



Approval Date	17 July 2022
Periodical review	Annual
Commencement Date	17 July 2022
Review Date	17 July 2023

STANDARD OPERATING PROCEDURE: EMPLOYEE ON-BOARDING PROCESS

Title of SOP	EMPLOYEE ON-BOARDING
SOP number	CORP-HRA-01
Purpose	The Onboarding process helps newly appointed officials to adjust to the social and performance aspects of their jobs so they can quickly become productive, contributing members of the Department.
Scope	Onboarding applies to all newly appointed as well as promoted employees in the new work environment.
Definitions and Acronyms	<p>CIP means Compulsory Induction Programme</p> <p>HRA – Human Resource Administration</p> <p>HRD – Human Resource Development</p> <p>ICT – Information Communication & Technology.</p> <p>PCMT - Provincial Coordinating and Monitoring Team</p> <p>ARP – Annual Recruitment Plan</p>
Key Performance Indicator	Effective Human Capital Management & Development

**STEP BY STEP GUIDE
EMPLOYEE ONBOARDING**

Nr	Task Name	Task Procedure	Responsibility	Time Frame	Supporting Documentation	Service standard
1.	Communicate ARP Approval	<ul style="list-style-type: none"> Circulate approved ARP to business as soon as it is received from the HOD. 	<ul style="list-style-type: none"> Deputy Director: HRA 	1 day	<ul style="list-style-type: none"> Approved ARP Email communication 	Onboarding all new employees within a period of 1 year
2.	Ensure smooth running of employee onboarding	<ul style="list-style-type: none"> Champion the process by ensuring the smooth running on-boarding of recruited staff. Work closely with continuous feedback from Director: Infrastructure & Facilities, Director: Asset Management and Director: HRA 	<ul style="list-style-type: none"> Relevant Program Manger 	3 months	<ul style="list-style-type: none"> Employee onboarding feedback 	
3.	Prepare the environment for the new employee	<p>On receipt of the approved ARP from HRA.</p> <ul style="list-style-type: none"> Commence its planning by identifying office space for the level of post/s planned for recruitment Must liaise with IT unit (through written communication) for insertion of power points connection and ensuring connectivity to the network after identification of office space. Must also liaise with Asset Management unit (through written communication) for the availability of workstations to be placed in the identified office space. Inform the recruiting unit (through written communication) on the readiness of the workspace for the employee Director ICT Engineering ensure that network connectivity is in place and functional. 	<ul style="list-style-type: none"> Director: Facilities and Infrastructure Management 	2 months	<ul style="list-style-type: none"> Approved ARP for Attrition Posts planned (including the location and the level of the new employee Request for network point Network points close out report. Notifying memo of office space readiness 	
4.	Prepare tools of trade	<p>On receipt of the approved ARP from HRA</p> <ul style="list-style-type: none"> Liaise with IT unit to commence planning for the employee to be recruited by liaising with the user department/supervisor to confirm the working tools requirements and commence procurement where necessary. 	<ul style="list-style-type: none"> Deputy Director: Asset Management 	1 week	<ul style="list-style-type: none"> Approved ARP for Attrition Posts planned (including the location and the level of the new employee 	

**STEP BY STEP GUIDE
EMPLOYEE ONBOARDING**

Nr	Task Name	Task Procedure	Responsibility	Time Frame	Supporting Documentation	Service standard
		<ul style="list-style-type: none"> The asset management unit should then inform the recruiting unit (through written communication) on the availability of the working tools prior to assumption of duty of the employee. 			<ul style="list-style-type: none"> Informing memo of working tools availability 	
5.	Announce new employee	<p>On arrival of the new employee, the HR unit official;</p> <ul style="list-style-type: none"> Meet the employee at reception and introduce the employee to the supervisor and department staff through the departmental Communication unit. Coordinate that on arrival of the employee, the employee is given the: Employee Code of Conduct to read, sign and return to HR for filing purposes. Liaise with IT (through confirmation of assumption of duty) to ensure that IT activates the employee access to the Intranet Portal and Knowledge hub (policies, business processes, Standard Operating Procedures 	<ul style="list-style-type: none"> Assistant Director: HRA 	1 day	<ul style="list-style-type: none"> E-mail communication Assumption of duty form 	
6.	Allocate Assets to Employee	<p>On assumption of duty date of the recruited employee;</p> <ul style="list-style-type: none"> Issues the asset allocation form for the employee to complete and allocates the working tools (per the specified requirement) to the employee on assumption of duty after inducting the employee (through invitation by HRA) on the policy for the management of department assets. Supervisor to ensure that the new employee's workstation is ready for operation. 	<ul style="list-style-type: none"> Deputy Director - Asset Management 	1 day	<ul style="list-style-type: none"> Request for movable asset allocation (signed by the Supervisor) Movable Asset allocation form (signed) 	

**STEP BY STEP GUIDE
EMPLOYEE ONBOARDING**

Nr	Task Name	Task Procedure	Responsibility	Time Frame	Supporting Documentation	Service standard
7.	Co-ordinate employee's workstation required configurations and installation	<p>On receipt of acceptance appointment letter by the employee;</p> <ul style="list-style-type: none"> Submit user creation request to IT for the creation of account from the details provided by HR. <p>On confirmation of assumption of duty for the employee</p> <ul style="list-style-type: none"> Forward the assumption of duty memo to the IT unit for the purpose of activating the created user account 	<ul style="list-style-type: none"> Assistant Director: HRA 	1 day	<ul style="list-style-type: none"> Acceptance appointment letter Request for user creation (signed by HR and Supervisor) Assumption of duty memo Configured workstation with Created user account 	
8.	Coordinate training of new employee to relevant system(s)	<p>On acceptance of employment, the incumbent employee supervisor should</p> <ul style="list-style-type: none"> Arrange training for the system (i.e. SDIMS) that will be relevant for the employee to utilise by completing the system access form and selecting the modules required. <p>Note the following:</p> <ul style="list-style-type: none"> The access to the departmental system will only be granted after completion of the training. Depending on the post of the incumbent, there should be estimated timelines by which training should be provided to enable the employee to perform and deliver on the work demands. 	<ul style="list-style-type: none"> Head of Unit 	1 day	<ul style="list-style-type: none"> Acceptance of employment System employee active status 	
9.	Manage Security	<p>On assumption of duty by the employee;</p> <ul style="list-style-type: none"> Accompany the employee to collect and sign for the access card. Explain the attached responsibilities to the access card Facilitate the access by the employee to the departmental building and information. 	Security Officer	1 day	<ul style="list-style-type: none"> Assumption of duty letter Signed card issuing register Access card with attached responsibilities 	

MA

**STEP BY STEP GUIDE
EMPLOYEE ONBOARDING**

Nr	Task Name	Task Procedure	Responsibility	Time Frame	Supporting Documentation	Service standard
10.	Outline the expectation of the Department	<ul style="list-style-type: none"> • Present Budget speech, Departmental Strategic plan, Annual Performance Plan and Operation Plan • Obtain the job description from HR (OD) for the purpose of outlining the expectations of the department to the employee. • Utilise these expectations as basis for negotiation/discussion of the workplan with the employee on assumption of duty. 	<ul style="list-style-type: none"> • Immediate Supervisor 	2 days	<ul style="list-style-type: none"> • Budget speech document • Departmental Strategic Plan • Annual Performance Plan • Operational Plan • Job description • Performance Agreement 	
11.	Organize initial Development	<p>On receipt of confirmation of acceptance of the offer by the employee from HRA unit</p> <ul style="list-style-type: none"> • HRD organize the initial organizational induction workshop (which will include all on-boarding process stakeholders i.e. Asset Management Unit, PMDS Unit, Security Management Unit, Information Technology Unit, Labour Relations Unit, HRA and HRD Training) for all appointees. These Unit will prepare and present in the initial organizational induction workshop. • Departmental Induction (Programme-based, District-based, and Unit-based induction sessions to be conducted by Programme Managers, District Directors, Directors or delegated official(s) every six months after an employee has been appointed in the Department. • Receive the details of newly appointed employees from HRA (employees coming from outside the department) on a specified interval (i.e. on a half-yearly basis) for the HRD unit to organize the Compulsory Induction Programme with the School of Government. 	<ul style="list-style-type: none"> • Deputy Director: HRD 	1 week	<ul style="list-style-type: none"> • Confirmation of acceptance • CIP Training Certificate • Departmental Induction attendance registers. • CIP attendance registers 	

PROCESS RISKS






Risk Name	Risk Description	Probability (H/M/L)	Impact (H/M/L)	Control Description	System / Manual
Budget constraints	Budget constraints cause delays in allocation of assets will lead to the employee assuming duties without the required tools of trade.	M	H	<ul style="list-style-type: none"> • Current control is the allocation of loan assets. • Working from home • Timeous notifications of advertised posts and appointments • Effective communication between HRA and all units involved. 	Manual
Delays in the procurement process	Allocation of assets such as laptops and network equipment is sometimes delayed due to the delays procurement process and capacity issues with SITA.	M	H	<ul style="list-style-type: none"> • Loan assets • SLA Meetings • Bring Your Own Device Policy 	Manual
Employee Probation	Delay in organizing induction of employees at all levels demoralizes employees and prevents them from participating in the PMDS processes.	H	H	<ul style="list-style-type: none"> • Procure the material from the National School of Governance timeously. • Schedule PSI sessions effectively and continuously 	Manual

LEGISLATION, POLICIES, PROCEDURES & OTHER DOCUMENTATION (i.e. SOPs)

DOCUMENT NAME	DOCUMENT DESCRIPTION
Public Service Act, 1994, as amended	<p>26. Human resource plan. (1) An executive authority shall prepare and implement a human resource plan for his or her department. (2) When preparing a human resource plan for his or her department, an executive authority shall a) assess the human resources necessary to perform his or her department's functions; (b) assess existing human resources by race, gender, disability, age and any other relevant criteria; (c) identify gaps between what is required and under subregulation (2) (a) and what exist under subregulation (2) (b) and prioritize interventions to address the identified gaps; (d) consider the employment equity plan contemplated in regulation 27; and (e) consider the available budgeted funds, including funds for the remaining period of the relevant Medium term expenditure framework, for the recruitment, retention, utilization and development of human resources according to the department's requirements; and (f) take into account any other requirements as may be directed by the Minister.</p>
Public Service Regulations, 2016, as amended -	<p>53. Health and safety. A head of department shall establish and maintain a safe and healthy work environment for employees of the department and a safe and healthy service delivery environment for members of the public.</p> <p>72. Performance agreements and assessments. 1) An employee shall enter into a performance agreement or an agreement of similar nature within three calendar months of his or her date of appointment and thereafter within two months of the beginning of each financial year. This agreement may be reviewed from time to time. (2) If, during the performance cycle, an employee is appointed, seconded or transferred to another post or position at the same salary level, a new performance agreement or agreement of a similar nature shall be entered into for the new post or position and the performance assessment shall take both periods of work in the cycle into consideration. (3) A performance agreement or an agreement of a similar nature shall include at least the following: a) a personnel number, job title, post grade as well as a clear description of the main objectives of the employee's job and the relevant outputs or key responsibility areas and competency requirements; (b) a workplan containing the outputs, activities and resource requirements; and (c) a personal development plan that identifies the employee's competency and developmental needs in terms of the inherent requirements of the job as well as methods to improve these.</p>

MA

AUTHORISATIONS

Authorization:	Name:	Signature:	Comment:	Date:
Director: HRA	A. Booli			7/06/2022
Recommended by Acting Chief Information Officer	M.Gazi			8/6/2022
Recommended by Chief Director: Corporate Services	P.Mwanda_Tali			13/06/2022
Deputy Director General – Welfare Services	N.Z.G Yokwana			06/07/2022
Approved by Head of the Department	M.Machemba		Approved	17/07/2022
Distribution and Use of SOP	District Managers, Corporate Service Managers, Service Managers, Area Managers, Assistant Managers and all staff.			

MA