;
- 2.2 Provide managers with a tool that will reduce fear, anxiety and insecurity in the new employee;
- 2.3 Alert managers on how to address a new employee's expectations and reduce labour turnover;
- 2.4 Ensure that managers or designated persons follow proper procedures in inducting new employees on the job;
- 2.5 Provide a proper basis for the new employee to acclimatize to the new job and operate effectively and efficiently until a broader orientation programme is conducted;
- 2.6 Save time of both the supervisor and colleagues on a new employee who is "lost" and cannot function effectively.

3. WHAT IS INDUCTION AND ORIENTATION

Induction – is the process of familiarizing a new employee with the Municipality, the people working for the Municipality their terms and conditions of employment and the policies and procedures governing their employment.

Orientation – is the process of familiarizing the new employee with own work environment and job requirements.

4. INDUCTION

It will be conducted by Human Resources Section in a period not exceeding six weeks after they have assumed duty as per the prescript of LRA; and

The unions shall be invited to make a presentation on their roles and responsibilities within the municipality.

Human Resources Section shall prepare an Induction file with the relevant documentation such as Council policies; conditions of service; and collective agreements etc (refer to checklist to be included).

5. INDUCTION PROGRAMME

The induction programme will include the following elements:-

- 5.1 An overview of the organisation – historical overview of the formation of the organisation , its goals, norms, standards, philosophy, and organisational structure, product and services and job environment;
- 5.2 An overview of policy and procedures – how to communicate and management philosophy;
- 5.3 Compensation – how pay takes place;
- 5.4 Fringe benefits;
- 5.5 Safety;
- 5.6 Labour Relations – employee rights and responsibilities, COS, grievance procedure, communication channels, and termination of service;
- 5.7 Facilities;
- 5.8 Economic – absenteeism, cost of theft, accidents, starting work late, equipment and labour; and
- 5.9 Include organisational chart, telephone numbers of key personnel and a copy of newsletter.

6. ORIENTATION

The first part of employee initiation and orientation will be conducted by the HR Recruitment Officer involving the manning the employees' manual application processes: pension fund; medical aid; SARS; retirement fund and filling of employee's bank details.

The general orientation will conducted by the relevant department.

7. APPLICATION OF THIS POLICY and ELIGIBILITY

7.1 Depending on the nature of work which the new employee will be assigned to do, his / her immediate supervisor is required to ensure that before he / she commence duty, one or more of at least the following are provided:

- Office or locker
- Stationery
- Computer or tools
- Vehicle

7.2 Every supervisor must compile a checklist of what is required by a new employee to enable him/her to carry out his/her duties, as well as the procedures which the supervisor will follow to ensure that new employees are adequately introduced into the workplace;

7.3 The immediate supervisor or his/her nominated delegate is responsible for inducting a new employee on the job. Such delegate must be carefully chosen and properly trained in order to do this effectively;

7.4 The orientation programme must be conducted on the first day of the new employee commencing duties, the duration of which will be for not more than three hours per day over not more than two days in order not to overwhelm the employee with information;

7.5 By not later than the second day of the new employee's service, his/her immediate supervisor must furnish the new employee with his/her job description and explain the functions that he /she is expected to perform and discuss the employee's responsibilities so that the new employee fully understand at the outset what is expected from him/her;

7.6 The checklist (see 3 above) must be completed by the immediate supervisor and sent to Human Resources for filling on the new employee's personal file;

7.7 The immediate supervisor or manager must be available to assist the new employee by answering questions raised by the new employee and to pay attention to his/her problems;

7.8 It is the responsibility of the immediate supervisor to regularly enquire how the new employee is coping with his/her work and to ensure that the Batho Pele principles are being met.

8. THE OBJECTIVES OF THE ORIENTATION PROGRAMME

The objective of orientation programme are:

- 8.1 Inform new employees on the Conditions of service;
- 8.2 Inform new employees of the procedures, rules and regulations such as safety requirements;
- 8.3 Introducing the new employees to colleagues in the department and in other departments;
- 8.4 Give a brief course on customer service emphasizing the Batho Pele principles of:
 - 8.4.1 Consultation
 - 8.4.2 Service standards
 - 8.4.3 Access
 - 8.4.4 Courtesy
 - 8.4.5 Information
 - 8.4.6 Openness and transparency
 - 8.4.7 Redress
 - 8.4.8 Best value
- 8.5 Give a brief course on telephone etiquette;
- 8.6 Have a team building session in order to engender a positive influence on the new employee;
- 8.7 It is the responsibility of the immediate supervisor or hi/her nominated delegate to arrange for the new employee to attend the orientation programme;
- 8.8 Responsibility to attend the orientation programme rests with the new employees who must be adequately informed by his/her supervisor.

9. ADOPTION

The Lesedi Municipal Council adopted the Induction and Orientation Policy in its meeting held on the of 2013.

Mr A Makhanya
Municipal Manager

Date: