

curriculum for excellence



# INDUCTION TRAINING

Media City Ltd







### **Task 2a – Introduction to Policies**

1. Your trainer will advise you which computer to log onto. You should do this quickly and with precision with the details you collected in Task 1.
2. Your trainer will then take you through the rules of using a computer (Acceptable Users Policy Form). This form should be taken home with you and returned on the day of your next training session. **Failure to do this will result in a written task as opposed to a practical task on the computer.**

### **Task 2b – Extension to Policies**

1. From the AUP (Acceptable Users Policy) Form, create a poster to display **three** things that are expected of you when using **a computer**. (Ensure you create a border, different colours/size of text and at least one image). This can be completed on the computer or by hand, in your note book.
2. In your note book, write down the **four** acts that are prohibited (not allowed) when **using Email and the Internet**.
3. Answer the following questions – in your own words.
  - a. What is the Internet? (1)
  - b. What is the World Wide Web? (1)
  - c. Describe the term Email and give an example. (2)
  - d. What is a News Group and what is an advantage of using it? (2)
  - e. List the three dangerous and offensive pieces of material that can be found on the Internet? (3)
  - f. What two things can be done to prevent access to this material? (2)

Total 11

### **Task 2c – All about me Extension**

Your trainer will provide you with a hard copy of the all about me document. This should be completed with as much detail as possible. Your trainer will indicate when your deadline will be – try your hardest to meet this.

Your trainer will then collect in all the submissions. It is now your turn (as an employee) to guess who the trainer is describing.

This can be completed as a group or individual activity. Employees ARE NOT allowed to highlight to other staff should their details be read out.





# Health and Safety Policy (needed if you have five or more employees)

A Health and Safety policy shows that the organisation is trying to ensure accidents don't take place in the workplace. The employer needs to make the policy (document) available for the employee to read. The policy sets out on paper everything that the organisation is committed to doing for health and safety and ensures that they are keeping within the law. The Health and Safety Executive ensure the laws are maintained within and organisation.




## Health and Issues

The following health issues may affect employees from time to time when working within an organisation:


Health Problem	Action to be Taken
<b>Eye Fatigue and Headaches</b> 	<ul style="list-style-type: none"> <li>• Check and adjust screen – brightness/contrast, glare on screen (use blinds or anti-glare filter).</li> <li>• Check employee has had a recent eye test (provide spectacles as necessary).</li> <li>• Check noise and lighting levels.</li> <li>• Ensure regular breaks away from workstation.</li> <li>• Check employee has had appropriate health and safety training.</li> </ul>
<b>RSI (Repetitive Strain Injury)</b>	In addition to the above – adjust if necessary: <ul style="list-style-type: none"> <li>• Layout of workstation.</li> <li>• Position of chair.</li> <li>• Availability of wrist rests.</li> </ul>
<b>Backache</b>	In addition to the above: <ul style="list-style-type: none"> <li>• Provide an adjustable chair – where height can be adjusted.</li> </ul>
<b>Workplace Stress</b>	In addition to the above: <ul style="list-style-type: none"> <li>• Check the worker has been properly trained in the hardware and software.</li> <li>• Check the operator's workload – get others to share workload if necessary.</li> <li>• Try to vary the worker's tasks at work.</li> </ul> 

## Health and Safety Hazards

Potential hazards in an office are numerous. Major injuries may be caused by slips, poor handling/lifting, falling from heights, items falling down, electrical shocks etc. **Here are some safety tips:**

<p><b>Rules for Filing Cabinets Use</b></p> 	<ul style="list-style-type: none"> <li>• Position filing cabinets away from doors or passageways to ensure no one bumps into them while drawers are open.</li> <li>• Fill vertical filing cabinets from the bottom up to ensure that there is no risk of them toppling over.</li> <li>• Do not place boxes etc on top of filing cabinets – ensures that no risk of causing filing cabinet to topple over.</li> </ul>
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<ul style="list-style-type: none"> <li>• Keep liquids away from computer equipment – as well as damaging equipment could potentially cause risk of electrocution.</li> <li>• Position desks to avoid trailing cables or use cable covers/management system.</li> <li>• Do not overload electricity sockets.</li> <li>• Keep chair legs on floor to avoid risk of falling off chairs.</li> </ul>	<p><b>Rules for Use of Workstations</b></p>
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<p><b>General Rules for the Workplace</b></p> 	<ul style="list-style-type: none"> <li>• Empty wastebasket bins regularly – store waste materials in fireproof place until collected.</li> <li>• Never prop open fire doors – these protect workplaces from the spread of fire.</li> <li>• Report faulty lighting to avoid damaging eyes due to poor light in rooms.</li> <li>• Do not stand on chairs to reach boxes - use stepladders.</li> <li>• Do not leave items lying around as people may trip over them.</li> <li>• Immediately mop up spills – use wet floor signs if required.</li> <li>• Provide handling and lifting training so that workers know how items should be lifted.</li> </ul>
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<ul style="list-style-type: none"> <li>• Position computer screens/use anti-glare screens to avoid glare – as may damage eyes.</li> <li>• Ensure ventilation system available – open windows may cause additional noise or drafts etc.</li> <li>• Do not attempt to use equipment unless fully trained – may cause equipment to be misused causing damage to equipment or injury to workers.</li> <li>• Report loose flooring – as may become trip hazard.</li> </ul>	<p><b>Rules of Using Equipment</b></p>
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### **Task 3 – Health and Safety Executive**

Complete the following in your notebook or on the computer:

1. What is the name of the training that normally takes place when you start a new job?
2. What department would normally carry this training out?
3. List three pieces of pieces of information that may be learned during this training.
4. How many employees must an organisation have in order to provide a written health and safety policy?
5. Using the Health and Safety Executive HSE Website –

[Http://www.hse.gov.uk/statistics/regions/scotland/index.htm](http://www.hse.gov.uk/statistics/regions/scotland/index.htm)

Find out the following information:

- a. How many people suffered ill health due to work related illnesses last year?
- b. How many people were injured at work last year?
- c. How many working days were lost in Scotland due to ill health and injury?

### **Task 3b – Health and Safety Hazards**

- i. Look at the list of potential workplace hazards and decide why it might be a problem, take turns to discuss these in your thinking threes (three colleagues brain storming). Your trainer may wish you to record “what could happen?” in your note book.

<b><u>Problem</u></b>	<b><u>What could happen?</u></b>
a) Always fill the filing cabinet from the bottom up and make sure you don't store too much on top of the filing cabinet.	
b) Do not stand on chairs (especially wheelie ones)	
c) Do not leave liquids nearby computer equipment	
d) Position desks to avoid trailing cables	
e) Report faulty lights	
f) Keep chair legs on floor	
g) Empty waste paper bins	
h) Be trained to lift items	
i) Position computer screen to avoid glare	
j) Ensure suitable ventilation for the workplace	
k) Always pick up items dropped or left lying around	







### **Extension Task 3e – Health and Safety Animation**

Watch the following video on YouTube (<https://www.youtube.com/watch?v=luQ4R2hAsbU>) and complete the table below by stating the different hazards identified in the animation and what action should be taken to ensure this doesn't happen.

Copy and complete the following table into your notebook.

What is happening in the animation ...?	What have you learnt from the animation ...?	Why should you ensure you don't do what the animated character did? What could happen?
1.		
2.		
3.		
4.		
5.		

# Roles and Responsibilities

Currently you are employed by Media City Limited to be an Administrative Assistant (usually referred to as an Admin Assistant). Your main role is to provide support to specific departments or teams within an organisation.

To be successful in this role, there are certain **skills** (an activity that you can learn and become better at) and **qualities** (personal characteristics) that are required. Lets look at the skills and qualities checklist for an Admin Assistant;



## Skills Checklist

Be good at:

- ✓ dealing with people in the workplace
- ✓ planning work to meet deadlines
- ✓ using the computing to make documents
- ✓ using the computer to make changes to documents
- ✓ processing business documents according to company procedure
- ✓ organising and storing files in a proper order.



## Qualities Checklist

- ✓ Good social skills:
  - Patient
  - Friendly
  - Tactful
  - Discreet
  - Approachable
  - Able to work alone or as part of a team
- ✓ Attention to detail
- ✓ Focus on tasks being done.

Other skills and qualities are required for various positions. Additional **skills** could be; communication skills, interpersonal skills (responding appropriately to various scenarios), organisational skills, problem-solving skills and IT skills. Additional **qualities** could be; ability to manage time, professional attitude and passionate.

## Employment Rights Act 1996



This law deals sets out the rules that organisations and employees should abide by when starting work. Here at Media City Ltd you have already “been through” the recruitment and selection process, (this will be

explored in more detail later on in the course – when you wish to apply for other positions) and have successfully gained a position in our company, however this law ensures that you are treated fairly on issues such as unfair dismissal, time off rights for parenting, redundancy, holidays, flexible working and roles and responsibilities.

This law also states that every employee should receive a **contract of employment** within 2 months of starting work, no matter the profession. The contract of employment (also called the written statement of particulars) is an agreement between an employer and employee and is the basis of the employment relationship. Most employment contracts do not need to be in writing to be legally valid, but it is better if they are.



A contract of employment would include; job information, compensations and benefits, time off, sick days and holiday policy, employee classification, the schedule and employment period, confidentiality agreement and termination terms and conditions.



### Additional Terminology



Job Analysis	Identifies whether a position is needed. This highlights the tasks duties, skills and responsibilities linked to the vacancy.
Job Description	A written document that outlines the job title, the location, tasks and responsibilities that will be covered by the successful applicant. This document also includes information on hours of work, rate of pay, holidays and benefits such as company car, clothing allowance.
Person Specification	A written document describing the ideal person for the position, this includes the qualifications, experience, skills and personal qualities that are essential or desirable for the successful applicant.
Advertisement	Where the Job Description and Person Specification are used to highlight the vacancy. The Human Resources Department will display this in a number of media outlets – such as the internet, newspapers, job centres, radio and internal noticeboards.





**Task 4a – Skills and Qualities in a Workplace**

Look at the table below – you can either complete this on the computer or in your note book. Using your prior knowledge or the internet outline skills and qualities for the following roles:

<p>I. Primary School Teacher</p> 	<p>II. Doctor/Surgeon</p> 
<p>Skill</p>	<p>Skill</p>
<p>Quality</p>	<p>Quality</p>

<p>III. Receptionist</p> 	<p>IV. Life guard</p> 
<p>Skill</p>	<p>Skill</p>
<p>Quality</p>	<p>Quality</p>

<p>V. Owner of a Company</p> 	<p>VI. Bus Driver</p> 
<p>Skill</p>	<p>Skill</p>
<p>Quality</p>	<p>Quality</p>

### **Task 4b – Contract of Employment and Job Description**

Your trainer will now provide you with your Contract of Employment and Job Description for Media City Ltd. You should amend the appropriate sections of the contract and when satisfied with this and the job description, sign it (using your full name) and date it.

This will ensure that you are treated fairly and respectfully within Media City Ltd from this point on from your employer and that you as the employee will carry out the range of tasks in an appropriate and professional manner.

### **Task 4c – Roles and Responsibilities Video and Dominos**



Your trainer will now let you watch the following video:

<https://www.youtube.com/watch?v=r-VcHu-wZxE>

Feel free to take notes as you watch this video as you will require these notes when you play dominos.

Your trainer will now put you into pairs to work on the dominos game. When completed, alert your trainer in an appropriate manner, to check your results.



### **Task 4d – Extension Questions Roles and Responsibilities**

- |    |   |   |
|----|---|---|
| 1. | Outline three skills you think are required of an Admin Assistant.                  | 3 |
| 2. | Identify two qualities required of a Human Resource Trainer                         | 2 |
| 3. | Name the law that ensures employees are treated fairly throughout their employment. | 1 |
| 4. | What is the maximum time frame for a contract to be issued to a new employee?       | 1 |
| 5. | List four items that should be included in a contract.                              | 4 |

Total 11

## **Tour of the Building**

Your trainer will now give you a tour of Media City Ltd. Make sure to find out the following:

- Fire escape route from your training room
- Nearest toilets
- Employee canteen
- Employee area
- Reception
- Reprographics room

# Communication and Storage and Security Training

At Media City Ltd, we are delighted to be experts in digital literacy and have the expectation that you will maintain this standard. Your trainer will now take you through a number of steps in relation to your online email which is located in a package called Glow. Alternatively you can follow the steps below:

## Accessing Glow

There are three options to log into Glow;

1. Desktop icon



2. Go Glasgow Webpage > scroll to bottom and click on Glow link



3. Google > search for Glow > select Glow RM Unify

Glow - rmunity.com

<https://glow.rmunity.com/>

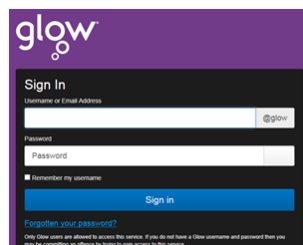
A description for this result is not available because of this site's robots.txt – learn more.

## Logging onto Glow

Once you access the login page you must have your username and password to hand.

If you do not have this, your trainer can provide you with this.

Your login page should look like this:



## Launch Pad

Once you have logged into your account you should be directed to the Launch Pad. In total there are four launch pads;

1. Personal Launch Pad
2. Lourdes Secondary Launch Pad
3. Glasgow City Council Launch Pad
4. Scottish Education Launch Pad

The Lourdes Secondary Launch Pad has all the apps you require however you may wish to make these more accessible therefore below are steps as to how you can add these to your Personal Launch Pad.

The three main apps required are:

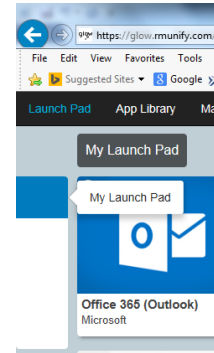
Office 365 (Outlook)

Office 365 (My Site)

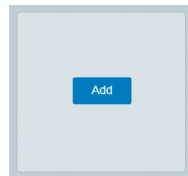
Office 365 (School Site)

## Adding apps to your Personal Launch Pad

1. Click on My Launch Pad (at the left hand side of your screen)

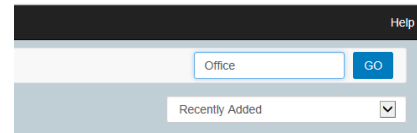


2. Then click on the add button

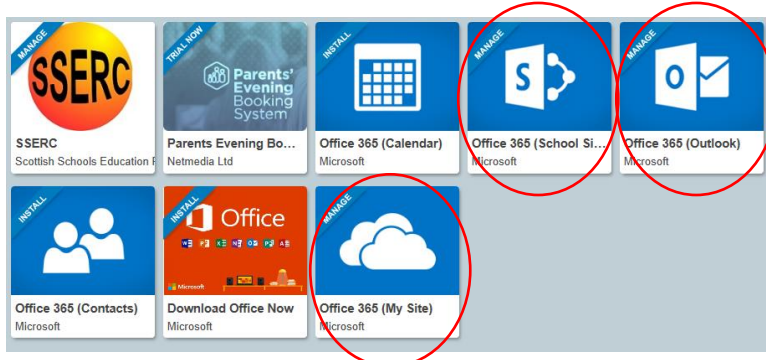


This gives you the option to add Personal Tile or App from Library – select App from Library. This will then take you to an “Apps Store” where you can search for various applications/tiles.

3. In the Search bar (top right hand side of screen) search for “Office” and click GO



4. This then gives you the following options.



The ones highlighted above are the ones you want to add to your Personal Launch Pad.

5. To add these carry out the following steps:
  - a. Click on tile
  - b. A splash screen appears – click add to Launch Pad
  - c. Click on grey space outside the splash screen
  - d. Repeat steps from all three apps/tiles
6. Click back on Launch Pad and you will now see that the apps have been added to your personal page.

Launch Pad   App Library   Management Console

# Electronic Communication

Electronic communication is an instant way to connect to other employees, customers, suppliers and ultimately the world through platforms such as twitter, websites, electronic mail and text. In this training session we will explore the standards that are expected of you, our employee when communicating via electronic mail (email) which you previously installed to your Glow launch pad.

Email can take seconds or minutes not days to arrive.

It costs less than surface mail. Most email services are free to the user. The main cost is the cost of your telecommunications link.

If you use web based email you can check your in-box any time you want from anywhere in the world where there is an internet connection.

Your email is secure because you need an ID and password to access it.

## Disadvantages of email

1. Viruses can be hidden in email attachments, so care has to be taken in opening attachments from people you do not know.
2. Lots of 'spam' arrives by email. Spam is unwanted adverts, special offers and general junk mail.



## Using Attachments to transfer files

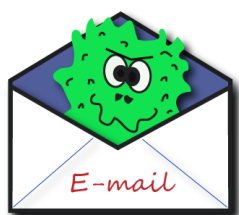


If you want to send someone a data file, the easiest way is to send it by attaching it to an email message.

Setting up an attachment is easy. Once you have written your email message, all you have to do is browse your hard drive, and select the file you want to attach.

You can use attachments to transfer almost any kind file to around the world almost instantly.

## Problems with attachments



1. Some email providers put limits on the size of file that can be attached to emails.
2. Some people use email attachments to send viruses around networks, so care has to be taken not to open unexpected attachments.

Your trainer will now demonstrate how to send an email.



### Task 5a – Email Task

When you visit a potential customer in December, you will need bed and breakfast accommodation. You need to send an e-mail to confirm your telephone booking with George Bates, owner of Seaview Guest House.


1. Access your e-mail facility.
2. Your trainer will provide you with the e-mail address.
3. Insert an appropriate subject in the space provided.
4. Key in the message below, checking you use the correct date.

Hi George

As discussed on the phone yesterday, I would like to confirm the booking of a single room, bed and breakfast, for 6 nights from Monday (insert the date of the first Monday in June).

If possible, could I have a sea view?

Thanks a lot.

 *Insert your first name*

5. Proof read the e-mail ensuring spelling and instructions are correct (before you send it).
6. Send the e-mail.
7. Print evidence to confirm the e-mail has been sent.
8. Give this evidence to your trainer for review.

### Task 5b – Email Task

The company need to employ a new cleaner. You need to send an e-mail to the local newspaper with details of the vacancy.

1. Access your e-mail facility.
2. Your trainer will provide you with the e-mail address.
3. Insert an appropriate subject in the space provided.
4. Key in the message below.

Hi Shawn

Please place the following advert in the next edition of the paper.


Cleaner required for the Cardonald area.

Must have own transport, expenses will be paid.

Sixteen hours per week, £7.50 per hour.

Telephone (0141) 582 0180.

Thanks

 Insert your name

5. Proof read the e-mail ensuring spelling and instructions are correct (before you send it).
6. Send the e-mail.
7. Print evidence to confirm the e-mail has been sent.
8. Give this evidence to your trainer for review.

### Task 5c – Email Extension Task

You need some more handbooks for new employees. You need to e-mail the local printer.

1. Access your e-mail facility.
2. Your trainer will provide you with the e-mail address.
3. Insert an appropriate subject in the space provided.
4. Key in the message below.


Dear Katie

Thank you for the business cards you produced for us. They arrived today and I have passed them on to all our staff. Everyone is very pleased with them.

Could you possibly print 300 more copies of our Employee Handbooks?

Ideally, I would like to have them by the end of next week.

Many thanks.

 Insert your name

5. Send the e-mail.
6. You will receive a reply to your email.
7. Ensure you respond to this appropriately.
8. Once you have responded print evidence that the responding email has been sent.
9. Give this evidence to your trainer for review.

### Task 5d – Email Extension Task

You need to contact the caterers to an event you are organising informing them that the order should be increased.

1. Access your e-mail facility.
2. Your trainer will give you the e-mail address.
3. Insert an appropriate subject in the space provided.
4. Key in the message below.

Hi David

Madison has reviewed the attendance for next month's event and has realised that it is higher than usual. Please increase our standard produce order by 10% for next month's event only.

Many thanks

*Insert your name*



5. Proof read the e-mail ensuring spelling and instructions are correct (before you send it).
6. Send the e-mail.
7. Print evidence to confirm the e-mail has been sent.
8. Give this evidence to your trainer for review.

### Task 5e – Email Extension Task


You wish to e-mail The Terrible Tweenies to confirm their booking.

1. Access your e-mail facility.
2. Your trainer will give you the e-mail address.
3. Insert an appropriate subject in the space provided.
4. Key in the message below, checking you use the correct date.

Hi Steven

I am pleased to confirm your booking on Saturday (insert the date of the second Saturday in April). Your act will be performing in the main Entertainment Tent from 2.00 pm – 4.30 pm.

Kind regards

 Insert your name

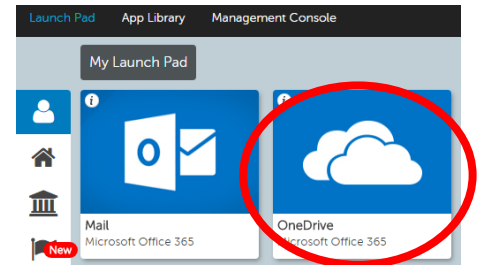
5. Proof read the e-mail ensuring spelling and instructions are correct (before you send it).
6. Send the e-mail.
7. Print evidence to confirm the e-mail has been sent.
8. Give this evidence to your trainer for review.

# Online Storage

One Drive is an online storage device that can act like your current My Documents. One of the benefits of this is that files can be accessed remotely using only internet access. Your trainer will now take you through a number of steps in relation to your online storage facility. Alternatively you can follow the steps below:

## Accessing One Drive

Click on the One Drive App on your Launch Pad (see Adding Apps to Launch Pad Helpsheet if you have not done this).



## Terminology

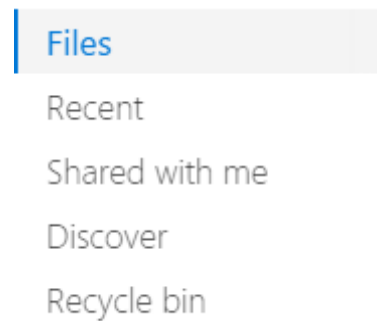
Under the “Files” section is where you will create your documents and folders.

Recent is any documents on One Drive that you have previously accessed.

Shared with me – this is an advanced function as once you upload/create files or folders you can share them with other users on glow (provided you have their username).

Discover – will show you any documents or files that have been edited on the school share or sharing platforms. Your documents and folders under Files is private, unless you choose to share it with others, therefore this information will not be viewable to others under this section.

Recycle bin – this is where all your deleted files from One Drive will be stored.



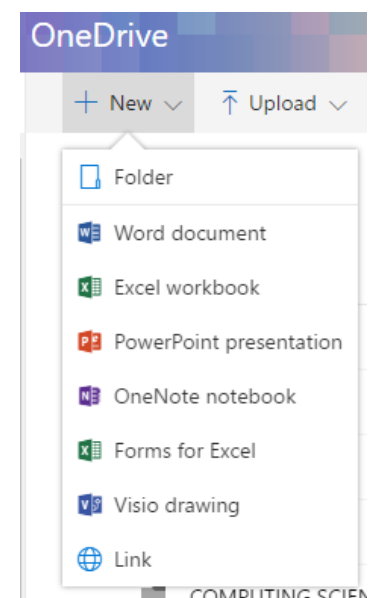
## Creating Documents/Folders

To create a new file or folder simply click on “Files” at the left and then “new” along the top tool bar. This will give you the option to create a new folder or file (word/ excel etc).

If you create a folder it will ask you to name the folder. If you create a file, to change the name of it you should double click on the document name in the black bar running along the top of your screen.

## Uploading files

Once you have created a folder you may wish to upload files into this. To do this click on the “upload” button to the right of “new” and source your file or folders.



## Task 6a – Folder Creation

You should now create a folder titled Business Education.

Within this you should create another folder titled TOPIC 1 INDUCTION.

Any files you have created since you started your employment with Media City Ltd should be uploaded to this area, along with an electronic copy of the Induction Booklet. It is at this stage that you should **ensure** that all files are correctly named. This will avoid confusion in the future.

## Task 6b – File Management Extension

You should now create additional folders (on the same level as Business Education) for other subjects where you may need to store folders or files.

# Security of People



Organisations not only need to consider the health and wellbeing of their employees – they also need to ensure that employed feel safe and secure at work and here at Media City Ltd we have procedures and rules that employees must follow to maintain this.

It is important to make sure that only authorised people can get into our building, not only when Media City Ltd is closed but also during the working day.

The basic requirements of employees are as follows:

- Sign in when entering the building and of course sign out when leaving (this will be conducted in the form of a register)
- Wear ID badges at all times – this allows people to recognise fellow workers
- Report and/or challenge people who are not wearing ID badges
- Escort visitors around the workplace

In addition at Media City we also provide the following:

- Controlled entry – using an intercom system to allow entry
- Security doors with pin codes or swipe passes at the entrance and around the building to prevent strangers entering the building or moving through it.



## Task 7 – Creating an ID Badge

Your Induction Training is about to come to an end. Before you start your day to day role you should now create an ID Badge for yourself. This can be created on a software package of your choice (word/publisher/ serif draw etc)

Requirements:

- Full Name
- Job Title
- Company Name
- 1 appropriate image
- Area for photograph
- Area for signature
- Barcode or metallic strip to scan for door entry
- Appropriate size

These should be printed in colour with your trainers name and you training section clearly displayed. This should also be uploaded to your TOPIC 1 INDUCTION folder in OneDrive.

Here are a few samples to aid your creativity.

