

## Where can I get more information?

Acas advisory booklet *Recruitment and induction* – to order, call Acas Publications on 08702 42 90 90 or order online at [www.acas.org.uk](http://www.acas.org.uk).

DTI *Factsheets for small firms* – visit [www.dti.gov.uk/publications](http://www.dti.gov.uk/publications).

The Health and Safety Executive provides advice on health and safety at work – phone numbers are listed under Health and Safety Executive in local telephone directories.

The Learning Skills Council – call 0870 900 6800 Infoline, Small Business Service and Regional Government offices can give details of your nearest LSC.

Acas runs charged training for small firms and has a national helpline – 08457 47 47 47 – which gives free advice on employment matters.

This information is intended to be a brief introduction to the subject. Legal information is provided for guidance only and should not be regarded as an authoritative statement of the law.

# Induction training

motivation

instruction

efficiency

performance

inform

### What if I get it wrong?

If workers' induction training is unsatisfactory, this can lead to:

- unsatisfactory performance and low job satisfaction
- absenteeism, high labour turnover and resignations or dismissals
- tribunal cases if employees complain of unfair dismissal because of inadequate training
- high demands on managers
- accidents leading to injuries and/or prosecution
- mistakes which are costly to the company.

### What are the legal requirements?

The provision of training, including induction training is not generally subject to legislation except that employers must provide instruction and training – as is reasonably practicable – to ensure health and safety.

### What are the advantages of providing induction training?

Induction training should be the first stage of a training programme which can:

- help workers become effective quickly (particularly important for small firms where there may be less scope to 'carry' learners)
- improve motivation and performance
- extend the range of skills of employees, enabling them to be more adaptable
- allow employers to delegate, freeing time for key management activities.

### How do I get it right?

- ✓ Provide induction training to help new recruits or workers who change jobs or locations fit in quickly and easily.
- ✓ Remember that first impressions count, so plan for the arrival of new recruits and make them feel welcome.
- ✓ Give new recruits information about the firm and their job, including:
  - what the job is and how it fits into the rest of the organisation
  - an introduction to other workers
  - details of terms and conditions and how and when salary/wages will be paid
  - who is their immediate boss
  - the company rules
  - where to find facilities such as first aid, cloakrooms and toilets.
- ✓ Provide training in health and safety procedures and hazard awareness.
- ✓ Look upon induction training as the first stage in identifying training needs, paying particular attention not only to the needs of new recruits but also workers whose duties or equipment are subject to change and those who need to improve performance.
- ✓ Decide what further training can be done by the firm itself and take advice from the appropriate training body – the Learning and Skills Council in England. In some cases, employers' associations and/or trade unions may also be able to help.
- ✓ Try to ensure that workers are prepared for training, that information is presented clearly and that trainees are able to try out new skills.
- ✓ Keep a record of training.