The Rehab Group
Induction for Learners/Service Users

Applies Jurisdiction: ☒ IRELAND

Division: ☒ Training & Employability

Reference Number: TAE-VOT-005

Version Number: V1

Author(s):   Linda Coone
Title: Head of Quality Assurance & Improvement
Date:

Approver(s):   Pauline Newnham
Title: Director Quality and Governance
Date: July 2018

Effective From: July 2018
Review Date: June 2021

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1.0 POLICY STATEMENT

It is the policy of the Rehab Group to welcome and introduce all new Learners/Service Users to the organisation.

2.0 PURPOSE

This policy provides instructions for the induction of new Learners/Services Users. All Learners/Service Users must undergo an appropriate induction process in line with funding body requirements to introduce them to the programme/service, the staff members involved and the environment in which the programme/service will be provided.

3.0 SCOPE

This policy applies to all Learners/Service Users.

4.0 DEFINITIONS

Induction – First step towards gaining commitment to a programme/service, introducing the individual to the organisation.

5.0 GENERAL PROVISIONS / PROCEDURE

ESSENTIAL STEPS

1. Carry out the appropriate induction with each individual to ensure they understand the process.
2. Inform each individual that other staff members will be involved in the process.
3. Introduce each individual to all staff members working in the centre.
4. Initiate the process and allocate staff roles as required.
5. Provide and explain all information in an understandable format.
6. Outline how individuals will be facilitated to explore their strengths and needs.

Learners participating on an ETB funded programme.
1. Complete an induction pack, induction checklist and induction module in line with ETB requirements
2. Ensure the front page of the induction pack is signed by the Learner to confirm the learner has received the pack. (Appendix 1)

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3. Encourage all learners with appropriate IT skills to complete the E Learning induction module.

It is acknowledged that induction will vary depending on the type of service being provided and the funding requirements. This policy must at all times take into consideration funding requirements.

6 .0   ROLES & RESPONSILBITIES

Responsibility for implementing this policy rests with the Centre/Area Manager.

7.0   EVALUATION & AUDIT

This policy on Learner/Service User Induction will be evaluated and reviewed through the Rehab Group's audit and review processes.

8.0   REFERENCES

- Induction Pack
- Induction Checklist
- Induction Module (Local Training Specification/ Training Programme Specification)
- E Learning Induction Module
- Charter of Rights
- Information to Learners on Accredited Programmes
- Service Level Agreements
- Standard Operating Guidelines

8.1   Related PPPGs

- Conformance to Local Training Specification (LTS)/Training Programme Specification (TPS)
- Admissions Policy

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9.0   APPENDICES

Appendix 1 – List of Authors
Appendix 2 – Read & Understood

Appendix 1 – List of Authors

Authors List for New/ Reviewed Policy Area

The following names individual authors/ reviewers to this policy area.

Division/Other	Name(s)
Quality & Governance	Linda Coone
National Learning Network	Joan McCarthy
National Learning Network	Eoin Kelly

*Note that it is not obligatory for each division to be involved in a new policy/ review if the policy is not relevant; this should be decided by each division on a case-by-case basis.

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Appendix 2 – Read & Understood

I have read, understand and agree to adhere to the attached Induction (Learner/Service User) Policy, Procedure, Protocol/ SOP or Guideline:

Print Name	Signature	Date