

HUMANISE SOLUTIONS

Elevating People · Official Policy (Effective 1 January 2026)

Induction Process

Version	Version 3.0
Effective date	1 January 2026
Next review date	1 January 2027
Approved by	Scott Ward (CEO)
Policy owner	CEO

Document control: This document is controlled. Printed copies may not be current. The latest approved version is held by Humanise Solutions. Changes are recorded in the version-control register and approved by the policy owner.

CITY & GUILDS ASSURED ALIGNMENT

A structured, recorded induction embeds safeguarding, compliance and a consistent delivery methodology, supporting the quality, standardisation and audit-readiness expected under City & Guilds Assured provision.

1. Purpose and scope

This process ensures that every new employee and associate receives a structured, supportive and consistent induction that equips them to perform their role safely and effectively, understand our values and methodology, and meet their safeguarding and compliance responsibilities. It applies to all new starters, with content adjusted to the role and the individual's prior experience.

2. Induction structure and timeline

Induction is delivered over a planned timeline rather than a single event: a welcome and essential information on day one; core orientation, policy familiarisation and systems access within the first week; role-specific training, shadowing and early delivery in the first month; and a formal review at three months. Completion of each stage is recorded and signed off.

3. Welcome and organisational overview

A welcome session, conducted by a senior leader (preferably Scott Ward or Serena Kersten), introduces new starters to our culture and values, with an overview of the company's history, mission and goals, and how their role contributes to learner outcomes.

4. Departmental orientation and key contacts

New starters meet their immediate team and key personnel, receive an overview of their department's role and how it aligns with our strategy, and are shown the organisational structure and key contacts (including the Designated Safeguarding Lead and Data Protection contacts).

5. Role-specific training and systems

A detailed briefing on the role and expectations is provided, with training on the software, tools and systems used, including the Digital Academy (LMS), data capture and quality-assurance processes relevant to the role.

6. Coaching and transferable skills

Reflecting our specialist approach, induction includes a focus on how coaching and sporting experience translates into transferable skills for delivery, with interactive sessions led by experienced colleagues.

7. Mentorship and shadowing

New team members are paired with an experienced mentor and shadow colleagues across delivery to embed a consistent, effective methodology. An initial mentor meeting sets goals and expectations, with regular check-ins thereafter.

8. Compliance, policies and safeguarding induction

New starters review and acknowledge our key policies, including HR and ethics, Equality, Diversity and Inclusion, Health and Safety, Data Protection, the Appropriate Behaviours expectations, and the Quality Tracking & MI framework. They complete safeguarding and Prevent induction training, familiarise themselves with the Safeguarding Policy and the Code of Conduct for Learners, and confirm understanding of how to report concerns.

9. DBS, documentation and confidentiality

All necessary documentation, including DBS checks at the appropriate level, identity and right-to-work, is verified and filed before learner-facing work begins, and any confidentiality agreements are signed. Induction is not complete until safer-recruitment checks are confirmed.

10. Early delivery, feedback and review

A manageable initial assignment is followed by a scheduled review with feedback and guidance. An end-of-week check-in addresses early questions, with regular check-ins over the first months to support settling in, and a formal three-month review assessing progress and integration with feedback from mentor and peers.

11. Records and review

Induction completion is recorded as part of our quality-assurance and compliance evidence base. This process is reviewed annually, or sooner if operational requirements change.