

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	New Staff On-boarding Procedure	Doc. No.	OP0 278
Scope	All new PC24 employees & existing PC24 personnel with ‘Line Manager’ responsibilities		
Purpose	This Standing Operating Procedure will act as a guide to all those involved in inducting new staff into the organisation and will appoint responsibility to the appropriate member of staff for each involved duty. This SOP should be followed in accordance with the Recruitment and Selection Policy and the Appraisal Policy.		
PROCEDURE		RESPONSIBILITY	
1	Line manager contacts the new employee with start date, time and location.	Line Manager	
2	Line manager, or designated deputy, to meet with new employee and provide ‘Local Induction Checklist’ which can be sought by the line manager from the following location: • Select shared drive – shared (\\uc24.local) (S:) • Select the folder ‘Local and Corporate Induction’ • Print or save a copy of the document ‘Local Induction Checklist’	Line Manager	
3	Line manager, or designated deputy, to complete all sections of the ‘Local Induction Checklist’ document, ensuring training is arranged with suitable departments and signed-off when complete.	Line Manager	
4	Local Induction is to be completed within 3 months of the new employees start date. The ‘Local Induction Checklist’ must be returned to the training team once complete via the following e-mail address: PC24Training@pc24.nhs.uk A member of the training team will acknowledge receipt when received.	Line Manager / PC24 Training Team	

5	The training team will retain a record of all completed local inductions and will report on completion compliance, as required for the monthly IPR organisational report.	PC24 Training Team
6	The new employee will be required to complete a 'Corporate Induction' module during the first week of their employment. This module can be found in Primary Care 24's electronic learning platform, LearnSpace and takes approximately 1.5 hours to complete. The line manager will request a LearnSpace account from the training team and login credentials will be sent to the new employee, with a support document for guidance. The new employee will complete a short assessment as part of the module which will be recorded via LearnSpace and compliance reported by a member of the training team, as required for the monthly IPR organisational report.	Line Manager / PC24 Training Team / New Employee
7	A 'LearnSpace Account Request Form' can be located in the following destination: • Select shared drive – shared (\\uc24.local) (S:) • Select the folder 'Local and Corporate Induction' • Save a copy of the document 'LearnSpace Account Request Form', complete and return to the training team using the e-mail address PC24Training@pc24.nhs.uk.	Line Manager
8	Line manager to arrange a 'Meet the Chief' meeting for the new employee, via the Executive Assistant team e-mail address roombookings@pc24.nhs.uk . An Executive Assistant will confirm a date and time via e-mail and will attach an 'Induction Questionnaire' for the new employee.	Line Manager / Executive Assistant
9	Diary date agreed for three months after commencement to introduce appraisal process, review settling in and agree personal objectives for year 1.	Line Manager
10	Diary date agreed for 6 months after commencement to review probation and progress against objectives.	Line Manager
11	Diary date agreed for first full appraisal for 15 months after employment commencement.	Line Manager
		Line Manager

12	Completion of first appraisal and completion notes sent to the HR department via the following e-mail address: HR@pc24.nhs.uk	
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Title	New Staff On-boarding Procedure		Doc. No.	OP0278
Version	V1			
Supersedes	N/A			
Approving Managers/Committee	Human Resources			
Date Ratified	03.02.2021			
Department of Originator	Human Resources / Training			
Responsible Executive Director	Director of HR			
Responsible Manager/Support	HR Manager			
Date Issued	February 2021			
Next Review Date	February 2023			
Target Audience	All new PC24 employees & existing PC24 personnel with 'Line Manager' responsibilities			
Version	Date	Control Reason	Accountable Person for this Version	
V1	29.01.2021	New process SOP	HR Manager	
Reference documents		Electronic Locations	Locations for Hard Copies	
		Primary Care 24 Intranet / Corporate Policies/ Current SOPS/	Standard Operating Procedures File in the Call Centre.	
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