



THE UNIVERSITY
of ADELAIDE

150 YEARS

Induction Framework

May 2024



GROUP
OF EIGHT
AUSTRALIA

make
history.

Induction at The University of Adelaide

At the University of Adelaide, our goal is for all new members of our University community to feel welcomed, to have confidence and clarity in their role, and a sense of pride in working at the University.

Induction is the process through which new starters are welcomed to the University and provided with the essential information they need to understand the University and their new role.

An effective Induction experience ensures that a new team member feels welcomed, has a positive introduction to the University and their work area, ensures they have the support they need to perform at their best, and enables them to become effective in their role as quickly as possible.

Our objective is to harness the unique contributions of every new team member for a stronger University community and culture.

The University of Adelaide Induction Process has been organized around the 4 C's of effective induction – compliance, clarification, culture and connection^[1].

Some of the essential tasks for each of these objectives are reflected in the table below. Specific induction practices may vary across the University depending on the unique context in local areas, however, you will see core activities relating to each of these objectives across the checklists and agenda templates. It is worth reflecting on any additional ways you might support these objectives through the induction process.

Compliance	Clarification	Culture & Connection*
<ul style="list-style-type: none">- HR system onboarding - including pay information and superannuation- systems access- mandatory learning modules- local HSW induction- workstation set-up	<ul style="list-style-type: none">- role clarification- performance proficiency (role-based training/learning, shadowing or hands on training, specific projects, context specific)- language (acronyms, terms)- understanding local context	<ul style="list-style-type: none">- understanding team culture and work practices- connection to purpose - understanding organisational goals, values and history- establishing key relationships- identifying support & information networks- promoting diversity and inclusion

***The Power of Connection**

While all elements of the induction process are important, connection is particularly powerful in influencing new starters experience. Cultivating opportunities for connection – whether it be a team catch-up, assigning a buddy, or recommending Communities of Practice or other networks, can be hugely influential in supporting new starters as they join the university.

^[1]Bauer, T. N. (2013). Onboarding: The power of connection. Part 1 of the 3 part Success Factors Onboarding White Paper Series.http://www.successfactors.com/en_us/resources.html

Induction Pathways

Induction at the University begins pre-commencement and continues for up to three months.

To ensure information is provided at the most appropriate time, induction can be considered in 5 phases. A high-level overview of essential activities and expected outcomes of each stage is below.



Pre Commencement

connect and cover off on the basic compliance elements

ensures relevant technical and administrative preparation has occurred to enable commencement including HR system onboarding (i.e. pay information, qualifications, working rights, etc.) and sets the tone for welcoming a new staff member



First Day

create a sense of welcome and clarify induction processes

critical for welcoming new staff members and providing information that supports positive engagement from the outset



First Week

create a sense of clarity around role and culture

activities undertaken in the first week are vital to establishing a sound understanding of roles, responsibilities and local work area practices



First Month

create opportunities for connection

getting to know the team and understanding priorities in the broader context of their new role, connecting with the broader university



Third Month

bringing it all together

mandatory learning completed (compliance); proactively managing work activities to achieve objectives and planning for the next three months; connected to team, university and support networks

More detailed information about specific tasks for each part of induction can be found in the supporting checklists.

Induction Resources and Tools

There are a range of resources and tools to support the Induction process available on the Managing Induction website, including:

- **Induction checklists** – to support people leaders and induction coordinators in understanding what needs to be done. It includes a range of links and tips to help guide you through the process. There may be additional elements you will need to consider in your local area (for example, some labs require separate access or training requests).
- **Induction agendas** – to support new starters are aligned to the checklists. People Leaders and Induction coordinators complete the agenda template with the relevant information and provide the agenda to new starters on their first day. It includes a range of useful links and should serve to support new starters in navigating their first days in their new roles.

Resources are regularly updated to best meet the needs of people leaders and new starters. If you have feedback about how these documents could be improved, please be in touch with learninganddevelopment@adelaide.edu.au

Roles and Responsibilities

Welcoming a new staff member to the University is a process that requires touch points with many areas of the University. For that reason, responsibility for induction is shared.

A summary of key roles and responsibilities is outlined in the table below. More detail on specific tasks and responsibilities can be found in the induction checklists and agendas.

Ensuring that our newest colleagues have a positive induction experience is an essential role played by our People Leaders.

As a People Leader or Induction Coordinator, you play a crucial role in shaping a new starter's experience of the University and enabling a smooth transition.

People Leader- with the support of the Induction Coordinator and HR team, you will direct the induction processes and help your new staff member to integrate into their role, work area and the University

Induction Coordinator– in some instances, a People Leader may identify someone in their team or local area to support on some tasks associated with induction. Induction Coordinators play an essential role in ensuring a smooth transition and positive experience for the new starter. Induction coordinators often perform several critical tasks that enable an effective induction experience.

Roles	Responsibilities
<p>People Leader - has overall accountability for their new starter's induction.</p>	<ul style="list-style-type: none"> - Complete the induction checklist - If applicable, identify an induction coordinator and delegate appropriate tasks - Personal welcome to the team/branch - for example, email to team prior to commencement, arranging welcome coffee or meeting with team - Provide role specific information and expectations - Identify training needs - Identify stakeholders for new starter to meet - Identify documents for inclusion in local induction pack - Monitor completion of induction training courses - Set up probation plan - discuss probation, set up review meetings and set expectations - Establish regular check-in to ensure new starter is on track with their induction and has an opportunity to ask questions. - Identify a buddy (optional)
<p>Induction Coordinator - if applicable, identified by the People Leader and may have some administrative and other tasks delegated to them. In cases where there is no induction coordinator, the People Leader is responsible for these tasks.</p>	<p>Some tasks that are commonly delegated by the People Leader to an induction coordinator:</p> <ul style="list-style-type: none"> - Populating the Induction Agenda - Preparing the Induction Pack with documents the People Leader has identified for inclusion (i.e. planning documents, organisational charts, project plans) - Administrative set up: work station, building access requests, ordering computer hardware - Scheduling stakeholder meetings as identified by the People Leader - Taking staff to pick up their Staff ID card - Administrative orientation - printing, S drive folder, e-signature, phone set up - Conduct work area tour / introductions - Conduct local HSW induction

Roles	Responsibilities
<p>Faculty/Division or School/Branch - has responsibility for supporting People Leader's and any tailoring of the induction needed for their local context.</p>	<ul style="list-style-type: none"> - Consider any Faculty-specific tailoring that may need to be made to checklists/agendas - Add new starter to any relevant contact lists, webpages, or distribution lists - Develop and make available organisational structures for the Faculty and School/Branch (i.e. intranet) - Provide feedback or flag issues with HR team as they arise
<p>Human Resources - provides the overarching approach to Induction at the University and support with training, monitoring and support.</p>	<ul style="list-style-type: none"> - Develop and maintain induction framework - Develop and maintain University-level information for new starters - including induction webpage and induction courses - Ensure new starters experience a sense of welcome from the University level (through appointment letter, general feel of website, and induction courses) - Develop and maintain mechanism for navigating induction process (i.e. checklist) - Provide guidance, support, and training for People Leaders and others in the process - Ensure induction courses are easily accessible, consistent, and allows for compliance to be monitored - Develop and maintain mechanism to collect feedback from new starters about their induction experience to inform continuous improvement
<p>New Starter - actively participate in induction and seek assistance along the way.</p>	<ul style="list-style-type: none"> - Complete HR system onboarding - Engage proactively with induction processes - Work through Induction website, making notes of any questions to ask of People Leader - Actively participate in meetings and seek clarification on University processes, role, etc - Complete induction courses in line with recommended timelines
<p>Buddy (optional) - informal connection which provides the New Starter with a contact outside of their team who can support them as they begin their role.</p>	<ul style="list-style-type: none"> - Arrange check-ins with new starter over their first 3 months - Answer questions - Provide clarity and support as needed - Support the new starter to feel welcomed to the University

For any questions regarding the Induction Framework please contact
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