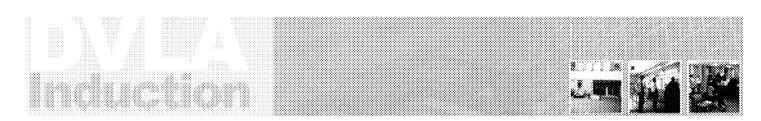




Driver & Vehicle Licensing Agency Manager's Induction Checklist





Introduction

This document will enable you to work through the essential information that your new employee needs.

During their Corporate Induction your new employee will have received information on the following e-learning modules:

Module 1: Welcome to the DVLA – An introduction to the Agency including information on: the Agency's key purpose; how to find their way around DVLA; absence and illness; probation and dress code.

Module 2: What Matters to You – An introduction to; getting paid; taking leave; hours and attendance; benefits that DVLA offers new employees.

Module 3: The Way we Work – An introduction to; the law and the workplace; health and safety matters; equality and diversity; conduct and discipline.

Module 4: Security, the Agency and You – An introduction to; data protection; freedom of information; security.

Module 5: Our Business – An introduction to; DVLA within government; the MFS family; looking at DVLA; how DVLA is structured; working together.

Module 6: Your Future – information on: personal development, the PDR process; learning and training opportunities.

Please inform your new employee that they can revisit the Corporate Induction e-learning modules again at the ORC if they wish to do so. Managers should factor time for this into Workplace Induction.

Further information on Induction can be found on the HRWD site: iPoint > Localnets > Human Resources > HR Workforce Development > Workplace Induction Information for Managers

Your new employee will have their own Corporate Induction Workshop Handbook providing additional information and Intranet details for them to access in the future.



The purpose of this document:

Why carry out Workplace Induction?

You are expected to complete the checklist properly because it proves the new employee has received the essential local information they need. It can also reduce the risk of new employees taking action against DVLA on the basis that they were not given the correct information about an essential work practice.

By completing a workplace induction using this checklist you are ensuring that consistent and relevant information is given to the new employee.

You can also use this document as a guide when a member of staff joins your team after a long period of absence e.g. a career break, maternity leave or long term sick leave. Throughout this checklist a new member of staff will be referred to as 'new employee'. Your responsibility as a manager is to ensure that the new employee has the necessary/essential information they need to prepare them for their role in the workplace.

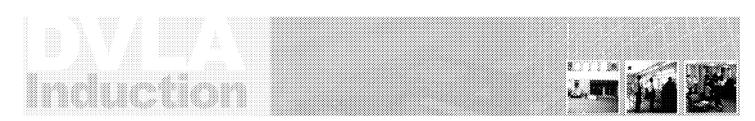
Starting work in a large organisation is challenging and can be disorientating for a new employee. It is essential that new employees are given information in a structured way to make their first weeks in the job meaningful. A positive experience at induction helps new employees settle into their role and become productive quickly.

It is important that new employees understand what the Agency requires of them, and how they contribute to DVLA's efficiency and effectiveness. As their manager you play a vital part in ensuring this message is delivered to the new employee.

If the new employee is to receive job specific training on an operational training team you need to agree with the training team manager which areas on the Induction Checklist they will be responsible for. Once the new employee joins your team you must take responsibility to complete the remaining areas on the checklist.

As well as meeting, greeting and introducing the new employee to their colleagues, you must:

- ensure that the new employee is aware of health and safety requirements and emergency procedures
- explain security matters and ensure the new employee completes Level 1
 Information Security Mandatory Training within the first week of employment
- explain any local flexible working rules/arrangements/policies
- answer their questions
- explain the job role and agree the new employee's personal objectives
- monitor the new employee's progress
- encourage new employee development
- ensure that the new employee is familiar with the Civil Service Code (chapter 3.1 and Annex A of the Staff Handbook)



The 'sign off'

As you work through the checklist record the dates when you complete each section. You must use a 'Workplace Induction Declaration Form' (WPI) when you have completed the induction with a new employee. An example of the WPI is included at the end of this checklist.

To obtain a copy of the WPI Checklist and Declaration form, access the Portal Homepage and follow this path:

Quicklinks > DVLA Documents > Human Resources > Workplace Induction

Print the Checklist and work through this with the new employee, signing off and dating the completion of each section. A copy of the completed Checklist must be retained by the new employee.

Sign the Declaration form and send to SSC Scanning at the address on the form. The WPI sign-off will be recorded against the new employee's e-personnel record.

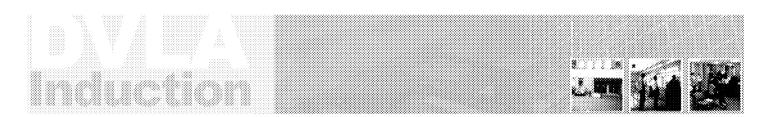
This process is audited and a report sent to Directors as evidence that Workplace Induction has been completed.

Your new employee will have a copy of the 'Summary of DVLA Policies on e-mail and Web Browsing' document; this will have been given to them during Corporate Induction.

You must ensure the new employee signs, dates and enters their staff number and e-mail address (if applicable) on page 7 of the document. After the new employee has completed their details pages 1 – 8 must be sent to:

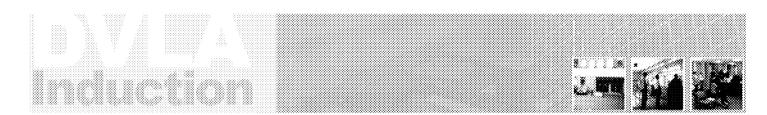
SSC Document Team Lead SSC Scanning Ground Floor Shared Service centre Swansea Vale SA7 0EA

This declaration will be scanned against the new employee's e-personnel record.



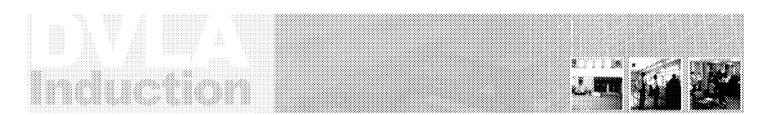
Section 1 – Before Your New employee Arrives

Checklist	Further Information	Date[s] Completed
Familiarise yourself with this document.		·
If your new employee is from another area within DVLA, you may wish to contact them and introduce yourself.		
If your new employee is to be trained on the Operational Training team, make the necessary arrangements.		
If your Business Area operates a mentoring system, brief the mentor before the new employee starts.		
Arrange or request a workstation for the new employee.	Contact your admin section	
Consider any special requirements your new employee may have including disability.	iPoint > My DVLA > Supporting You header > Ability Group	
Arrange for a DSE assessment prior to arrival if new employee needs workstation adjustments for a disability.	iPoint > Managers > Health & Safety header > Display Screen Assessments > the online system	
	iPoint > Localnets > Finance > Health & Safety Homepage > Display Screen Assessments	
If necessary, refresh your knowledge of the procedures and requirements for probationary periods and casual staff.	iPoint > Localnets > Human Resources & Estates header > Staff Handbook > Part B > Working In The Agency > Recruitment/Probation	
Draft the personal objectives and a development plan for discussion with your employee.		



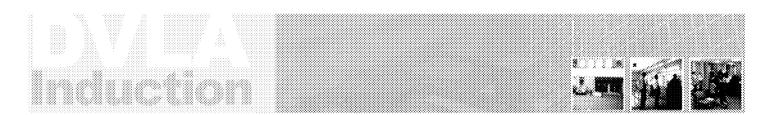
Section 2 – The First Day

Checklist	Further information	Date[s] Completed
Meet and greet your new employee and introduce them to their colleagues. Introduce yourself and the key people the new employee will be working with, including their mentor (if relevant)		
Show your new employee around the floor, drawing attention to: Entrances and exits/fire exits		
Toilets, kitchen and rest facilities		
Introduce them to the First Aider Name and location of Emergency Officer and their role	Contact your admin section for details of First Aiders/Emergency Officers etc.	
Fire points, Manual Call Points ['Break Glass' alarm sounders], extinguishers and First Aid posters/boxes	iPoint > Localnets > Human Resources & Estates header > Estates Management Group > First Aid and Emergencies	
Explain evacuation procedures		
Inform them where the marshalling area is		
Location of other facilities e.g. Shop, Restaurant	iPoint > Localnets > Popular Pages > Catering and Hospitality	
Brief new employee on working hours and entitlements. Discuss and explain: New employee's standard working day What time they will be starting/		
finishing		
How many days they work (SSC will be setting the new employee up on Portal)		
Leave entitlement		
Employment status; whether they are casual, permanent and what this means		
Probation; length of probation period. How the new employee's progress will be monitored and reported on during the 4 and 9 month reviews	iPoint > Localnets > Human Resources & Estates header > Staff Handbook > Part B, Working In The Agency > Recruitment and Probation	



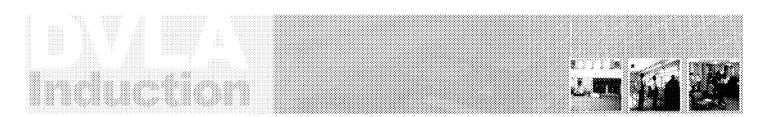
Section 2 – The First Day continued

Checklist	Further information	Date[s] Completed
Working hours and entitlements continued; (Further info on PDR's can be given during the first week)		
How they will record their Working Time until they are set up on the flexi system	DOM 2126 Flexible Working Hours Manual Record Form – Contact your admin section	
The procedures in place regarding new employee's absence from work and who the new employee should telephone (and by when) to notify their absence	iPoint > Localnets > Human Resources & Estates header > Staff Handbook > Part B > Sick Absence > 2. What to do if you are ill	
The rules around flexi including the policy on smoking breaks DVLA's dress code and the local requirements	iPoint > Localnets > Human Resources & Estates header > Staff Handbook > Part B > Alcohol, Drugs, Smoking & Substances Misuse Policy iPoint > Publications > Circulars/Briefs header > Circulars 2010 > Pay and Conditions of Service Circular — 06/10 — Dressing for Work	
Inform new employee about the flexi system, how the flexi rules apply to them and the micro policy in your area Explain the new employee's Annual Leave entitlement and how it differs depending on their employment status Duvet Days – Explain about the initiative and how they are to be requested and authorised	iPoint > Localnets > Human Resources & Estates header > Staff Handbook > Chapter 2 > Section 2.3 Leave	



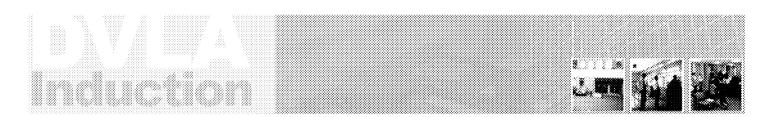
Section 2 – The First Day continued

Checklist	Further information	Date[s] Completed
Brief the new employee on their job.		
The work carried out by the team and the work they will be doing	This information is unique to each section. Information should be obtained from within the section/Directorate.	
Discuss and explain how their accuracy impacts on the work they will be doing	The Core Accuracy Team (CAT) is developing an Intranet site containing information on the importance of accuracy and the processes and procedures that are being implemented Agency wide. An iPoint item will be issued when the Intranet site is available.	
Explain that during their first month in the job you will be discussing their: • Job objectives	iPoint > My DVLA > Performance Development Review	
 Job Objectives Job Profile Competencies Skills 	iPoint > Localnets > Human Resources & Estates header > Human Resources > Job Families > select relevant Job Family > Skills Catalogue	
Brief the new employee on Security.		
Discuss and explain; Requirements to complete Information Security Mandatory Training within	iPoint > My DVLA > Supporting You > Open Resource Centre	
week one of employment Security of Data:	Information Security Mandatory Training Level 1 CD-ROM available from ORC or IAG.	
Data Protection Act Accessing sensitive information GSI Storing data	Security Awareness CD-ROM is available from the ORC.	
IT Security: Email & internet guidelines (the new employee is required to sign web browsing policy)	iPoint > Localnets > Information Systems Directorate header > IT Security	
	iPoint > Localnets > Information Systems Directorate header > IT Security > IT Security Policies > ITSPOL13 Web browsing & e- mail policy	



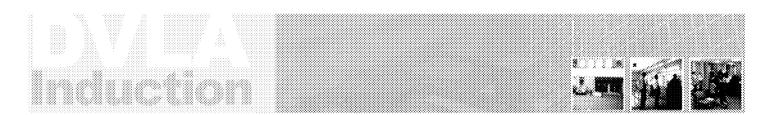
Section 2 – The First Day continued

Checklist	Further information	Date[s] Completed
Brief the new employee on Security. Discuss and explain;		
Physical Security: Security Passes States of alert Parking onsite	iPoint > Localnets > Human Resources & Estates header > Security > Security Awareness > Security Awareness CBT	
	iPoint > Localnets > Human Resources & Estates header > Security > Guide to Security > Physical Security	
	MIS281 Leaflets – Who's Looking After You & What's Holding You Up	
	iPoint > Publications > Circulars/Briefs header > Circulars 2010/11 > Security Circulars	

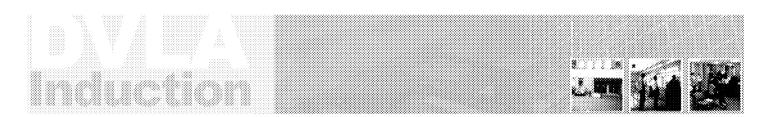


Section 3 – The First Week

Checklist	Further information	Date[s] Completed
Explain and demonstrate the ESS Portal. How to:		
Log on	Portal Home Page > Quicklinks Section > Knowledge Base >	
Create a new password	Business Unit Documentation > DVLA > RMSU > click on Appropriate	
Navigate around the Homepage	Heading	
View tasks and notifications	e-Learning available at the Open Resource Centre (ORC)	
Check personal details (stress that this must be done to ensure correct information has been captured on SAP)	iPoint > My DVLA > Supporting You > Open Resource Centre	
Check leave quota and book leave		
Record Working Time		
Clock in and out and the location and use of the flexi machines (check their flexi fob works)		
Enter clock in/out corrections		
View flexi time statements		
View payslip		
View Skills and Qualifications		
View Individual Development Plan [IDP]		
Use the Learning Portal		
View e-Recruitment		

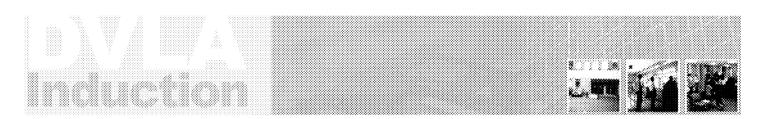


Checklist	Further information	Date[s] Completed
Explain and demonstrate the MSS Portal [If the new employee is a manager responsible for staff] to include:		
Approve or reject Annual/Flexi leave requests Approve or reject Timesheets e.g. Overtime/Medical Appointments	Portal Home Page > Quicklinks Section > Knowledge Base > Business Unit Documentation > DVLA > RMSU > Appropriate Heading	
Approve or reject clock in/out corrections	e-Learning available at the Open Resource Centre (ORC)	
View flexi time statements Create sick absences	iPoint > My DVLA > Supporting You > Open Resource Centre	
Create Individual Development Plans (IDP's)		
Discuss and agree Personal Development Reviews (PDR's)		
Make a Personnel Change Request		
Request staff (if applicable)		
Run reports (if applicable) MSS Portal	Diagonato	
Мапаger to ensure that:	Please note:	
manager to ensure that.	Access to the Portal is dependent on	
The new employee is linked to	whether SSC People Movement team	
you under Manager Self Service	have received all the required	
	paperwork for the new employee.	
The new employee's leave		
balance is correct	Managers will be notified that access	
The new employee's work pattern is correct	has been granted and given the new employee's personnel number via email. This action may not be completed in the first week in all instances.	

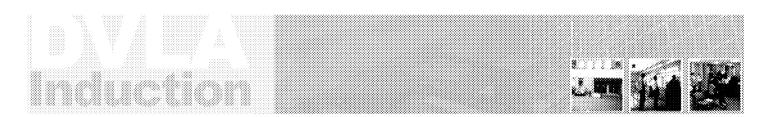


Section 3 – The First Week continued

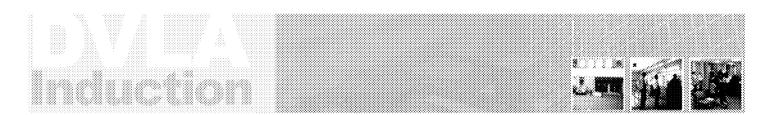
Checklist	Further information	Date[s] Completed
Sick Absence, discuss and explain: The Health, Well Being and Attendance Strategy	iPoint > Localnets > Human Resources & Estates header > Human Resources homepage > Your Health & Wellbeing > Health, Wellbeing and Attendance Strategy	
	iPoint > Localnets > Human Resources & Estates header > Human Resources > Attendance Management > Manager's Role in Attendance Management > 10 Steps to Effective Attendance Managment	
The DOM 3507 – Sick Absence Action Form should be completed during a return to work interview. (When completed, this confidential document must be kept in a secure place. You should record details of the absence in SAP via Portal)	iPoint > Localnets > Human Resources & Estates header > Human Resources homepage > Attendance Management > Keeping in Touch – Return to Work DOM 3507	
The importance of return to work interview	iPoint > Localnets > Human Resources & Estates header > Staff Handbook > Chapter 10 > Annex A Satisfactory Standards of Attendance	
Counter Fraud, discuss and sign off the:		
Fraud PolicyWhistleblowing Policy	iPoint > My DVLA > Security > Whistleblowing document > RMO	
	iPoint > Localnets > Finance > Counter Fraud > Homepage > DOM3701	
	http://dvlacms:86/~media/Files/Fraud/DOM3601.ashx	



Checklist	Further Information	Date[s] Completed
Security. Discuss and explain: Information Security: Ensure completion of Level 1 Mandatory Information Security	iPoint > Localnets > Human Resources & Estates header > Security	
Training Information Security Objective	Information Security Mandatory Training Level 1 CD-ROM available	
Data Security - Confidentiality,	from the ORC or IAG	
Integrity & Availability	iPoint > My DVLA > Supporting You	
Disclosure of information	> Open Resource Centre	
Disciplinary penalties for breaches	iPoint > My DVLA > Security > Security Awareness CBT	
Official Secrets		
Security Clearance Data Protection Act	iPoint > Publications > Circulars/Briefs header > Circulars 2010 > Security Circulars	
Physical Security: Security Passes Visitors/contractors	MIS281 Leaflets – Who's Looking After You & What's Holding You Up	
Clear desk policy	DOM3090 A basic guide to the Official	
Keys & key safe	secrets Act 1989.	
Storage of documents	iPoint > Localnets > Human	
Protective markings	Resources & Estates header > Staff Handbook > Chapter 4 > Security &	
Disposal of Waste e.g. media and paper	Confidentiality	
Taking documents offsite	iPoint > Managers – Security header > Data Protection Breaches >	
Working outside normal hours	Responsibilities for line managers	
Counter fraud	DOM 2885 Data Protection, DVLA and	
Counter terrorism	You and sign DOM 3119 Confirmation of Data Security	
Bomb alert	Instructions.	
Suspect parcels	iPoint > Localnets > Human	
States of alert	Resources & Estates header > Staff	
Locking windows & office furniture	Handbook > Chapter 4 > <u>4.3 Data</u> Protection	
IT Security:		
Passwords & User Ids		
Accessing main-file records How to secure your computer		

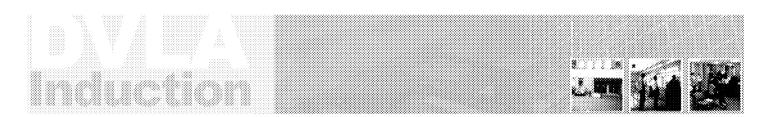


Checklist	Further Information	Date[s] Completed
Security. Discuss and explain continued:		
IT Security:		
Email and Internet guidelines USB Memory Stick lockdown Virus checking Data exchange/encryption		
Laptops Incident reporting Remote Working		
Health and Safety. Discuss		
and explain: Keeping safe in the office Emergency procedures	iPoint > Localnets > Finance header > Health, Safety and Environment	
How to report accidents and near misses	iPoint > Localnets > Finance header > Health & Safety > Accident and Near Misses	
First aid arrangements	Trout misses	
Advise on the use of Display Screen Equipment and how it is assessed	iPoint > Localnets > Finance > Health & Safety > Display Screen Assessments	
Advise on eyesight tests for DSE users	iPoint > My DVLA > Supporting You > Eye Tests	
NTW and workstation adjustments	12 point set up (NTW)	
Manual handling training and safe working methods	iPoint > Managers > Health and Safety header > Health and Safety, A Manager's Role	
COSHH and machine working (if appropriate)	iPoint > Localnets > Finance > Health & Safety > Personal Protective Equipment	
Personal Protective Equipment in your area (if appropriate)	Protective Equipment	
Risk Assessments	iPoint > Localnets > Finance > Health & Safety > Risk Assessments	
PDR Process Discuss and explain the PDR process	iPoint > Localnets > Human Resources & Estates header > Human Resources homepage > Performance Management > The PDR Process	

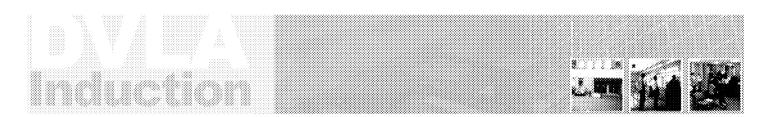


Section 3 – The First Week continued

Checklist	Further Information	Date[s] Completed
New Employee's Role. Discuss and explain: Job objectives Job Profile Competencies Skills	iPoint > My DVLA > Performance & Development Review iPoint > Localnets > Human Resources & Estates header > Human Resources > Job Families > select relevant Job Family > Skills Catalogue iPoint > Localnets > Human Resources & Estates header > Human Resources & Estates header > Human Resources > Performance Management > The PDR Process > DVO Competencies	
Learning and development. Discuss and explain:		
The ESS Learning Portal	ESS > Learning Portal > Select from Course Catalogue > Non functional Training > (Select from subject area to view in detail)	
Open Resource Centre – what's available	ORC situated on A1. Contact Numbers 01792 78 2712 or 2872. Arrange for colleague to take new employee to the ORC to show them what's on offer.	
	iPoint > My DVLA > Supporting You > Open Resource Centre	
Learning Development Planning. Discuss and explain:		
Performance Development Review	iPoint > My DVLA > Performance & Development Review	
Learning Portal	iPoint > Localnets > Human Resources & Estates header > Human Resources > Workforce Development > Guidelines for Booking L&D Events	

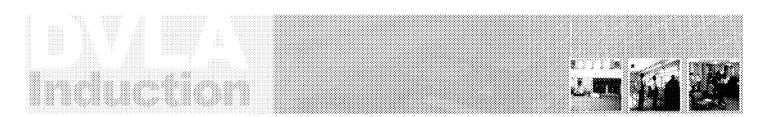


Checklist	Further Information	Date[s] Completed
Travelling to work policies. Discuss and explain:		
How DVLA supports green transport initiatives	iPoint > Localnets > Human Resources & Estates header > Estates Management Group > Transport & Parking	
Car sharing	iPoint > Localnets > Human Resources & Estates header > Estates Management Group > Transport & Parking > Car sharing	
Car parking	iPoint > Localnets > Human Resources & Estates header > Estates Management Group > Transport & Parking > Parking	
Staff Benefits. Discuss and explain:		
Sports and Social	iPoint > Localnets > Popular pages header > Sports and Social	
Civil Service Sports Council	iPoint > Localnets > Popular pages header > Sports and Social > Discounts	
Nursery and Playscheme facilities	iPoint > My DVLA > Home header > Nursery and Playscheme	
Services. Discuss and explain:		
Occupational Health Dept	iPoint > My DVLA > Supporting You header > Occupational Health Contacts	
Health and Wellbeing	iPoint > Localnets > Human Resources & Estates header > Human Resources homepage > Your Health & Wellbeing	
Public and Commercial Services (PCS) Union	iPoint > My DVLA > Supporting You header > PCS	
Schedule an appointment to discuss the new employee's development Consider booking in the first of their performance development reviews	iPoint > Managers > IDP/PDR > Performance Development Review Process	



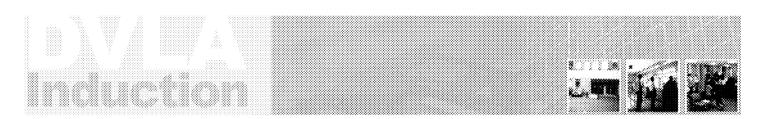
Section 3 – The First Week continued

Checklist	Further Information	Date[s] Completed
DVLA's Stress Policy. Discuss and explain:		
DVLA's Stress Strategy and Policy	iPoint > Localnets > Human Resources & Estates header > Staff Handbook > Part B > Coping with Stress in the Workplace	
DVLA's guidance on the acceptance of gifts, benefits and hospitality. Discuss and explain:		
The Agency's rules on acceptance and guidance on the approval required	iPoint > Localnets > Human Resources & Estates header > Staff Handbook > Chapter 3 > 3.4 Acceptance of Gifts, Benefits and Hospitality	
	iPoint > Localnets > Human Resources & Estates header > Staff Handbook > Chapter 3 Appendix H	
DVLA's guidance on Conflicts of Interest. Discuss and explain:		
The objectivity and independence in decision making	iPoint > Localnets > Human Resources & Estates header > Staff Handbook > Chapter 5 > 5.2 Conflicts of Interest	



Section 4 – The First Month

Checklist	Further Information	Date[s] Completed
Discuss and review new employees progress: Meet your new employee, check how they are settling in and discuss their:	IPoint > Localnets > Human Resources & Estates header > Human Resources > Performance Management iPoint > Localnets > Human Resources & Estates header > Human Resources > Job Families > select relevant Job Family > Skills Catalogue	
Sick leave and triggers. Discuss and explain: The action a Manager needs to take with regards to return to work interviews/sick stages That the Agency is working hard to reduce the number of sick days taken The limit of sick days or sickness occasions taken within a 12-month period which would trigger action and what that action involves The importance of being in work and the effect an absence has on the team	iPoint > Localnets > Human Resources & Estates header > Staff Handbook > Chapter 10 > Annex A Satisfactory Standards of Attendance iPoint > Localnets > Human Resources & Estates header > Human Resources homepage > Your Health and Wellbeing iPoint > Localnets > Human Resources & Estates header > Human Resources > Attendance Management	
Special Leave. Discuss and explain: When special leave would apply and how an application can be made Different types of leave entitlements. Discuss and explain: Maternity/Paternity Under Performance, Discuss and explain:	iPoint > Localnets > Human Resources & Estates header > Staff Handbook, Part B > Special Leave Policy iPoint > Localnets > Human Resources & Estates header > Staff Handbook > Chapter 2 > Section 2.6 Maternity, Paternity, Parental and Adoption iPoint > Localnets > Human Resources & Estates header > Staff	
The process to address under performance Conduct, Discipline and Grievance Explain procedures for disciplinary, misconduct Grievance procedures	Handbook > Chapter 7 > Appendices B&C iPoint > Localnets > Human Resources & Estates header > Staff Handbook > Chapter 3 Annex C iPoint > Localnets > Human Resources & Estates header > Staff Handbook > Chapter 11	



Section 4 – The First Month continued

Checklist	Further Information	Date[s] Completed
DVLA's Structure and Publications. Discuss and explain: Show organisational structure highlighting Chief Executive and Executive Board members The Business Plan and Annual	iPoint > Localnets > Executive Board header	
	iPoint > Publications > Business Plans and Reports header > DVLA Business Plan	
Accounts	iPoint > Publications > Business Plans and Reports header > DVLA Annual Report and Accounts	
DfT, how DVLA fits in and our role within DfT	iPoint > Publications > Business Plans and Reports header > DVLA Strategic Agenda 2008/13	
DVLA's Sustainable Development Action Plan	iPoint > Publications > Business Plans and Reports header > DVLA SDAP 2009/10	
Environmental Management System – what it means in the Agency	iPoint > Localnets > Human Resources & Estates header > Estates Management Group > Energy & Environment	
Civil Service Code of Conduct Representing the Agency Personal Conduct	iPoint > Localnets > Human Resources & Estates header > Staff Handbook > Chapter 3 Personal Conduct > Annex A and 3.1	
DVLA's Diversity Action Plan	iPoint > Publications > Diversity header > DVLA Diversity Action Plan	
Investors in People [IIP] and what it means to new employee	iPoint > Localnets > Human Resources & Estates header > Human Resources > Workforce Development > Investors In People [IIP]	
Customer Service Excellence	iPoint > Localnets > Popular pages	
Double Tick Symbol	header > iPoint archive	
Stonewall	iPoint > My DVLA > Supporting You header > LGBT Network > Stonewall	
Agency Standards Security and 14001 Environmental Management System	iPoint > Localnets > Human Resources & Estates > Estates Management Group > Energy & Environment	

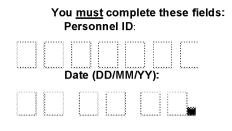


NEW EMPLOYEE SERVICE DEVELOPMENT TEAM

Workplace induction

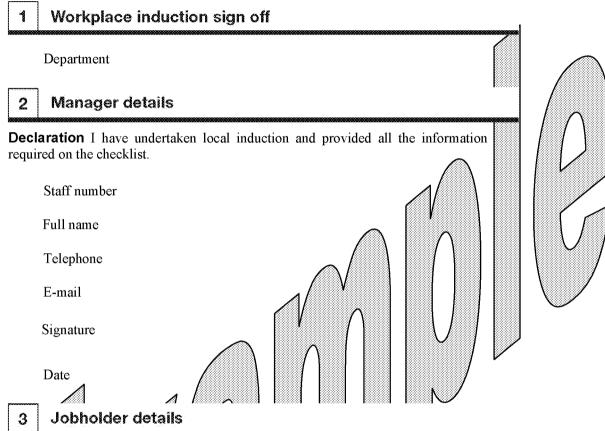
Shared Service Centre

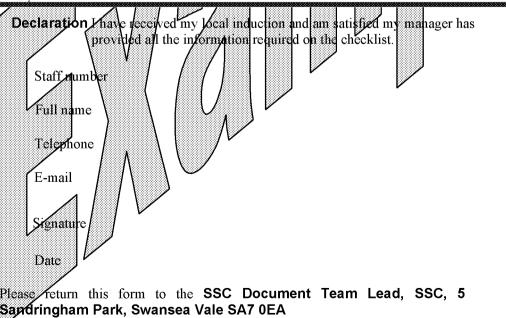
Declaration form



DFTC HA **Business Unit:** DVLA DSA MCA VOSA GCDA VCA. Please complete this declaration to confirm that you are satisfied that workplace induction has been conducted to the necessary standard.

Please complete the relevant section all fields are mandatory





H001-01-201006-7777-01

An executive agency of the Department for **SSC17** Transport 4/07