ARG Staff Induction

A guide for new staff
October 2017
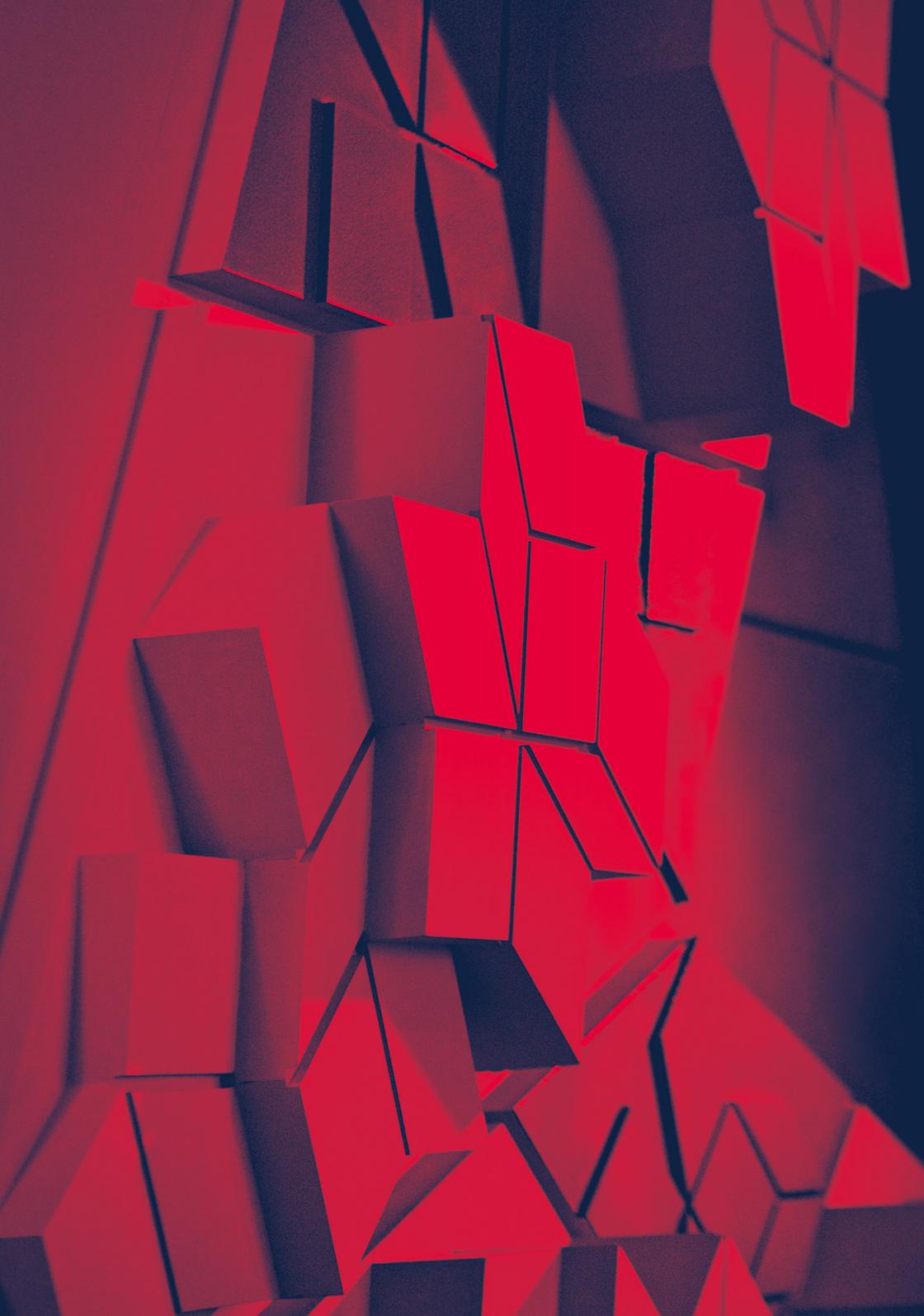
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— What is induction?

Induction is the process of introducing and orienting staff into the Academic Registrar's Group (ARG) and begins when you accept your offer to join RMIT.

It is the responsibility of the unit manger to ensure each new staff member has been fully inducted into their work unit. While the responsibility may lie with the manager, the induction process may be delegated to a supervisor.

A good induction program provides information for new staff to help them understand the business of their unit, where their role sits within the ARG and what is expected of them in their role.

A well planned induction increases efficiency and helps reduce staff turnover. It plays a critical role in performance outcomes and commitment by new staff to the ARG and RMIT University.

— Information for new staff

Why induction is important

I would like to welcome you to the Academic Registrar's Group (commonly called 'the ARG'), and to RMIT if this is your first job at the University. It is a great place to work and I know your contribution will make it even better.

In the ARG we work on the assumption that new staff cannot perform their roles effectively until they have a good sense of 'how things are done around here', know what performance is expected from them and feel connected to others. We know that people start a new job with a real desire to be successful, and our induction program is designed to make it possible to turn that desire into reality.

Whenever I have started a new job, my own anxieties have largely been about seemingly trivial things—is it OK just to go into my boss's work area without an invitation? What should I wear? When can I take a lunch break? Is it OK to take a cup of tea to this meeting I have to attend? Our induction program aims to cover these kinds of issues as well as the ones related to your specific job, and the ones that apply to all staff at RMIT.

Of course we are keen for you to understand our expectations of you in your job role as well. You will find that we don't expect you to know everything on day one: we aim to ease you in. Early on you will meet the people you will work with every day and learn how to do basic tasks. As you are here longer you will learn more about the context of your role, the stakeholders with whom you will work, the systems you will use and the full range of your tasks and responsibilities. Within two or three weeks you should have a very good idea of what it takes to perform well in your role and the support available to you to do this. You will then be ready to complete your workplan and start delighting everyone with your ability to exceed expectations!

You will find that there is always change in the ARG (and across RMIT in general). We are relentless in our aim to improve our services and our processes, and our best staff are the ones who can identify ways to do our work better, and work with colleagues to make these changes.

This guide provides useful information and tips to help you through your induction experience. It was compiled in response to feedback from other new staff and their managers. In line with our goal to keep improving, please speak up about how to make this guide more useful for future new colleagues.

Academic Registrar's Group

ARG induction program

Our local induction for new staff is designed to impart important information about the Academic Registrar's Group and all associated units but, most specifically, it is designed around the work unit, providing information new staff need to get started; information to enable them to do their job to the best of their ability, and information about staff they will interact with on a professional basis.

The ARG's local induction is tailored to meet the needs of new staff and when completed in conjunction with the University's Ready Set Go program, staff are provided with a comprehensive overview of ARG and RMIT University.

RMIT induction program—Ready Set Go

The Ready Set Go program, offered through Human Resources, has been developed for new staff to RMIT University.

For more information, refer to www.rmit.edu.au/staffinduction.

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About RMIT University

RMIT is a global university of technology, design and enterprise and one of Australia's original tertiary institutions.

The University enjoys an international reputation for excellence in professional and vocational education and outcome-oriented research.

RMIT has a global community of 82,000 students, including 28,000 international students, of whom 17,600 are taught offshore (almost 7,000 at RMIT Vietnam).

For more information, refer to www.rmit.edu.au/about.

The governing authority of RMIT University is the Council. The Council delegates the management of the university to the Vice-Chancellor and President who is supported by the executive team.

RMIT is organised into operational portfolios that are responsible for overseeing the integrated support services and various activities and partnerships of the University. Teaching and research is delivered across schools grouped into three colleges: Business, Social Engineering and Health, and Design and Social Context.

University services and strategic planning are delivered through six portfolios: Research and Innovation; Education; Resources; Engagement and Vocational Education; Global Development; and Strategy and Governance.

For more information, refer to www.rmit.edu.au/about/governance-and-management/organisation-structure.

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About the Education Portfolio

The Academic Registrar's Group forms part of the Education portfolio and provides support services to RMIT programs including professional development of academic staff, improvement of the student experience and learning and teaching outcomes.

The Education portfolio is headed by the Deputy Vice-Chancellor (Education) and Vice-President who leads the planning and implementation of the University's strategies related to RMIT's academic programs and the RMIT student experience.

For more information, refer to rmit.edu.au/about/governance-and-management/organisation-structure/education-portfolio.

The groups that make up the Education portfolio are:

— Academic Registrar's Group

   For more information, refer to rmit.edu.au/about/governance-and-management/organisation-structure/education-portfolio/academic-registrars-group.

— Careers and Employability—collaborates with stakeholders on key curricular, co-curricular and employment services that help build the employability of students and graduates.

   For more information, refer to rmit.edu.au/about/governance-and-management/organisation-structure/education-portfolio/careers-and-employability.

— Indigenous Education and Engagement—positions RMIT as a leading voice in the public discourse on issues affecting Indigenous communities.

   For more information, refer to rmit.edu.au/about/governance-and-management/organisation-structure/education-portfolio/indigenous-education-and-engagement.

— Ngarara Willim Centre—supports Aboriginal and Torres Strait Islander peoples to reach their potential with a range of study, living and cultural services.

   For more information, refer to rmit.edu.au/about/governance-and-management/organisation-structure/education-portfolio/ngarara-willim-centre.

— Office of the Associate DVCE—provides support, advice and strategic input into the DVCE.

   For more information, refer to rmit.edu.au/about/governance-and-management/organisation-structure/education-portfolio/office-of-the-associate-DVCE.

— RMIT Connect and Student Life—responsible for RMIT student service and support, student life and student communications.

   For more information, refer to rmit.edu.au/about/governance-and-management/organisation-structure/education-portfolio/rmit-connect-and-student-life.

— Student Wellbeing and Commercial Services—leads the provision of services to support the welfare and wellbeing of students.

   For more information, refer to rmit.edu.au/about/governance-and-management/organisation-structure/education-portfolio/student-wellbeing-and-commercial-services.

— University Library and Student Success—provides resources, information services and teaching support.

   For more information, refer to rmit.edu.au/about/governance-and-management/organisation-structure/education-portfolio/university-library-and-student-success.

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About the Academic Registrar's Group

The ARG, headed by the Academic Registrar, supports the core activities relating to the RMIT student lifecycle—from admissions through to graduation.

Our mission is to deliver, in partnership with the RMIT University community, academic policies, systems and services that support teaching, learning and research within a quality management framework.

The Academic Registrar's Group is part of the Education Portfolio.

There are three key work areas within the ARG:

— **Office of the Academic Registrar**—responsible for policy development, interpretation and implementation including assessment support and management of University complaints.
  — Assessment Support
  — Policy Unit
  — Student Governance.

— **Curriculum Administration and Student Systems**—provides systems support to business processes, including configuration, compliance and documentation.
  — Business Systems and Processes
  — Course and Program Administration.

— **Student Lifecycle**—responsible for the central student administrative functions of the University and supports the colleges in delivery of quality administration.
  — Admissions
  — Enrolment and Student Records
  — Exams, Awards and Graduations.

For more information, refer to rmit.edu.au/about/governance-and-management/organisation-structure/education-portfolio/academic-registrars-group.

— Induction pack checklist

The ARG induction pack has been put together to help with your initiation into the ARG. The information included is important to your understanding of not only the ARG but also RMIT University.

If any of the information on this checklist has not been included in your induction pack, please speak to your manager.

Induction pack items	Description	Check box
1. Induction pack	The induction pack can be used to store copies of any personal documents such as position description, contract, ARG Service Standards booklet, name tag etc.	☐
2. University calendar (current year)	This calendar provides the University shut down periods, semester breaks, public holidays and staff pay days.	☐
3. RMIT lanyard and pass holder (welcome gift)	To keep your access pass and staff identification protected.	☐
4. ARG induction schedule	You may have already received this from your manager. It is a good idea to use the hard copy to mark off meetings and activities completed.	☐
5. ARG seating plan	A copy of the up-to-date seating plan for your floor. This provides information such as colleague's names, where they sit and their internal telephone numbers.	☐
6. RMIT organisational chart	The RMIT organisational chart sets out the structure of the University. mams.rmit.edu.au/j9fl5xvd9xzh.pdf	☐
7. ARG organisational structure	It is important that you understand the ARG structure. Too often we forget the wider ARG, concentrating only on our immediate unit. By seeing the bigger picture, you can see that you are part of, and belong to, the ARG and the importance of your role.	☐
8. ARG post-it-note and tag booklet (welcome gift)	Available from the Office of the Academic Registrar Reception.	☐
9. Notebook (welcome gift)	Available from the Office of the Academic Registrar Reception.	☐
10. Copy of the Ready Set Go induction checklist for new employees	This has some important information and you should receive a printed copy in the induction pack and a web link for further information. mams.rmit.edu.au/o877nuqmenpkz.pdf	☐

11. ARG Service Standards booklet plus additional ARG service standards reference handouts: — Customer service (face-to-face) — Email service standards — Telephone service standards — Dealing with difficult customers — The Customer Service Dictionary — Customer Interactions	You should receive a hard copy of the ARG Service Standards booklet and ARG service standards reference handouts that are applicable for your position. During your meetings with your manager, you can reference and discuss these documents. (Handouts will be available as a core item in the induction pack.)	☐

12. RMIT Our Organisation	Reference material about RMIT
	— Copy of RMIT corporate brochure
	  mams.rmit.edu.au/vke6x6etrpu61.pdf
	— Copy of RMIT organisational chart
	  mams.rmit.edu.au/j9fl5xvd9xzh.pdf
		☐

13. University strategic plan and ARG Roadmap to 2020	You should receive a copy of the Strategic Plan and any associated documents. These documents can be found at rmit.edu.au/about/strategy The ARG roadmap provides the key elements for shaping the future of the ARG in 2020.	Strategic Plan ☐ ARG Roadmap ☐
14. Copy of the Code of Conduct	You should receive a hard copy of the *Code of conduct policy* and the URL. There are supporting documents and information attached to the policy which you should reference during your induction. rmit.edu.au/policies/codeofconduct	☐
15. OH&S brochures and webpages	New employees should be aware of the University's Occupational Health and Safety strategy. RMIT puts great value on the importance of health and safety and it is important you receive information and the associated link. If you have previously been a health and safety representative you may wish to continue as a representative in the ARG. Talk to reception on your floor. There are various programs available and the online module which is compulsory for all staff to keep up-to-date with information. rmit.edu.au/healthandsafety	☐
16. Workstation checklist	This checklist is to assist you in setting up your workstation in line with basic ergonomic principles and to minimise the risk of a musculoskeletal disorder.	☐

17. A list of Health and Safety and first aid representatives	You should receive a copy of any Health and Safety representatives and the first aid representatives on your floor. You need to be able to find the representatives at any point in time.	☐
18. Smoke free policy	RMIT has a smoke free policy. Find out more at rmit.edu.au/browse;ID=vkirucyc9e1mz	☐
19. Administration forms	There are forms that you will need to complete or sign. Where a signature is not required, there will be a copy in the induction pack for your information. Forms should include: — access to Building 88 (see the Office of the Academic Registrar Reception) — a copy of the ESS webpage. Access information is available at rmit.edu.au/staff/it/ess — security access cards (staff). The form is available at mams.rmit.edu.au/vdcdid1c6zdv.pdf. The following ITS service forms can be accessed from rmit.edu.au/staff/it/forms — SAMS access form — iExplore form — SAP (if required) — telephone and voicemail — TRIM.	☐
20. Information Technology Services: User guides	RMIT supports wireless activity. You should receive a copy of the webpage. You can then download the user guides for your preferred mobile device. rmit.edu.au/browse;ID=sdsqavl40ava	☐
21. Pay schedule calendar and pay schedule	You can download the current year pay calendar from mams.rmit.edu.au/0tx4rl2zyxvdz.pdf You can also download a copy of current pay HEW levels or refer them to the current webpage. rmit.edu.au/browse;ID=aukjvef8alie	☐
22. Behavioural Capability Framework	Download and Behavioural Capability Framework for information and discussion. mams.rmit.edu.au/eib8tb34grgp1.pdf	☐
23. Classification standards for academic and professional staff positions	The purpose of this document is to outline the standards for the classification of professional staff positions. rmit.edu.au/browse;ID=py42p00gp8r6z	☐

24. 'At lunch' sign	You should display the 'At lunch' sign on the back of your chair if you are at your desk during your lunch break.	☐
'Pitch in' Keep all work places clean leaflet	The 'Pitch in' leaflet is a reminder to keep work areas tidy. It be displayed as a reminder.	
25. Introduction to IT for RMIT Staff	Introduction to IT for RMIT Staff is an online self-paced course designed to give new staff members an overview of IT applications and the systems regularly used at RMIT University. rmit.edu.au/staff/professionaldevelopment/introduction to it for rmit staff	☐
26. ARG staff intranet	The ARG staff intranet has been created especially for RMIT staff working ARG. rmit.edu.au/browse;ID=vuxytmx7mn6	☐
27. Fair Work Ombudsman—Fair Work Information Statement	There is a link to this statement from the HR Ready-Set-Go induction page.	☐
28. Printer—quick reference	The quick reference will provide the initial information to use the printers and associated functions.	☐
29. RMIT stats at a glance booklet	Provides an overview of student and staff population across RMIT.	☐
30. RMIT Emergency Procedures manual and website	The *RMIT Emergency Procedure* manual is a resource guide developed for staff. It can be downloaded at rmit.edu.au/browse;ID=gi1wy50zdqzpz	☐
31. ARG emergency evacuation	Information on what to do when the evacuation alarm sounds. rmit.edu.au/browse;ID=qn32307c9oqqz Where to find the fire extinguishers in case of an emergency.	☐
32. SafeZone phone app	SafeZone is a free app for all RMIT students and staff, that connects you directly to the Security team when you need help on campus. rmit.edu.au/security/safezone	☐
33. Housekeeping information	ARG housekeeping information i.e. office area, kitchen, toilets etc.	☐
34. City campus map and or City campus self-guided tour map	You should receive campus maps relevant to your campus. A variety of maps can be found on the following webpage: — City rmit.edu.au/about/campuses/city — Maps rmit.edu.au/maps	☐