

## FAN Induction Checklist

*If possible, provide the young person with the same induction you would with any new staff member. The young person should be treated like every other employee with allowances made for the fact that it may be their first exposure to a workplace and therefore they may require more guidance than a more experienced worker. Your legal obligations as an employer apply to an unpaid worker in your workplace as they would any other employee.*



- Health & Safety briefing. *Include (where appropriate) emergency exits, procedures and equipment, highlighting hazards, safe approaches to tasks, first aid, personal protective equipment and procedures for reporting an accident.*
- Toilets, lunchroom, breaks.
- Background to your business, its products and services, customers.
- Explanation of any privacy or confidentiality issues the young person is required to adhere to.
- Tour of workplace and introductions to staff.
- Behavioural expectations (including phone and internet use). *If you expect the young person to show initiative give some examples of what they could look to do.*
- Cultural norms of your workplace *e.g. flexible or structured hours of work, dress, flexible or set break times, language, formal or informal workplace, how people should be addressed.*
- Workplace communications – *e.g. how you like the phone to be answered, how to approach a customer, preferred form of workplace communication – face-to-face, phone, email.*
- Share what you hope to get out of the experience and/or what you hope the young person will get out of it.
- Establish what the young person hopes to get out of the experience.
- Share the work plan for the experience with the young person and staff involved.
- Encourage questions. *Be mindful of a young person's inexperience - many are so keen to impress or don't want to appear stupid that they can be hesitant to ask questions.*

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