



Charles Sturt Campus Services Limited



Supervisors Guide for the Induction Series





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Introduction

Charles Sturt Campus Services Limited has developed the following guide for CSCS employees to enable them to get the new employees inducted into the business.

The purpose of this guide is to help CSCS Supervisors setup new employees to get them inducted and also manage concerns which may arise from the Induction Series process.

Background of the online Induction Series

All Inductions for CSCS were based on paper-based systems before late 2018.

From early February 2019, inductions changed to the online system with channel 1 videos included. The online CSCS Induction series is designed to make the Induction process easier for new employees and Supervisors, with time saving and an easy to understandable content and automated questions.

Arrange Start date

The first step is to arrange a start date, this is the same process as before with the old CSCS Induction processes.

Set up the computer (before the day)

The computer terminal used for the Induction series must have the following:

- Able to login into CSU mainframe
- Usual setup with Windows Explorer, Microsoft Outlook (for emails)
- Google Chrome installed on the desktop
- That you have the cscshr@csu.edu.au set up in your Outlook mailbox



What if I don't have these Applications Installed?

If you don't have Microsoft Outlook installed following the following steps:

1. Press on start menu (bottom left-hand screen), scroll up to the Outlook icon
2. Right-click on the icon, to pin to the Taskbar

If you don't have Google Chrome installed following the following steps:

3. Go to the Install Software Icon (located on the desktop)
4. Double click to open, find the Google Chrome V68 in the software available column
5. Place mouse pointer over Google Chrome until it is blue in colour
6. Tick on the box to install

If you don't have Email cscshr@csu.edu.au setup on Outlook follow these steps:

1. Ring up your Zone Manager to gain access and receive an email to set up.

Ensure Room and lighting is right (On the day)

It is essential to have the room where the computer terminal is sitting have the following:

- Lighting is on, bright and not blinking
- Windows and blinds closed to stop noise disturbances
- The employees mobile phone is switched off, to stop disturbances

Materials needed for the day

To help the new employee to remember the contents of the Induction series, Supervisors are asked to have a supply of Pens and paper ready next to the computer for the new employee to write down notes. These notes can be used by the employees to answer quiz questions later on.

All supervisors are also to have a copy of the Document "Users Guide for the Induction Series" (HR.082 V004) printed and placed on the desk near the computer ready for the new employee to read. These documents can be found on the CSCS website (under staff resources/ HR/ Induction and training resources area).

Meet and Greet the New Employee

This is the same process as before with the old induction process. You need to ensure you meet your new employee and walk them in the campus, showing them where the computer is, and ensuring they are comfortable and ready to start the Induction Series online.

Ask the employees to Read the users guide for the Induction Series

It is important to show the employee the printed "User guide to the Induction Series" (HR.082) and allow them time to read it before commencement on the computer.



Login to the Computer on the day

To save problems it is better to have the computer terminal up and running for the new employee so that they can start the Induction series straight away. Some people may have low level skills with computers and are unfamiliar and uncomfortable with them, so to overcome this we ask you to have the computer running, and the URL address already typed in.

How do I login in to get to the Induction Series?

Ensure that all computers have Google chrome set up.

1. Press on google chrome to open screen.
2. Type on the following URL address into the

<https://www.csu.edu.au/enterprise/cscs/staff-resouces/induction>

You can copy and press this address into the address into the search bar.

You should have the following screen open.

The screenshot shows the Charles Sturt University website's 'Online Induction Series' page. The header includes navigation links for Future Students, Current Students, Staff, Alumni, Library, Faculties & Schools, Jobs, News, About, and Contacts. The main content area features a blue banner with the CSCS logo and the text 'Online Induction Series'. Below the banner, there is a welcome message and a list of modules: Home Screen, Module 1 - About Us, Module 2 - Employment Conditions, Module 3 - Culture & Behaviour, Module 4 - On the Job, and Module 5 - WHS. There are also related links for Supervisor Guide, Users Guide, Certificate of Completion, and Induction Series Visitors.



What happens now?

You can then let the new employee go ahead and complete the Induction Series. Be available for them if they ask for your assistance. There is also information in the “User guide for the Induction Series” for the new employees. The new employees will progress through the Introduction, slides and then quiz questions themselves.

How Do I know they have Passed their Modules?

You should receive an email via cscshr@csu.edu.au confirming the results of the employee. It is important to ensure you have cscshr@csu.edu.au installed in your CSU outlook mailbox system.

Do I need to track their attempts?

If the employee has not correctly answered all the questions correctly, they have up to 5 times (attempts) to try and get all questions correct. To is essential for you as Supervisor to track how many attempts they have had.

Once the employee has passed the Module, they will receive an email to continue on with the next module until all 5 Induction Modules have been passed successfully. It is the supervisors responsibility to give a Completion certificate to the employee after the 5th Module.

Giving the new employee an Completion Certificate

This document is found at the CSCS website (under staff resources/HR/ Induction and training resources area). It is your responsibility to fill in the name of the employee, dated and email copy for record keeping.

The completion certificate is a pdf type document and requires you to fill in the name of the employee.

1. Open the PDF document using the PDF Reader.
2. With your mouse go to the name and press in the Name area and fill in the Name of the employee
3. Go down to the date area, press with your mouse cursor and write in date (short form) eg. 30-10-2018
4. Press the Print Me button at the bottom of the page
5. Give this copy to the employee
6. Go to File, and SAVE As on your desktop with a file name. eg. AllisonSheppardcert.pdf
7. Sent a copy to HR David Polsen (dpolsen@csu.edu.au) for record purposes