

POLICY : INDUCTION AND IN-SERVICE-TRAINING

Item B-HR (3-2003) INDUCTION AND IN-SERVICE-TRAINING POLICY
mc 30.06.2003

RESOLVED:

1. That the following, **BE NOTED**:
 - (a) The report regarding the Induction and In-Service-Training Policy agreed upon between the parties at the Local Labour Forum.
 - (b) Item referred from (A — HR 08-2003).
2. That the Induction and In-Service-Training Policy attached as **Annexure "A"** to the report **BE ADOPTED** and **IMPLEMENTED** immediately.
3. That all existing policies of the erstwhile Councils dealing with In-Service-Training **BE RESCINDED**.
4. That the policy **BE CIRCULATED** to all Departments for implementation.



Ekurhuleni
METROPOLITAN MUNICIPALITY

**POLICY
INDUCTION AND
IN-SERVICE-TRAINING**

TABLE OF CONTENTS

1. PURPOSES
2. SCOPE OF OPERATION
3. OBJECTIVES
4. DEFINITION OF TERMS
5. PREAMBLE
6. LEGAL FRAMEWORK
7. CONTENT
8. RECOURSE ON IMPLEMENTATION

1. PURPOSE

To integrate all employees onto the Organisational Culture of the Ekurhuleni Metropolitan Municipality. To familiarise them with the Council activities, train, guide, counsel, and evaluate all those who have been newly appointed, promoted, transferred or demoted in a post on the fixed establishment of the Council.

2. SCOPE OF OPERATION

This policy shall apply to all employees of the Council.

3. OBJECTIVES

- To smooth the preliminary stages when the environment is likely to be strange and unfamiliar to the employee
- To promote a positive attitude towards the Council in the mind of the employee so that the employee is more likely to stay
- To reduce the possibility of the employee leaving the Council quickly

4. DEFINITION OF TERMS

“Competency”	An ability to perform according to set Standards
“Council”	Ekurhuleni Metropolitan Municipality
“Employee”	Any person, excluding an independent contractor, who works for another person or for the State and who receives, or is entitled to receive, any remuneration; and; Any other person who in any manner assists in carrying on or conducting the business of an employer
“Induction”	Is the human resources management activity to integrate all employees to the organisational culture.
“In-Service Training”	The process by which employees is familiarised with the comprehensive work related activities to enhance their capacity to perform to the agreed standards
“Mentor”	Is an employee who oversees the development of another employee through training

5. PREAMBLE

Council realises that in order to maintain effective and efficient service delivery, all employees must be taken through a comprehensive Induction/In Service Training Programme.

Therefore Council commits itself to provide training, guidance, evaluation or counselling to all employees.

Council shall therefore ensure that an employee shall not be dismissed for unsatisfactory work performance unless the Council has given the employee appropriate training, guidance, evaluation, counselling and performance standards.

6. LEGAL FRAMEWORK

- a) Labour Relations Act (Act No 66 of 1995)
- b) Basic Conditions of Employment Act (Act No 75 of 1997)

7. CONTENT

a) Organisational Induction

To familiarise all employees as thoroughly as possible with the Council, its mission, vision, values, Integrated Development Plan, objectives and rules and regulations within the first month of appointment (**Responsibility of Department Human Resources**)

To provide employees with a useful approach to building a culture and practice of customer service by familiarising them with the eight key principles of Batho Pele.

b) Departmental Induction / Orientation

To familiarise all employees as thoroughly as possible with the department, its Integrated Development Plan, its objectives, rules and regulations within the first two days of appointment (Responsibility of Immediate Supervisor/Mentor)

c) Structured In-Service Training

To provide all newly appointed employees with structured in-service training with the provision of a job description and a training plan (**Responsibility of Immediate Supervisor or Mentor**) (ANNEXURE "A")

To follow up initial in-service training in a structured and formalised manner to ensure that the full content of the job description is mastered according to pre-required standards by the end of the sixth month of employment, by:

- i) Identifying a supervisor/mentor
- ii) Provision of training with regard to an intensive training plan based on the relevant job description
- iii) The determination of training needs based on the relevant job description
- iv) The Supervisor/Mentor shall conduct practical and theoretical evaluation on a weekly basis and agree on corrective measures to address performance gaps.
- v) The Supervisor/Mentor shall submit a written progress report to the Human Resources Department on a monthly basis

d) Certification of competency

At the end of the six month period all the information gathered will be considered in order to determine the level of the employee's competency

i) If competent

Recommend permanent appointment with Human Resource Management and Development Department

ii) If not competent

- Discuss with the Human Resource Management And Development Department
- Extension of the period of probation for a maximum of six month period to provide continued training, guidance, evaluation and counselling

iii) Reviewal of appointment

- After a reasonable extended period of improvement, if an employee is still not certified competent, the following shall be considered:
 - Termination of Service in accordance with the Code of Good Practice (Schedule 8 of the Labour Relations Act).
 - Transfer
 - Demotion

8. RECOURSE ON IMPLEMENTATION

If there is any grievance that may arise with regard to the application of this policy, it shall be handled in terms of the grievance procedure of the Ekurhuleni Metropolitan Municipality.