

# INDUCTION OR ORIENTATION

Which program to use for new employees in the furniture removals industry.

**W**hat induction or orientation program steps as an employer are needed for a positive way to introduce a new employee into your business. What is needed to make a successful induction or orientation that makes the new employee feel comfortable, welcomed and know they will fit in with your company culture.

## INDUCTION

As an employer you may decide to use an induction program for your new employee because their job does not need in depth training or they are experienced in the removals industry for many years. An induction program is less detailed than an orientation process; it can be done in one day to two days. In the removalist industry this would be more suitable for introducing new drivers or offsideers into your workplace.

This process is informal normally done by the employer or manager whereby they give a general overview of the company, the company site, introducing the new employee to their teammates and what their job entails.

The following is basically what an Induction program should be:

- overview of the business, company's history and structure.
- conduct a general tour of the premises and offices, WH&S such as, lunchrooms, toilets, first aid room, evacuation assembly point.
- allocate time to complete any relevant paperwork, such as payroll forms, superannuation, copies of licences etc.
- a copy of their job description, human resources employee handbook, policies and procedures.
- explained rules, regulations, policies and procedures.
- assigned uniforms and relevant PPE.

- given instructions on their tasks and responsibilities.
- complete their Chain of Responsibility and WH&S online training courses.

Table 1 is a sample of an Induction plan for a Driver.

## ORIENTATION

The orientation program should be designed for new employees to meet their colleagues, become familiar with their workplace, learn about the company and their position, understand safety procedures, plus provided them with any tools or equipment they need for their employment. The aim is to encourage communication between new employee with managers and team leaders, retain talent and promote employee satisfaction.

An orientation program would suit the furniture removals industry for administration employees, schedulers, warehouse managers.

**TABLE 1**

DATE/TIME	TASK	CONTACT/DEPT
<b>FIRST DAY (date)</b>		
8:00am-9:00am	Site tour of premises, office, staff amenities, departments	Manager/Supervisor
9:00am-9:30am	Morning tea to meet work Managers and their team members	Managers/team members
9:30am-10:30am	Overview of company history, culture, employee benefits, uniform etc.	Human Resources / Manager*
10:30am-11:00am	Complete any relevant employment paperwork	Payroll
11:00am-12:00noon	Safety – issue of PPE, view safety videos etc.	WH&S Manager/Officer*
12:00noon-1:00pm	LUNCH	
1:00pm-2:30pm	Complete AFRA online training	HR/Trainer*
2:30pm-2:45pm	Afternoon tea	
2:45pm-4:00pm	Instruction on tasks and duties for their position	Manager/Supervisor
<b>SECOND DAY (date)</b>		
8:00am-9:00am	Explain job paperwork, eg: daily truck checklist, work schedules, policies and procedures	Operations Manager/ Scheduler
9:00am-4:00pm	Go out on removals jobs with a driver to understand company process	Assigned Driver

\*Depending on your business will determine who this person is.

Prior to their first day, the relevant reference and police checks should have been completed. The new employee should have received a letter of offer or contract for employment, plus who will be their point of contact on arrival, any instructions on dress code, where to park and how to access the building or site.

An orientation plan should be ready for the new employee on the first day, including a checklist with final signoff by both a manager and the new employee when the program has been completed.

The following is a basic list of what should be included in the orientation plan:

- plan how long you require for the new employee's orientation, will it be a few weeks to a few months.
- conduct a general tour of the

premises and offices, WH&S eg: lunchrooms, toilets, first aid room, evacuation assembly point, where departments are located.

- introduce them to key managers, team leaders and their work colleagues.
- overview of the company history and culture, organisation chart (who is who), policies and procedures.
- allocate time to complete any relevant paperwork, such as payroll forms, superannuation etc.
- explain employee benefits and entitlements, eg: annual leave, sick leave etc.
- organise any required training, videos etc. for their position, WH&S and Chain of Responsibility to be completed within the first week.
- assign uniforms and relevant PPE (if applicable).

- copy of company handbook.
- instruction on tasks and duties for their position.
- allow for feedback/evaluation on the orientation program.

Depending on your business' size there may be additional items that need to be included in the orientation plan. Remember the above list is just basic information and requirements that a new employee should receive in the first few months of their employment and this can be expanded on to suit your business. It is also a good idea to develop and provide a company induction manual which covers all the information given to the employee including their employee benefits and forms they need to complete during their employment with your business.

TABLE 2

DATE/TIME	TASK	CONTACT/DEPT
<b>FIRST DAY (date)</b>		
9:00am-10:00am	Site tour of premises, office, staff amenities, departments	Manager
10:00am-10:30am	Morning tea to meet their team members	Team members
10:30am-11:30am	Introduce to Department Managers and other members of the company	Manager
11:30am-12:30am	Complete any relevant employment paperwork	Payroll
12:30noon-1:00pm	LUNCH	
1:00pm-2:00pm	Overview of company history, culture, employee benefits, etc.	Human Resources/Manager*
2:00pm-2:30pm	Meet with a mentor/buddy	Mentor/buddy
2:30pm-2:45pm	Afternoon tea	
2:45pm-5:00pm	Instructions on tasks and job role	Manager
<b>SECOND DAY (date)</b>		
9:00am-10:00am	Meeting with Operations Manager	Operations Manager
10:30am-11:30am	Safety	WH&S Manager/Officer*
<b>THIRD DAY (date)</b>		
9:00am-12:30pm	Complete online training courses	Human Resources/ Trainer*
<b>SECOND WEEK (date)</b>		
9:00am-12:30pm	Day with a Sales Representative/Estimator on quoting jobs (this can be any departments they need to work with)	Sales Representative/ Estimator
2:00pm-3:00pm	Meeting to review first week	Manager

\*Depending on your business will determine who this person is.

Table 2 is a sample of what an Orientation plan for an Administration Manger should look like.

Remember to provide all relevant information pertaining to their new position, that the new employee completes all the mandatory training and have been well instructed on important issues, eg: safety, policies, regulations etc.

Depending on the company some employers will use both plans, induction to introduce new employees to the business on the first day and this would be followed by a customised orientation program.

Table 3 shows the differences between the two programs. ●

**To find a copy of the Employee Induction Checklist visit the AFRA members website, under Library>Policies & Templates in the section Employment Templates, file called Employee Induction Checklist.**

**TABLE 3**

INDUCTION	VS	ORIENTATION
<b>Meaning</b>		
The process of introducing new employees and welcoming them into the organization		The process of making new employees familiar with the work environment so that they can adjust to their new position and work environment
<b>Duration</b>		
Short-duration		Long-duration
<b>Order</b>		
Occurs first		Occurs after induction
<b>Includes</b>		
Preview of company, organizational hierarchy, policies, etc. given to the employees		Employees are explained about the work processes, team members, tools and equipment they may have to use
<b>Kind of process</b>		
One-way process; carried out in the form of a presentation		Two-way process; carried out as a training program
<b>Level of formality</b>		
Informal		Formal

Figure source: <https://www.termscompared.com/induction-vs-orientation/>