NCG

NCG
JOB INDUCTION

ncgrp.co.uk

NCG

WELCOME

Welcome to NCG – we're excited to have you on board! This induction booklet will assist you in your new role. It is divided into three sections:

P2-5 - About NCG: Learn about our organisation, goals, and what we provide.

P6-7 - Getting Started: Important information to help you navigate your initial weeks.

P8-21 - Job Induction: Practical details and tasks to ensure you have everything necessary for your new role.

This is just a snapshot of NCG, and you will learn more during your first few weeks with us. I hope you are excited to start working with us. See you soon and welcome to the team!

LIZ BROMLEY, *CEO*

ABOUT **NCG**

NCG OVERVIEW

NCG is a leading college group in the UK, consisting of seven colleges. We aim to provide life-changing opportunities that benefit local communities. We strive to create inclusive learning environments where individuals from all backgrounds can acquire the skills for success and sustainability. Through ambitious teaching, innovative courses, and strong partnerships, we shape the future workforce. Collaborating as One NCG, we make a tangible impact on learners, colleagues, and local communities.

ONE NCG

Vision: To be the UK's leading college group recognized for local impact, national influence, and reach.

Mission: Enabling social mobility and economic prosperity through exceptional education.

Values: Inclusivity, diversity, trust, respect, ownership, collaboration, excellence, and curiosity.

Carlisle college | KIDDERMINSTER COLLEGE | LEWISHAM COLLEGE | Newcastle College | NEWCASTLE SIXTH FORM COLLEGE | SOUTHWARK COLLEGE | West Lancashire College

OUR STRATEGY TOWARDS 2030

NCG is an ambitious organisation operating across the UK's further and higher education sector. Our strategic pillars and objectives are:

- **Quality:** Exceptional teaching, learner experience, and outcomes.
- **Curriculum:** Innovative and relevant courses and qualifications.
- **People:** Ambitious and responsible educators and leaders.
- **Facilities:** Outstanding digital and physical learning environments.
- **Finance:** Financial sustainability for reinvestment.
- **Reach:** Impactful external engagement and civic commitment.

Read our full Strategy towards 2030 on our website.

EQUALITY, DIVERSITY, INCLUSION AND BELONGING

NCG and all our colleges are committed to embedding the principles and practices of equality, diversity, inclusion, and belonging. Our EDIB policy, strategy, and report can be found on our website.

- DISCOUNTED TRAVEL PASSES
- GENEROUS HOLIDAY ENTITLEMENT
- PENSION SCHEME (TPS/LGPS)
- HYBRID WORKING*
- FREE STAFF SUPPORT THROUGH THE EMPLOYEE ASSISTANCE SCHEME
- WELLBEING DAYS
- FREE FLU VACCINATION
- FREE ACCESS TO GYM*
- CYCLE TO WORK SCHEME
- MULTI FAITH/PRAYER ROOM FACILITIES
- FREE CAR PARKING*
- ACCESS TO PENSION ADVICE AND SHARED COST AVCS
- STAFF CLUBS AND SOCIETIES
- LIBRARY
- ACCESS TO DISCOUNT SCHEMES
- FREE EYE TEST AND HELP TOWARDS GLASSES*
- ACCESS TO A MENTAL WELLBEING APP

*Some eligibility and location criteria may apply to some benefits

You can find out more about our benefits and wellbeing in full here.

GETTING **STARTED**

INDUCTION AND PROBATION

All new colleagues go through a probationary period, during which your manager will review your progress. Your induction is a crucial part of this process.

Your induction aims to:

- Welcome you to NCG
- Familiarise you with NCG and your college or team
- Make you aware of the support services that are available to you
- Introduce you to essential administrative procedures

Job Induction (checklist)

This checklist includes essential actions to ensure you have everything you need for your role. It provides links to important documents, additional information, and helpful guidance.

People Induction

The People and Development Team delivers this session, providing an overview of NCG, what it means to work here, and relevant people-related information.

Mandatory Training

Complete e-learning modules covering topics that include safeguarding, health and safety, equality, diversity, inclusion and belonging, fraud and data security. These modules are mandatory for all colleagues.

KEY INFORMATION FOR COLLEAGUES

Code of Conduct

Familiarise yourself with our Code of Conduct, available on the Intranet. This sets out NCG's expectation of how staff conduct themselves (both in and out of the workplace).

Work and leave arrangements

You should familiarise yourself with all NCG's policies relating to absence, including sickness, family leave and annual leave. These can be found on the Intranet.

Annual Leave
View your leave allowance and submit requests through the Employee Self-Service portal. Find a user guide on the Intranet.

Sickness Absence
Report all sickness absence to your line manager on the first day, following the Sickness Absence Policy.

Family friendly and flexible working
We have policies on family friendly and flexible ways of working, which are subject to meeting certain eligibility criteria. Details of these eligibility criteria and associated pay can be found on the Intranet.

Annual Performance Reviews

Our supportive and developmental appraisal process gives you the opportunity to discuss your objectives, as well as any training and support needs with your manager. For more information, refer to the Performance Management Policy which can be found on the Intranet.

Systems and Services

These teams provide expert knowledge and support across NCG.

Service Desk
For enquiries regarding NCG systems, Information, Data and Estates Services (IDES), Health and Safety, Security, Payroll and Pensions, get in touch with the relevant team via the Service Desk portal or email servicedesk@ncgrp.co.uk. Refer to the Intranet for information on how to contact other Professional Services teams.

Information, Data and Estates Services (IDES) This Professional Services team assists with NCG systems and applications:

IT Portal
Training guides for NCG systems and applications.

Microsoft 365 Induction
Contact the Service Desk portal or email servicedesk@ncgrp.co.uk to book an IT induction on Microsoft Teams and/or Microsoft 365.

Digital Skills Scan
Complete the self-assessment tool to identify areas for digital knowledge training. Discuss with your manager if you would like to complete the assessment.

Employee Self-Service – iTrent
Access your payslips, personal/job details, and book annual leave. Find guidance on the Intranet for this and other People systems, including People Manager and Networx.

People and Development
This Professional Services team offers advice, guidance, and support related to all people matters. Each college has a dedicated Business Partner, Advisor, and/or Assistant. More information can be found on the People Portal and during your People Induction.

Safeguarding

Protecting our learners remains the highest priority at NCG and we have specially trained officers to deal with such concerns. NCG's colleges operate in the same way as standalone colleges when it comes to safeguarding. Our local college Principals are the accountable officers to local boards of governors and each college has a senior manager who acts as the designated safeguarding lead. The NCG Safeguarding Policy is available to access via the Intranet.

Ofsted

Ofsted is the independent organisation responsible for inspecting and regulating schools, colleges, and other educational institutions in England. Their goal is to promote high standards and excellence in education and care, achieved by regularly inspecting institutions to evaluate their effectiveness in providing education and support to students.

It's important that you are familiar with Ofsted's role and expectations.

NCG is currently rated as 'Good' as of our last Ofsted inspection in January 2022. You can find out more about Ofsted here.

JOB INDUCTION

CHECKLIST

Completing your induction

Work through the checklist with your manager to ensure you have all the necessary information for settling into your new role. The checklist covers practical details, your role and our expectations, the team dynamics, and your contribution to our strategic goals and values. Familiarise yourself with the document and don't hesitate to ask questions about any activities or information you're unsure about.

What to expect from your manager

Your manager will provide support and ensure you're well prepared to excel in your new role. They will regularly meet with you to complete the checklist, offering guidance, addressing your questions, and providing knowledge to support your success.

COMPLETE THIS SECTION WITH YOUR LINE MANAGER:

DAY 1

Manager's meet and greet

□ 1. Initial one-to-one with your line manager to cover the following:
- Check completion of contractual documentation and pre-employment checks
- Check you are aware of your pay dates and method of payment
- Check you understand hours of work/breaks, including any hybrid working arrangements, if relevant to role
- Explain:
- sickness absence reporting
- annual leave requests
- Provide you with a timetable/work schedule which is relevant to the role
- Check you know where to find and read the Code of Conduct

Equipment and access

□ 1. Provision of workstation or laptop

ⓘ If you require any reasonable adjustments, please make your line manager aware.

□ 2. Your line manager will arrange access to relevant systems and log-in details, including:
- Microsoft 365 and Microsoft Teams (including your telephone number)
- PC/laptop admin and department drive access
- Home
- Employee Self-Service (ESS)
- Role specific systems e.g.
  - For teaching roles:
  - eTracker • VQ Manager • Smart Assessor • Staff Advantage • The Source • ProAchieve • UniFrog
  - HE Core training
  - For manager roles:
  - Manager Self-Service (iTrent) • Networx • eProcurement

□ 3. Your line manager will run through role specific systems on the induction training and development plan with you.

□ 4. Check and update staff contact details in the 'Update My Staff Details' app on the desktop. (You should not enter any personal addresses or telephone numbers. These details are visible to all staff and students via Outlook/Teams).

ⓘ For IT queries, visit the Service Desk Portal or email servicedesk@ncgrp.co.uk

Housekeeping and amenities

□ 1. A tour of your office / building / campus including:
- Working areas • Canteen • Toilets • Emergency exits • Car parks

□ 2. Staff lanyard provided

□ 3. Security pass provided, including access to the Gallagher App to gain access to buildings on campus and information about building security

□ 4. Car park permit provided (if appropriate)

ⓘ Lanyards are used as a security and safeguarding measure to identify you as a member of staff, to allow you to access NCG's buildings and it must be worn at all times. For Facilities and Estates queries, visit the Service Desk Portal or email servicedesk@ncgrp.co.uk

College or Professional Services team overview

□ 1. Your line manager will talk you through:
- Your college Principalship/Professional Services Senior Team
- Your college/Professional Services team structure and departments – a structure chart should be provided where available
- Your college/Professional Services team strategy
- Your college/Professional Services team calendars

ⓘ You can find information on all of our colleges here or by viewing each of the college's individual external websites. You can also view organisation charts for any NCG team using Employee Self Service.

Team overview

- ☐ 1. Your manager will introduce you to your team

ⓘ As well as your line manager, other team members will assist you with day-to-day queries. They are there to help and support you through your first few months and share knowledge on how things work, both in the role and across your department.

Role overview

- ☐ 1. Your line manager will go through and explain the job description and role requirements in more detail
- ☐ 2. Your line manager will confirm your specific responsibilities as part of your role

Safeguarding

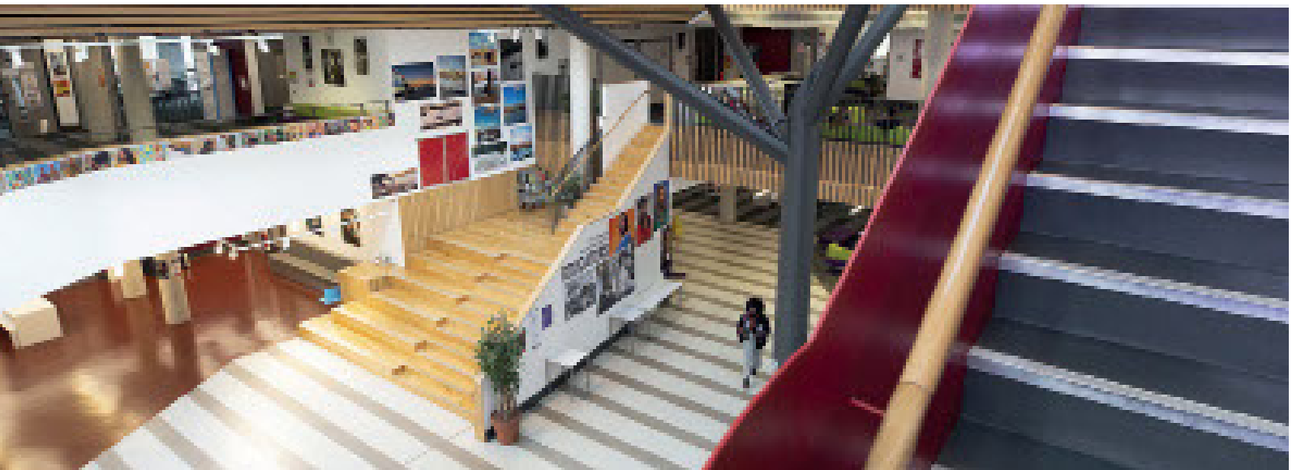
- ☐ 1. Your line manager will provide you with the safeguarding procedure, outline process (if relevant) and NCG's safeguarding policy
- ☐ 2. You will be provided with a copy of Keeping Children Safe in Education (KCSIE) Part One. You should read this within the first 48 hours of starting your new role

ⓘ Keeping Children Safe in Education is statutory guidance that schools and colleges in England must have regard to when performing their duties to safeguard and promote the welfare of children. It is essential that everybody working in a school or college understands their safeguarding responsibilities and reads part one of KCSIE each academic year.

People Induction session

- ☐ 1. You will be invited to the next available People Induction by the People and Development team

ⓘ The People Induction is a session delivered by the People and Development team and provides you with a wider understanding of NCG and what it means to work here.



WEEK 1

Team meet and greet

- ☐ 1. Informal catch-up arranged by your line manager with each team member
- ☐ 2. Your line manager will arrange welcome meetings with relevant stakeholders, key contacts, and senior leadership team (if applicable)

NCG Policies and Procedures (non-people)

- ☐ 1. Familiarise yourself with the Intranet including;
  - NCG Policy Page
  - Teaching, Learning and Assessment (TLA) Hub
  - IT Portal
  - The Source (data dashboards)
  - Mandatory Training

Your manager will provide support and guide you to the most relevant information for your role

ⓘ Visit NCG's website to learn more about the organisation and our colleges.

NCG Systems (non-people and including IT induction)

- ☐ 1. Your line manager will update your induction training and development plan for you to use the following:
  - PC/laptop and log-in • Department drive access • Microsoft 365 and Teams • Role specific systems which you have been given access to • Printer/photocopier (if appropriate)
- ☐ 2. Review the IT staff induction book which includes all relevant IT information that you will need know as a new employee
- ☐ 3. Your line manager will show you how to book annual leave, claim expenses, manage personal details and CPD on Employee Self Service (ESS)

Mandatory Training

- ☐ 1. All Mandatory Training e-learning modules to be completed within the first two weeks

ⓘ Mandatory Training are compulsory e-learning modules that all employees must complete. It ensures NCG stays safe with reduced risk, and complies with government guidelines and Ofsted requirements.

- ☐ 2. All managers responsible for recruitment are required to complete 'Safeguarding and Safer Recruitment in FE'. Once completed, you will be directed back to the 'main page' to access and print your certificate. Once complete please update your learning and development records on iTrent Employee Self-Service

ⓘ Keeping Children Safe in Education states that those involved with the recruitment and selection process of staff should have received safer recruitment training that covers the content of Part Three of the guidance.

Health and Safety

- ☐ 1. Your line manager will complete a health and safety checklist with you
- ☐ 2. Your line manager will arrange a workstation assessment
- ☐ 3. Review the Health and Safety page on the Intranet.

WEEK 2

Probation process and objective setting

- ☐ 1. Read the Probation Policy
- ☐ 2. Your manager will explain the probation process and performance review process
- ☐ 3. Discuss and agree on key objectives with your manager for the probation period
- ☐ 4. Check out the new Teaching, Learning and Assessment (TLA) Hub guide

Training and Continuous Professional Development (CPD)

- ☐ 1. Your manager will assess your training needs and provide support, such as systems training and developmental areas
- ☐ 2. Complete an induction training and development plan with your manager
- ☐ 3. Your manager will discuss development opportunities, including the Leadership Hub
- ☐ 4. Your manager will show you how to record CPD and training activities on Employee Self-Service

Code of Conduct

- ☐ 1. Confirm you have read the Code of Conduct and address any queries with your manager

Ofsted overview

- ☐ 1. Read NCG's current Ofsted inspection report
- ☐ 2. Your manager will discuss the Ofsted inspection process, any departmental action plans and your role in achieving a positive rating

ⓘ Ofsted is the Office for Standards in Education, Children's Services and Skills. It inspects services providing education and skills for learners of all ages. Learn more here.

INDUCTION TRAINING AND DEVELOPMENT PLAN

As a new member of staff, you may have training and development needs to help you fulfil your potential in your new role. This form should be completed through discussion with your line manager and an agreed action plan put in place.

Name	
Job title	
College/Department	
Start date	

Identify any training needs below, together with agreed actions to address them	Target completion date	Review date
Specific to the role		
Administrative		
Leadership, management/supervisory		
Other		

SYSTEM TRAINING

- **Confirm system access:** use the table below to ensure that you have access to all systems required for your role, as identified by your manager.
- **Access training:** training is available to help you gain proficiency in using the systems with confidence.
- **Assess confidence:** throughout training, evaluate your confidence level using the 1-4 rating scale.
- **Discuss training needs:** share your confidence assessment with your manager for a future discussion on any additional training needs to ensure proficiency in all required systems.

1.Requires training **2.**Training in progress **3.**Trained – requires support **4.**Trained – confident

NCG SYSTEMS

System	Description	Access	Identify any training needs below, together with agreed actions to address them	Rating
Desktop	**Desktop access to Microsoft Office and department drives.**			
VPN (FortiClient)	**The Virtual Private Network provides a protected network connection when using public networks.**			
Microsoft 365	**Cloud access to Microsoft Office apps (Word, Excel, PowerPoint, Outlook, OneDrive).**			
Microsoft Teams	**Messaging app where all conversations, meetings, files, and notes can be accessed by everyone in one place.**			
Employee Self-Service (iTrent)	**Access, view and manage your personal and job-related information.**			

ROLE SPECIFIC SYSTEMS

Your manager will identify below which specific systems you need for your role. These may include;

- **Teaching roles:** ▪ eTrackr ▪ VQ Manager ▪ Smart Assessor ▪ Staff Advantage ▪ The Source ▪ ProAchieve ▪ UniFrog ▪ HE Core training
- **Manager roles:** ▪ Manager Self-Service (iTrent) ▪ Networx ▪ eProcurement

System	Description	Access	Identify any training needs below, together with agreed actions to address them	Rating

System	Description	Access	Identify any training needs below, together with agreed actions to address them	Rating

To be completed by your line manager		To be completed by you	
Name		Name	
Date		Date	

Manager comments

Your comments

After your initial two-week induction you will continue to be supported using this plan and have regular one-to-ones with your manager.

NOTES

NOTES

NOTES

NCG
Rye Hill House
Scotswood Road
Newcastle upon Tyne
NE4 7SA

www.ncgrp.co.uk

VISIT OUR WEBSITES

www.carlisle.ac.uk
www.kidderminster.ac.uk
www.lewisham.ac.uk
www.ncl-coll.ac.uk
www.newcastlesixthformcollege.ac.uk
www.southwark.ac.uk
www.westlancs.ac.uk

NCL_6069 MAY 26