Driver and Vehicle
Licensing Agency

HR
WORKFORCE DEVELOPMENT

Driver & Vehicle Licensing Agency
Manager's Induction Checklist

CUSTOMER SERVICE EXCELLENCE

Stonewall

INVESTORS IN PEOPLE

An executive agency of the
Department for
Transport
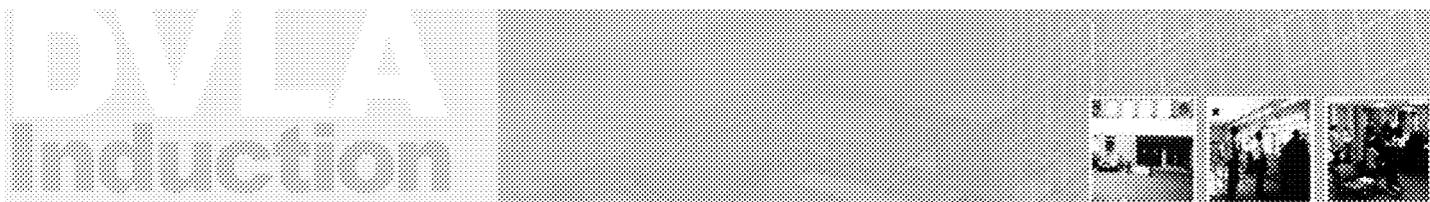
Introduction

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.

MOD100053640
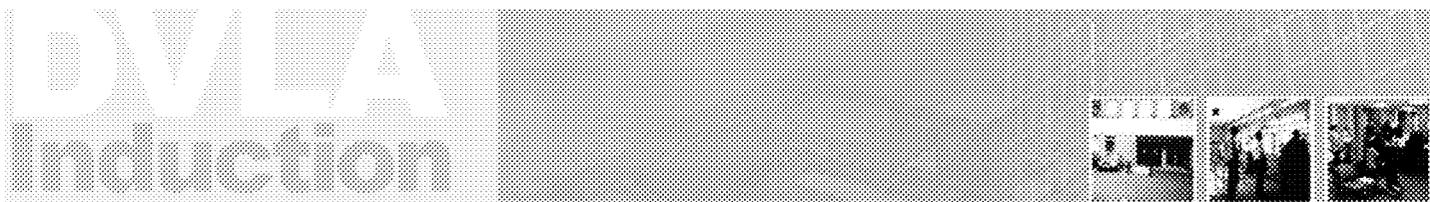
The purpose of this document:

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)

MOD100053641
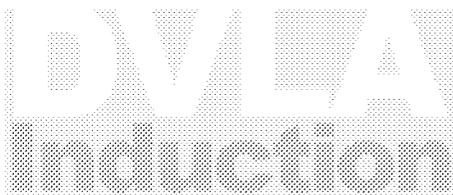
The 'sign off'

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:**
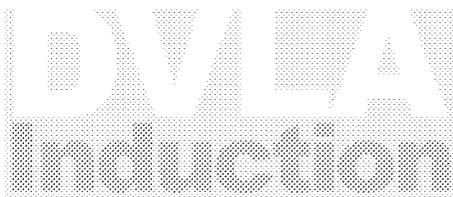>
> **SSC Document Team Lead**
> **SSC Scanning**
> **Ground Floor**
> **Shared Service centre**
> **Swansea Vale**
> **SA7 0EA**
>
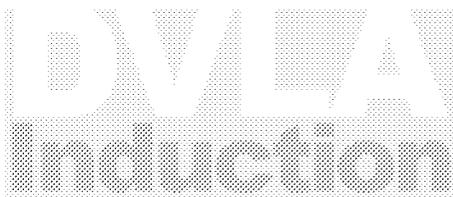> **This declaration will be scanned against the new employee's e-personnel record.**

MOD100053642
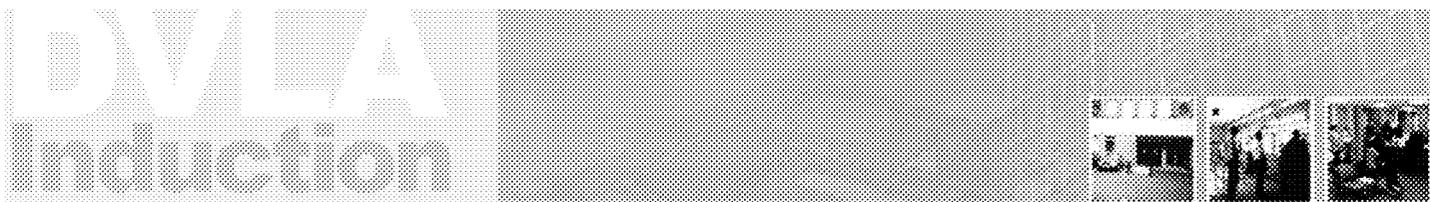
Section 1 – Before Your New employee Arrives

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.

Arrange for a DSE assessment prior to arrival if new employee needs workstation adjustments for a disability. | **iPoint > My DVLA > Supporting You header > Ability Group**

iPoint > Managers > Health & Safety header > Display Screen Assessments > the online system

iPoint > Localnets > Finance > Health & Safety Homepage > Display Screen Assessments | |
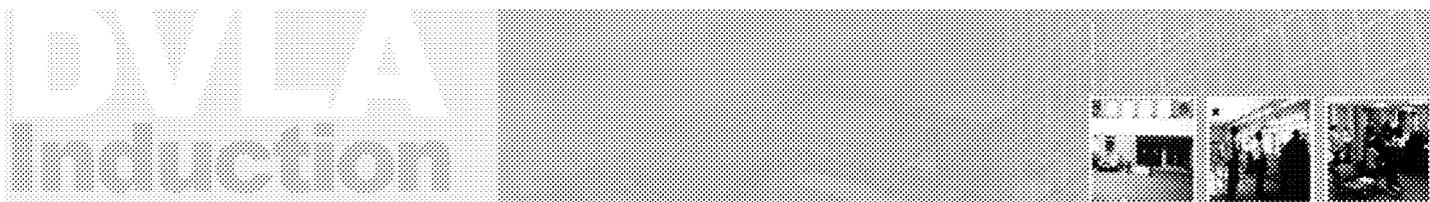| If necessary, refresh your knowledge of the procedures and requirements for probationary periods and casual staff. | **iPoint > Localnets > Human Resources & Estates header > Staff Handbook > Part B > Working In The Agency > Recruitment/Probation** | |
| Draft the personal objectives and a development 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 Fire points, Manual Call Points ['Break Glass' alarm sounders], extinguishers and First Aid posters/boxes Explain evacuation procedures Inform them where the marshalling area is Location of other facilities e.g. Shop, Restaurant	Contact your admin section for details of First Aiders/Emergency Officers etc. **iPoint > Localnets > Human Resources & Estates header > Estates Management Group > First Aid and Emergencies** **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**	

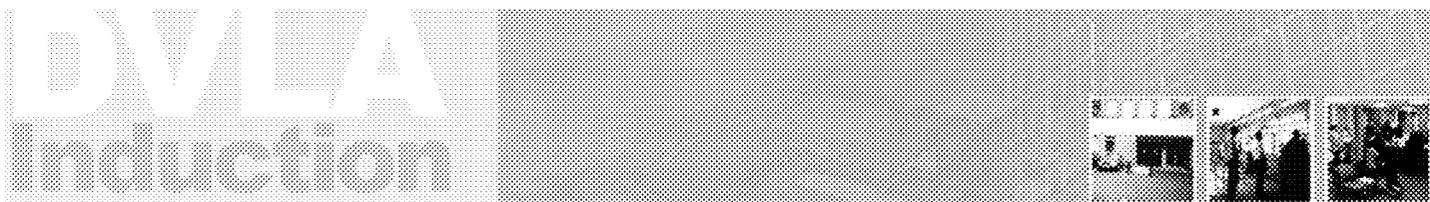## Section 2 – The First Day continued

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**	
	iPoint > Localnets > Human Resources & Estates header > Staff Handbook > Part B > Alcohol, Drugs, Smoking & Substances Misuse Policy	
The rules around flexi including the policy on smoking breaks	**iPoint > Publications > Circulars/Briefs header > Circulars 2010 > Pay and Conditions of Service Circular – 06/10 – Dressing for Work**	
DVLA's dress code and the local requirements		
Inform new employee about the flexi system, how the flexi rules apply to them and the micro policy in your area	**iPoint > Localnets > Human Resources & Estates header > Staff Handbook > Chapter 2 > Section 2.3 Leave**	
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		

Section 2 – The First Day continued

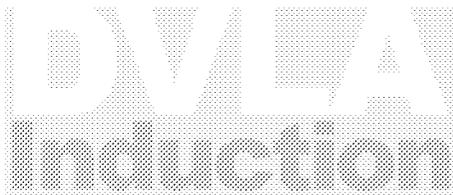| Checklist	Further information	Date[s] Completed
Brief the new employee on their job. The work carried out by the team and the work they will be doing	This information is unique to each section. Information should be obtained from within the section/Directorate.	
Discuss and explain how their accuracy 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 • 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**	
Brief the new employee on Security. Discuss and explain; Requirements to complete Information Security Mandatory Training within week one of employment **Security of Data:** Data Protection Act Accessing sensitive information GSI Storing data **IT Security:** Email & internet guidelines (the new employee is required to sign web browsing policy)	**iPoint > My DVLA > Supporting You > Open Resource Centre** Information Security Mandatory Training Level 1 CD-ROM available from ORC or IAG. Security Awareness CD-ROM is available from the ORC. **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

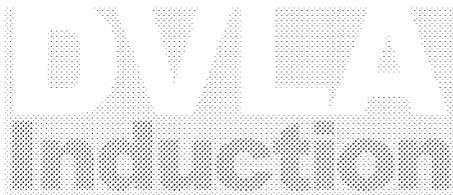| Checklist	Further information	Date[s] Completed
Brief the new employee on Security. Discuss and explain; **Physical Security:** Security Passes States of alert Parking onsite	**iPoint > Localnets > Human Resources & Estates header > Security > Security Awareness > Security Awareness CBT** **iPoint > 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**	

DVLA
Induction
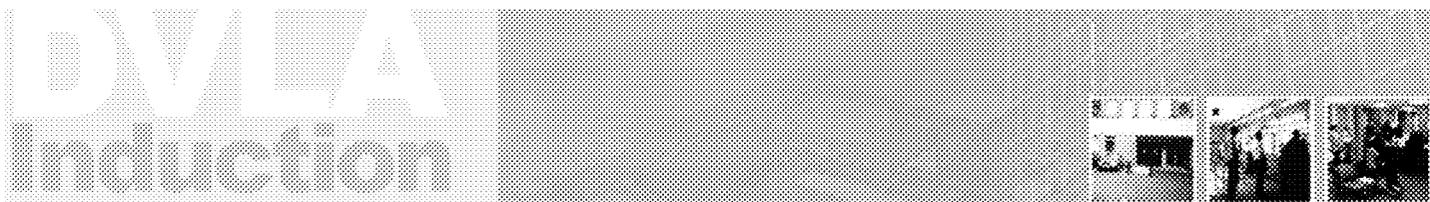
Section 3 – The First Week

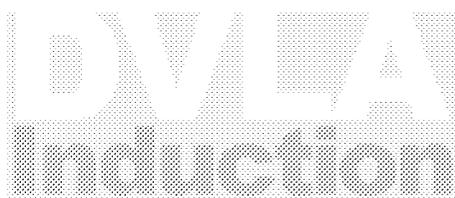| Checklist	Further information	Date[s] Completed
Explain and demonstrate the ESS Portal. How to: Log on Create a new password Navigate around the Homepage View tasks and notifications **Check personal details (stress that this must be done to ensure correct information has been captured on SAP)** Check 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	**Portal Home Page > Quicklinks Section > Knowledge Base > Business Unit Documentation > DVLA > RMSU > click on Appropriate Heading** e-Learning available at the Open Resource Centre (ORC) **iPoint > My DVLA > Supporting You > Open Resource Centre**	

Section 3 – The First Week continued

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 Approve or reject clock in/out corrections View flexi time statements Create sick absences 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)	**Portal Home Page > Quicklinks Section > Knowledge Base > Business Unit Documentation > DVLA > RMSU > Appropriate Heading** e-Learning available at the Open Resource Centre (ORC) **iPoint > My DVLA > Supporting You > Open Resource Centre**	
MSS Portal Manager to ensure that: The new employee is linked to you under Manager Self Service The new employee's leave balance is correct The new employee's work pattern is correct	**Please note:** **Access to the Portal is dependent on whether SSC People Movement team have received all the required paperwork for the new employee.** **Managers will be notified that access has been granted and given the new employee's personnel number via e-mail. This action may not be completed in the first week in all instances.**	

MOD100053649

Section 3 – The First Week continued

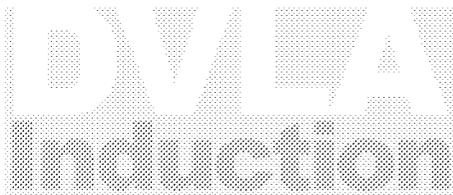| Checklist	Further information	Date[s] Completed
Sick Absence, discuss and explain: The Health, Well Being and Attendance Strategy	**iPoint > Localnets > Human Resources & Estates header > Human Resources homepage > Your Health & Wellbeing > Health, Wellbeing and Attendance Strategy** **iPoint > Localnets > 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 Policy • Whistleblowing Policy	**iPoint > My DVLA > Security > Whistleblowing document > RMO** **iPoint > Localnets > Finance > Counter Fraud > Homepage > DOM3701** **http://dvlacms:86/~media/Files/Fraud /DOM3601.ashx**	

Section 3 – The First Week continued

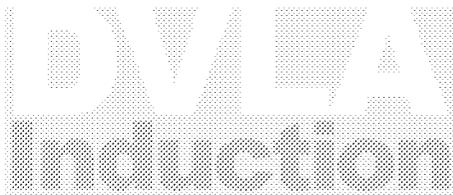| Checklist	Further Information	Date[s] Completed
Security. Discuss and explain: **Information Security:** Ensure completion of Level 1 Mandatory Information Security Training Information Security Objective Data Security - Confidentiality, Integrity & Availability Disclosure of information Disciplinary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

Section 3 – The First Week continued

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 How to report accidents and near misses First aid arrangements Advise on the use of Display Screen Equipment and how it is assessed Advise on eyesight tests for DSE users NTW and workstation adjustments Manual handling training and safe working methods COSHH and machine working (if appropriate) Personal Protective Equipment in your area (if appropriate) Risk Assessments	**iPoint > Localnets > Finance header > Health, Safety and Environment** **iPoint > Localnets > Finance header > Health & Safety > Accident and Near Misses** **iPoint > Localnets > Finance > Health & Safety > Display Screen Assessments** **iPoint > My DVLA > Supporting You > Eye Tests** 12 point set up (NTW) **iPoint > Managers > Health and Safety header > Health and Safety, A Manager's Role** **iPoint > Localnets > Finance > Health & Safety > Personal Protective Equipment** **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**	

MOD100053652
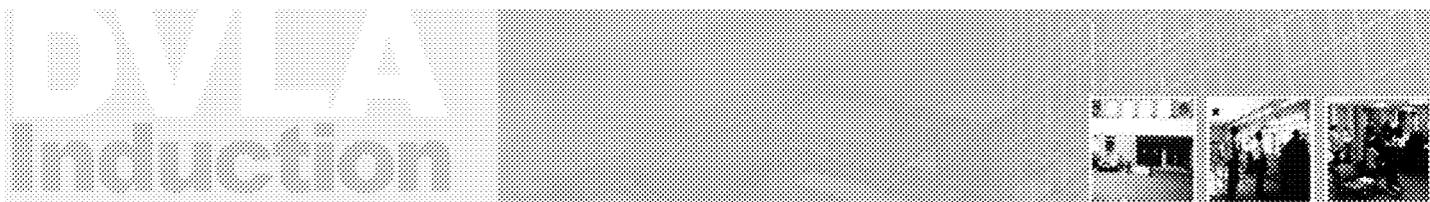
Section 3 – The First Week continued

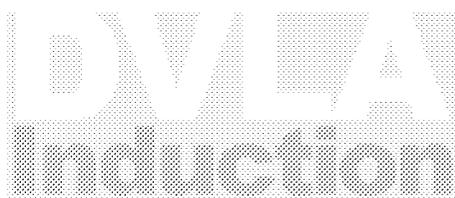| Checklist	Further Information	Date[s] Completed
New Employee's Role. Discuss and explain: • Job objectives • Job Profile • Competencies • Skills	**iPoint > My DVLA > Performance & Development Review** **iPoint > Localnets > Human Resources & Estates header > Human Resources > Job Families > select relevant Job Family > Skills Catalogue** **iPoint > Localnets > Human Resources & Estates header > Human Resources > Performance Management > The PDR Process > DVO Competencies**	
Learning and development. Discuss and explain: The ESS Learning Portal Open Resource Centre – what's available	 **ESS > Learning Portal > Select from Course Catalogue > Non functional Training > (Select from subject area to view in detail)** 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 Learning Portal	 **iPoint > My DVLA > Performance & Development Review** **iPoint > Localnets > Human Resources & Estates header > Human Resources > Workforce Development > Guidelines for Booking L&D Events**	

Section 3 – The First Week continued

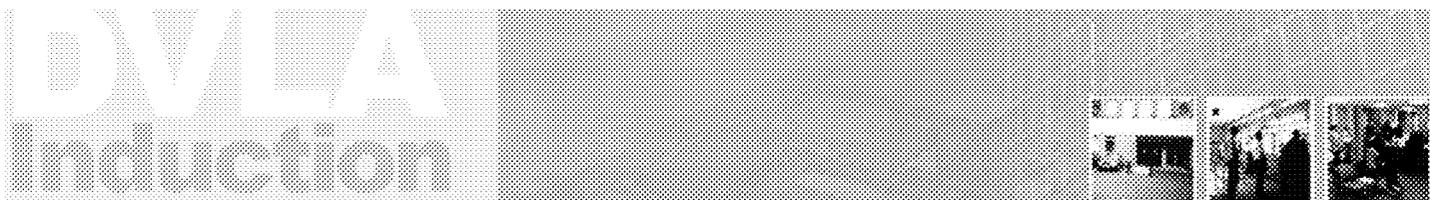| Checklist	Further Information	Date[s] Completed
Travelling to work policies. Discuss and explain: How DVLA supports green transport initiatives	iPoint > Localnets > Human Resources & Estates header > Estates Management Group > Transport & Parking	
Car sharing	iPoint > Localnets > Human Resources & 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: • Job Objectives • Competencies • Skills And ask if they need further information	**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	**iPoint > Localnets > Human Resources & Estates header > Staff Handbook, Part B > Special Leave Policy**	
Different types of leave entitlements. Discuss and explain: Maternity/Paternity	**iPoint > Localnets > Human Resources & Estates header > Staff Handbook > Chapter 2 > Section 2.6 Maternity, Paternity, Parental and Adoption**	
Under Performance, Discuss and explain: The process to address under performance	**iPoint > Localnets > Human Resources & Estates header > Staff Handbook > Chapter 7 > Appendices B&C**	
Conduct, Discipline and Grievance Explain procedures for disciplinary, misconduct Grievance procedures	**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 Accounts	**iPoint > Localnets > Executive Board header** **iPoint > Publications > Business Plans and Reports header > DVLA Business Plan** **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 Double Tick Symbol	**iPoint > Localnets > Popular pages 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

SSC

SharedServiceCentre

Workplace induction

Declaration form

You **must** complete these fields:

Personnel ID:

Date (DD/MM/YY):

Business Unit: DVLA ☐ DSA ☐ MCA ☐ VOSA ☐ DFTC ☐ GCDA ☐ HA ☐ 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**

| 1 | Workplace induction sign off |

Department

| 2 | Manager details |

Declaration I have undertaken local induction and provided all the information
required on the checklist.

Staff number

Full name

Telephone

E-mail

Signature

Date

| 3 | Jobholder details |

Declaration I have received my local induction and am satisfied my manager has
provided all the information required on the checklist.
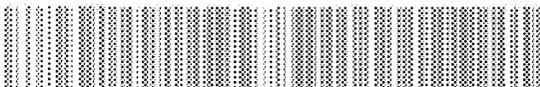
Staff number

Full name

Telephone

E-mail

Signature

Date

Please return this form to the **SSC Document Team Lead, SSC, 5
Sandringham Park, Swansea Vale SA7 0EA**

19

SSC17
4/07

*An executive agency of the
Department for*
Transport

MOD100053658