Induction Manual

Scottish Information Commissioner

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Contents

Commissioner's welcome

Congratulations on your appointment. I am delighted you have decided to join us and look forward to working with you.

I understand that starting a new job can be somewhat daunting. There is always a lot to take in: learning about the work of the office, getting to know your colleagues, and building up your knowledge of new systems, policies and procedures. Let me reassure you that when I started here as Scottish Information Commissioner in October 2017, I was made to feel very welcome and I am sure that you will experience the same warmth and openness that I did (and still do!).

As you will learn during your early days with us, we are committed to supporting and developing our staff. This commitment starts with your induction. Your induction plan contains an introduction to the organisation and an outline of the training and development you will receive. Your training will help develop not only the technical knowledge to do your job, but also the wider understanding of the context and environment in which we operate.

You will see that the first couple of weeks of your induction plan are quite clearly defined and incorporate all the regular things that all new employees might expect. The third section is specific to your role and will be personalised in consultation with you.

I hope you enjoy a happy and positive career with us.

Who we are and what we do

1. The Scottish Information Commissioner (the SIC, the Commissioner) enforces Scotland's freedom of information laws and tells people about their rights to ask Scottish public authorities for information. She is a public official appointed by Her Majesty The Queen on the nomination of the Scottish Parliament. The Commissioner is responsible for enforcing and promoting Scotland's freedom of information laws, namely:

   (i) The Freedom of Information (Scotland) Act 2002

   (ii) The Environmental Information (Scotland) Regulations 2004

   (iii) (Elements of) the INSPIRE (Scotland) Regulations 2009

2. The Commissioner and her team, based in St Andrews,:

   (i) investigate applications and issue legally enforceable decisions;

   (ii) promote good practice amongst public authorities; and

   (iii) provide the public with information on their rights.

3. The Commissioner is funded by the Scottish Parliament. Our budget is submitted to the Scottish Parliamentary Corporate Body (SPCB) every year for agreement, and the Commissioner is held accountable for how that budget is used in the delivery of her statutory functions.

4. As an organisation we monitor and report our performance (and that of Freedom of Information) in a variety of ways. These include; the Annual Report, publication of our decisions, publication of the minutes of Quarterly Senior Management Team governance meetings, reports on our website and so on. The full range of organisational measures are contained in our Performance and Quality Framework (INV45618).

5. As an organisation we are committed to being as open about ourselves as we can be and publish as much information as we can through our publication scheme http://www.itspublicknowledge.info/home/SICPublicationScheme/PSintro.aspx .

6. Over the next few months you will learn more about all of this, and how your role contributes to the success of the organisation.

Our vision and aims

7. Access to information held by Scottish public authorities is a fundamental right. We have set out our vision and aims in the Commissioner's Strategic Plan.

Vision

8. The Scottish Information Commissioner aims to be a value-adding commissioner in a Scotland:

   - where people are familiar with their rights to access information and exercise them knowledgeably and responsibly;

   - where those delivering public functions disseminate and disclose information willingly and openly;

- where access to information is the result of open dialogue and communication that enables both the exercise of rights to information and the delivery of statutory functions; and

- which is recognised and respected internationally as a world-leader in access to information law, policy and practice.

Strategic aims

9. To work towards this vision, the Commissioner has set her strategic aims, which taken together give a framework for the development and delivery of operational priorities. The overarching theme will be improving access to information through adding value.

- We will enable and support Scottish public authorities to develop and maintain high standards of FOI policy and practice through a combination of regulation, advice and assistance, and appropriate collaboration.

- We will influence positively cultural change in Scottish public authorities' approaches to meeting their FOI duties.

- We will encourage effective and responsible use of FOI rights by a range of stakeholders through support, education and promotion.

- We will influence and support the development of Scottish information law and policy to ensure it remains fit for purpose and enables effective communication.

- We will be recognised as an organisation of accessible experts, that is run efficiently, governed effectively and leads by example.

10. Everyone has a part to plan in delivering these aims, and each year we produce and publish our operational plan which sets out what we will deliver as an office.

The team

[To be deleted - Add Organisational chart with names (vc489) before issue]

Induction plan

11.   Your induction plan contains three sections:

12.   Part 1 covers all the elements the SIC considers to be mandatory as they relate to statutory duties as an employer or as a Scottish public authority. All employees must have completed this training within their first week of employment.

13.   The mandatory elements to be covered in part 1 are:-

      (i)   Accessing and security of the building

      (ii)   Fire safety and evacuation procedures

      (iii)   Health and Safety Policy and Handbook

      (iv)   Display Screen Equipment Assessment

      (v)   Payroll and pension arrangements

      (vi)   Equality Policy

      (vii)   Anti-harassment, -bullying and -victimisation Policy

      (viii) Information & Records Management Policy

      (ix)   Data Protection Policy

      (x)   Complaints Handling Procedure

      (xi)   Anti-Fraud Policy

      (xii)   Scheme of Delegation

      (xiii) Critical Incident Arrangements

14.   Part 2 covers all the elements the SIC considers to be mandatory as they are necessary for employees to be able to do their jobs. Included in this is a training needs analysis, to inform the specific content of Part 3 (based on job description and person specification in appendix 1). This part of the plan should be completed by the end of week 2. *[To be deleted - this part of the plan should be adapted to take into account experience and training needs.]*

15.   The elements to be covered in part 2 are:-

      (i)   Training Needs Analysis

      (ii)   Performance and Development Framework

      (iii)   Learning and Development Plan

      (iv)   Employee Assistance Programme

      (v)   IT system familiarisation including training in use of all software

      (vi)   Phone system familiarisation

      (vii)   Administration procedures (as required for your role)

      (viii) Staff Manual

(ix)   Investigations Handbook (as required for your role)

(x)   Enquiries guidance and procedures

(xi)   Responding to Information Requests (as required for your role)

(xii)   Information and Records Management Handbook

(xiii)   Website orientation/introduction to the resources we publish

(xiv)   *[To be deleted – insert here any other policies/procedures as appropriate for the role / individual]*

16.   Part 3 covers the role specific elements of the plan and is personal to you. Where possible, topics arising from the Training Needs Analysis will be incorporated in your induction plan. If that is not practicable, your Line Manager will discuss how your training needs can be met, and the detail will be captured in your Personal Development Plan. *[To be deleted – this section should be adapted to take into account experience and training needs. The plan should be completed to the timetable agreed by the HoD with responsibility].*

17.   The elements to be covered in part 3 are:-

(i)   *[To be deleted - populate list dependant on role/individual]*

(ii)   Other areas which emerge from the Training Needs Analysis

Induction schedule

Week 1

Time	Details	Staff Member	Location	Date Completed
Monday dd mmm yyyy				
	Welcome, tour of the office, shown desk	Line Manager		
	Accessing and security of the building Fire safety and evacuation procedures Payroll and pension arrangements Staff Manual	FAM		
	IT system familiarisation - Logging in/out of computer Introduction to Outlook (emails and calendar) Accessing software Phone system familiarisation	Administrator Administrator		
	Introduction to statutory elements Health and safety Policy and Handbook Equality Policy Anti-harassment, -bullying and –victimisation Policy Information & Records Management Policy Data Protection Policy Complaints Handling Procedure Anti-Fraud Policy Scheme of Delegation Critical Incident Arrangements	HOCS		
Tuesday				

	Investigations Handbook training (as required by your role) *[To be deleted – overview of an investigation/ lifecycle of case]*	DHOE/ FOIO(E)		
	IT system familiarisation - VC Training	Administrator		
	Training Needs Analysis	Line Manager		
Wednesday				
	IT system familiarisation - Workpro basics Workpro in-depth training on workflows (as required for your role)	Administrator/ VO or FOIO(E) (as required for the role)		
Thursday				
	Performance and Development Framework Learning and Development Plan Employee Assistance Programme	HOCS		
Friday				
	Display Screen Equipment Assessment	Administrator		

Week 2

Time	Details	Staff Member	Location	Date Completed
Monday dd mmm yyyy				
	Investigations Handbook training (as required by your role) *[To be deleted – in depth training, as required]*	DHOE/ FOIO(E)		
	Enquiries guidance and procedures training	DHOE/ FOIO(E)		
	Responding to Information Requests (as required by your role)	DHOE/ FOIO(E)		
Tuesday				
	Administration procedures training (as required for your role)	Administrator		
	Website Orientation/Introduction to resources we publish	FOIO(E)/ FOIO(P&I)		
Wednesday				
	Information and Records Management Handbook training	Administrator		
Thursday				
	IT system familiarisation - Simply Personnel training	FAM		
Friday				
	IT systems familiarisation - ACT! Training (as required for your role)	Administrator		

Week 3

Time	Details	Staff Member	Location	Date Completed
Monday dd mmm yyyy				
Tuesday				
Wednesday				
Thursday				
Friday				

Appendix 1: Job description and person specification

[To de deleted – insert the appropriate job description and person specification here. The HOCS must approve the VC number and version to be inserted)

18.   Text

19.   Text

Document control sheet

Document Information	
Full name of current version: Class, Title, Version No and Status. *E.g. C5 Key Documents Handbook v01 CURRENT ISSUE*	C5 Model Induction Manual v01 CURRENT ISSUE
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Responsible Manager	HOCS
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Corrections / Unplanned or Ad hoc reviews (see Summary of changes below for details)	
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Summary of changes to document				
Date	Action by *(initials)*	Version updated *(e.g. v01.25-36)*	New version number *(e.g. v01.27, or 02.03)*	Brief description *(e.g. updated paras 1-8, updated HOPI to HOCS, reviewed whole section on PI test, whole document updated, corrected typos, reformatted to new branding)*
24/06/14	KB	01.00	01.01	Approved version created in INVU
24/06/14	KB	01.01	01.02	DCS updated
30/07/14	KB	01.02	01.03	Statutory document list updated
30/07/14	DL	01.03	01.04	Minor revision approved – DCS updated
22/12/16	LB	01.04	01.06	Formatting corrected and DCS replaced
30/01/17	DL	01.06	01.08	Correction noted
07/02/17	LB	01.08	01.09	DCS updated and document published
29/03/17	RA	01.09	01.10	Organisation chart removed, comment added to insert up-to-date chart before issue
30/03/17	KB	01.10	01.11	Amended HOOM to HOCS, DCS updated
30/03/17	KB	01.11	01.12	DCS updated, published on website
20/03/18	KB	01.12	01.13	Updated Commissioner's welcome and photograph.
21/03/18	KB	01.13	01.14	DCS updated, published on website
25/10/18	KB	01.14	01.15	Review date amended, published on website