**NATIONAL OPEN UNIVERSITY OF NIGERIA**
UNIVERSITY VILLAGE, NNAMDI AZIKIWE EXPRESS WAY, JABI, ABUJA.

| Policy Title: | NOUN Policy on Staff Onboarding and Induction |
|---|---|
| Policy No: | NQSA/POL/HR/006 |
| Owner: | National Open University of Nigeria (NOUN) |
| Approved By: | The University Senate |
| Manager/Driver: | Director, Staff Training and Development |
| Date of Approval: | |
| Date of Next Review: | The date will be 3 years from the date of approval (to be inserted after approval) |

## 1.0    Introduction

The National Open University of Nigeria (NOUN) recognises the importance of ensuring all employees who take up a new job, post or return from an extended break are welcomed and supported, so that they can begin their work in a positive environment. This policy aims at clarifying the support provided and the responsibility of the University in ensuring that induction captures relevant information across all departments.

NOUN acknowledges its responsibility to encourage and support continuing professional development for all employees, in the training and development activity/Plan. The provision of appropriate induction is the first in the programme of opportunities for staff.

The policy on staff onboarding and induction outlines the structured process by which new employees are welcomed, oriented, and integrated into the university community. This policy serves to ensure that new staff members receive the necessary information, training, and support to become productive contributors to the university's vision, mission, and goals.  The induction process should commence before the staff assume duty. This includes offer letters and information put together in an instructional video from the Directorate of Human Resources (HR).  A small booklet for staff on getting to know your university, details of job description and expectations.

## 2.0    Purpose

The purpose of this Policy on Staff Onboarding and Induction is multifaceted and shall serve several key objectives such as, smooth transition, alignment with the university goals, role clarity and expectations, compliance and policy awareness, training and skill development, integration and team building, retention and engagement and feedback and continuous improvement.

**3.0 Scope**

This policy applies to all permanent and temporary staff working in NOUN, existing employees who move to a different designation/cadre within the institution and employees returning to work after an extended break of employment.

**4.0 Definitions**

4.1 Onboarding: Onboarding refers to the process of integrating new employees into an organization and helping them acclimate to their roles. Effective onboarding typically extends beyond the first few days or weeks of employment and may include ongoing support and development opportunities to help new employees become fully productive and engaged members of the organization.

4.2 Induction: Induction, in the context of employment, refers to the initial orientation process that new employees undergo when they join an organization. It involves introducing them to the organization's culture, policies, procedures, facilities, and personnel. The primary goal of induction is to ensure that new employees feel welcome, informed, and prepared to contribute to the organization's success.

**5.0 Principles**

The principles of staff onboarding and induction shall include the following:

5.1 Preparation and Planning: Conducting thorough preparation and planning before the new employee's start date and ensuring that necessary resources, materials, and training programs are in place.

5.2 Welcoming Environment: Creating a welcoming and inclusive environment for new employees and assigning a point of contact or mentor to help facilitate the onboarding process.

5.3 Clear Communication: Providing clear and timely communication about expectations, responsibilities, organizational culture and offering opportunities for new employees to ask questions and seek clarification.

5.4 Comprehensive Orientation: Offering a comprehensive orientation program that covers organisational policies, procedures, values, goals, providing information about job duties, performance expectations, and available resources.

5.5 Training and Development: Providing relevant training and development opportunities to help new employees develop the necessary skills and knowledge for their roles and offering ongoing support and feedback to facilitate learning and growth.

5.6     Integration and Networking: Facilitating opportunities for new employees to meet and interact with colleagues, supervisors, interact with other key stakeholders, encouraging participation in team activities, meetings, and social events to foster a sense of belonging.

5.7     Feedback and Evaluation: Soliciting feedback from new employees about their onboarding experience to identify areas for improvement, evaluating the effectiveness of the onboarding process and adjusting as needed.

5.8     Customization and Flexibility: Tailoring the onboarding experience to meet the individual needs, preferences of new employees, being flexible and adaptive in response to changing circumstances or feedback.

5.9     Documentation and Compliance: Ensuring that all necessary documentation, paperwork, compliance requirements are completed accurately and on time and providing guidance on relevant legal and regulatory obligations.

5.10    Continuous Improvement: Continuously seeking opportunities to improve the onboarding process based on feedback, best practices, organizational goals and investing in ongoing training and development for staff involved in the onboarding process to enhance their skills and effectiveness.

## 6.0     Policy Statement

The policy on staff onboarding and induction, including its inputs, activities, and outputs shall include the following:

6.1     NOUN shall provide the resources, materials, and personnel necessary to facilitate the onboarding process.

6.2     NOUN shall obtain relevant details about new employees, including their background, skills, and position within the university.

6.3     New employee will be guided to understand NOUN culture and value, vision, mission, to ensure alignment during the onboarding process.

6.4     NOUN legal and regulatory requirements shall comply with relevant employment laws, regulations, and policies governing the onboarding process.

6.5     Input from current employees, supervisors, and stakeholders shall be used by NOUN to identify areas for improvement in the onboarding process.

6.6     NOUN shall establish a directorate to oversee the onboarding process and developing a comprehensive onboarding plan tailored to the needs of different employee roles and departments.

6.7     NOUN shall provide new employees with an orientation program covering university policies, procedures, and culture and offering job-specific training to

help new hires understand their roles, responsibilities, and performance expectations.

6.8    NOUN shall provide information about available resources, facilities, support services within the institution, offering guidance on accessing technology, benefits, and professional development opportunities.

6.9    There will be opportunities for new employees to meet and interact with colleagues, supervisors, key stakeholders, encouraging participation in team-building activities, meetings, and social events to foster connections in NOUN.

6.10   There shall be feedback from new employees about their onboarding experience to identify strengths and areas for improvement, evaluating the effectiveness of the onboarding process through metrics such as retention rates, employee satisfaction surveys, and performance reviews.

6.11   Employees will be engaged, supported, and prepared to contribute effectively to the university.

6.12   Induction will align with university goals, enhancing understanding of the institution's mission, vision, values, and goals among new staff members.

6.13   Induction and onboarding practices shall adhere to legal and regulatory requirements governing the onboarding process and reduce the institution's risk of liability.

## 7.0    Policy Implementation

Implementation of the policy shall involve several steps to ensure a systematic and effective process. It shall include:

7.1    Establish Leadership Support: Gain support from senior leadership to prioritize and allocate resources for the onboarding process.

7.2    Designate Responsibility: Assign a dedicated team or individual responsible for overseeing the implementation of the onboarding policy.

7.3    Develop Onboarding Plan: Create a comprehensive onboarding plan that outlines the specific activities, timelines, and responsibilities for each stage of the process.

7.4    Prepare Materials and Resources: Gather and prepare necessary materials, resources, and training materials for new hires, including employee handbooks, training modules, and orientation packets.

7.5    Communication and Coordination: Communicate the onboarding plan and expectations to relevant stakeholders, including HR personnel, hiring managers, department heads, and new employees.

7.6    Schedule Orientation Sessions: Schedule orientation sessions for new hires to introduce them to the organization's culture, policies, procedures, and key personnel.

7.7 Provide Training and Support: Offer job-specific training and support to help new employees understand their roles, responsibilities, and performance expectations.

7.8 Facilitate Integration: Facilitate opportunities for new employees to meet and interact with colleagues, supervisors, and key stakeholders to foster a sense of belonging and connection.

7.9 Collect Feedback and Evaluate: Solicit feedback from new employees about their onboarding experience to identify areas for improvement and make necessary adjustments to the process.

7.10 Monitor and Adjust: Continuously monitor the onboarding process and adjust as needed to ensure its effectiveness and alignment with organizational goals.

7.11 Documentation and Compliance: Ensure that all necessary documentation, paperwork, and compliance requirements are completed accurately and on time.

7.12 Promote Continuous Improvement: Foster a culture of continuous improvement by encouraging ongoing learning, feedback, and refinement of the onboarding process based on best practices and emerging trends.

By following these steps, the institution can effectively implement the "Policy on Staff Onboarding and Induction" and create a positive experience for new employees as they join the organization.

## 8.0 Sanctions of Violating this Policy

Sanctions for violating the "Policy on Staff Onboarding and Induction" should be implemented judiciously and in accordance with the severity of the violation. Here are potential sanctions:

8.1 Verbal Warning: Issuing a verbal warning to the responsible party for minor or first-time violations of the onboarding policy.

8.2 Written Warning: Providing a formal written warning outlining the violation and potential consequences for repeated offenses.

8.3 Corrective Action Plan: Developing a corrective action plan outlining specific steps to address the violation and prevent future occurrences.

8.4 Loss of Privileges: Temporarily revoking privileges or responsibilities related to the onboarding process for individuals found in violation of the policy.

8.5 Appraisal Performance Review Impact: Considering the violation of the onboarding policy in the performance evaluation of responsible individuals, potentially affecting promotion or salary increases.

8.6 Disciplinary Action: Taking disciplinary action, such as suspension or termination, for repeated or severe violations that significantly impact the effectiveness of the onboarding process or compromise the institution's integrity.

8.7 Reassignment: Reassigning individuals responsible for violations to different duties or responsibilities within the institution, where appropriate, to prevent further breaches of the onboarding policy.

It is essential for sanctions to be applied consistently, fairly, and proportionately to maintain the integrity and effectiveness of the onboarding process and uphold the university's standards and values. Additionally, providing opportunities for individuals to understand the reasons for sanctions and learn from their mistakes can help prevent future violations and promote a culture of compliance and accountability.

**Policy Alignment**

9.1     Rules and Regulations Governing the Condition of Service of Senior Staff, National Open University   of Nigeria (NOUN).

9.2     Public Service Rule

**Team of Developers**
1.   Mr. Oladipo A. Ajayi
2.   Dr. Muyiwa S. Akintola
3.   Mrs. Olufunmilayo T. Adeoye
4.   Mr. Muyiwa K. Harrison
5.   Mr. Ikechukwu Onyia