

**INDUCTION**

**AND**

**ORIENTATION**

**PROGRAMME**

**DATE FINAL APPROVED BY COUNCIL: 27 MAY 2015**

**RESOLUTION: SCOUNCIL-067/15**

## Introduction

The following programme is coordinated and implemented by the Corporate Services designated facilitator(s) assisted by Head of Departments or Managers from various Directorates as per Directorate's staff appointment. All the activities to commence are to be consistently aligned with the CLM Induction and Orientation Policy.

### Induction Programme:

<b>Employee Welcoming</b>			
<b>Time</b>	<b>Programme Items</b>	<b>Responsible Person</b>	<b>Comments</b>
08:00 – 10:00	<ul style="list-style-type: none"> <li>▪ Handing out of other documents (i.e. Policies, Procedures, Organizational Structure, Reports, News Letters, Programmes or Projects, IDP etc.)</li> </ul>	❖ Human Resource Officer	<ul style="list-style-type: none"> <li>➤ Subject to Post Level person responsible will vary</li> <li>➤ Portfolio Councillors, Executive Mayor and other members from the organization will be introduced subject to their availability</li> </ul>
08:00 – 10:00	<ul style="list-style-type: none"> <li>▪ Formal welcoming of the new employee(s)</li> </ul>	❖ Director Corporate Services	
08:00 – 10:00	<ul style="list-style-type: none"> <li>▪ Introduce employee(s) to their immediate Supervisor(s), Manager(s), Colleagues and subordinates</li> </ul>	❖ Director Corporate Services	
08:00 – 10:00	<ul style="list-style-type: none"> <li>▪ Formal briefing about the Induction &amp; Orientation programme</li> </ul>	❖ Director Corporate Services	
08:00 – 10:00	<ul style="list-style-type: none"> <li>▪ Handing out the legal documents (i.e. letter of appointment, contract, procedures/policies subject to signature by new employee(s) etc.)</li> </ul>	❖ Director Corporate Services	
10:00 – 10:20	<b>TEA BREAK</b>		
<b>Briefing about the Organization</b>			
<b>Time</b>	<b>Programme Items</b>	<b>Responsible Person</b>	<b>Comments</b>

10:30 – 1:00	<ul style="list-style-type: none"> <li>▪ Brief new employee(s) about CLM History</li> <li>▪ Explain the CLM Mission &amp; Vision, Strategic Objectives</li> <li>▪ Explain the Council Powers, functions, transformation, levies and sources of funding</li> <li>▪ Explain the physical location of CLM including Infrastructure and facilities</li> <li>▪ Briefly give an overview about the organizational structure and the IDP</li> <li>▪ For approximately 40 minutes take a tour to show the new employee(s) the parking areas, ablution, offices,</li> </ul>	Director Corporate Services	➤ In cases where the Manager is unavailable the HR Officer will be responsible
1:00 – 2:00	<b>LUNCH BREAK</b>		
<b>Handling Technical Requirements</b>			
<b>Time</b>	<b>Programme Items</b>	<b>Responsible Person</b>	<b>Comments</b>
2:00 – 4:30	<ul style="list-style-type: none"> <li>▪ Organize for the test driving of new employees</li> </ul>	<ul style="list-style-type: none"> <li>❖ Director Corporate Services</li> <li>❖ Designated Traffic Department</li> </ul>	Other technical aspects may require the facilitator or manager to re-schedule additional time to cover comprehensive items, such as the development of KPA's, competencies and the like.  Not all the employees will undergo a driving test, only for those whose designated jobs driving becomes a prerequisite.
2:00 – 4:30	<ul style="list-style-type: none"> <li>▪ Explain the Legislative &amp; Professional requirements</li> </ul>	❖ Director Corporate Services	
2:00 – 4:30	<ul style="list-style-type: none"> <li>▪ Explain the Health &amp; Safety Issues, fire &amp; emergency procedures</li> </ul>	❖ Director Corporate Services	
2:00 – 4:30	<ul style="list-style-type: none"> <li>▪ Discuss the contractual obligations</li> </ul>	❖ Director Corporate Services	
2:00 – 4:30	<ul style="list-style-type: none"> <li>▪ Explain financial allocations or restrictions</li> </ul>	❖ Director Corporate Services	
2:00 – 4:30	<ul style="list-style-type: none"> <li>▪ Explain employment contract provisions</li> </ul>	❖ Director Corporate Services	
2:00 – 4:30	<ul style="list-style-type: none"> <li>▪ Briefly explain different environments and Municipal Services</li> </ul>	❖ Director Corporate Services	
2:00 – 4:30	<ul style="list-style-type: none"> <li>▪ Discuss the duties &amp; responsibilities</li> </ul>	❖ Departmental Directors/Managers	
2:00 – 4:30	<ul style="list-style-type: none"> <li>▪ Examine and or determine the key performance areas with indicators &amp; time frames</li> </ul>	❖ Departmental Directors/Managers	
2:00 – 4:30	<ul style="list-style-type: none"> <li>▪ Development of competencies and the signing thereof</li> </ul>	❖ Director Corporate Services	

## Orientation Programme

<b>Work Related Matters</b>			
<b>Duration</b>	<b>Programme Items</b>	<b>Responsible Person</b>	<b>Comments</b>
2 hours	▪ Hand out the orientation programme to new employee(s)	❖ Human Resource Officer	➤ It is imperative to undertake induction workshops as an initial departure for newly employed so as to eliminate the dilemma and enhance the understanding of these crucial peaces of prescripts and documents creating readiness and enthusiasm to the starters
	▪ Brief the employee(s) about the orientation programme	❖ Director Corporate Services	
	▪ Explain in detail the Municipal organizational Structure, reporting lines, span of control, working relationships, with other Directorates	❖ Director Corporate Services	
	▪ Workshop the employee(s) on the Municipal Communication Strategy, Protocols, IDP, Policies & Procedures, Conflict resolution procedures, grievance and disciplinary procedures, Code of Good Practices and training & developmental matters.	❖ Director Community Services	
	▪ Coach and assist the employee(s) in groups or one on one, on the implementation of work plans and performance plans	❖ Human Resource Officer	
2 Hours	▪ Conduct a detailed Municipal SWOT Analysis with employee(s)	❖ Director Community Services ❖ Human Resource Officer	➤ Socialization (the last activity) in this case can amongst other things include; procedures followed in dealing with Sports, Birthdays, welcoming and Farewell parties, fund-raising in support of employees, social gatherings, banquets etcetera
3 Hours	▪ Workshop the employees on evacuation procedure and processes ▪ Workshop the employees on Institutional Health & Safety regulations and practices ▪ Workshop the employees on Risk Management	❖ Risk Management Designated person ❖ Health & Safety Designated person	
2 Hours	▪ Workshop the employees on PAYDAY & VENUS System	❖ IT Designated person	
2 Hours	▪ Workshop the employees on Supply-Chain-Management	❖ Designated person from Finance Department	
1 Hour	▪ Workshop on Performance Management	❖ Director Community Services	
1 Hour	▪ Workshop the employees on Finance and Payroll	❖ Manager Finance Department	
2 Hours	▪ Workshop employees on HIV/AIDS Programmes	❖ HIV/AIDS Committee	
1 Hour	▪ Workshop the employees on the Municipality Socialization Programmes and activities thereof	❖ Director Corporate Services	
	▪ Take a Tour to show employees Sports Grounds, Facilities, and Equipment	❖ Designated person from Department dealing with Sport	

## **GENERAL PREPARATIONS**

The nominated persons from each Department playing the selective roles in implementing the Induction and orientation programme are required to do in advance own preparation with the assistance from the Corporate Services Department. All the responsibilities and anticipated activities for each session of the programme are subject to prior planning consultation and stakeholder engagement including information sharing to the custodians of the programme. The workshops to be conducted will therefore require thorough preparation and good presentation from the responsible and selected persons, like-wise all other programme activities. This is to ensure that the newly employed receive warmth, good impression and a true reflection of the Institution right for the first time. General preparations and other prerequisites are stipulated in the reviewed Induction and Orientation Policy of 2013.

## INDUCTION AND ORIENTATION MODEL

