

Induction Manual

[Insert Jobholder's name here]

Scottish Information Commissioner



Scottish Information
Commissioner

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Commissioner's welcome

Congratulations on your appointment. I am delighted you have decided to join us and look forward to working with you.

I understand that starting a new job can be somewhat daunting. There is always a lot to take in: learning about the work of the office, getting to know your colleagues, and building up your knowledge of new systems, policies and procedures. Let me reassure you that when I started here as Scottish Information Commissioner in October 2017, I was made to feel very welcome and I am sure that you will experience the same warmth and openness that I did (and still do!).



As you will learn during your early days with us, we are committed to supporting and developing our staff. This commitment starts with your induction. Your induction plan contains an introduction to the organisation and an outline of the training and development you will receive. Your training will help develop not only the technical knowledge to do your job, but also the wider understanding of the context and environment in which we operate.

You will see that the first couple of weeks of your induction plan are quite clearly defined and incorporate all the regular things that all new employees might expect. The third section is specific to your role and will be personalised in consultation with you.

I hope you enjoy a happy and positive career with us.

A handwritten signature in black ink, appearing to read 'Dawn' followed by a stylized, cursive flourish.

Who we are and what we do

1. The Scottish Information Commissioner (the Commissioner) promotes and enforces the public's right to access the information held by Scottish public authorities. The Commissioner is a public official appointed by Her Majesty The Queen on the nomination of the Scottish Parliament.
2. The Commissioner's powers and duties are set out in Parts 3 and 4 of the Freedom of Information (Scotland) Act 2002 (FOI Act). This contains powers and duties to:
 - enforce the FOI Act, the Environmental Information (Scotland) Regulations 2004 (the EIRs) and the Codes of Practice which may be issued under sections 60, 61 and 62 of the FOI Act and regulation 18 of the EIRs;
 - provide guidance on the FOI Act and the EIRs to the public and promote the following of good practice by Scottish public authorities; and
 - give advice to any person on these matters.
3. The Commissioner's statutory functions include:
 - approving Scottish public authorities' publication schemes;
 - investigating and deciding applications (appeals) and enforcing decisions in relation to authorities' handling of information requests;
 - assessing, promoting and monitoring practice;
 - giving advice and assistance about access to information under FOI legislation; and
 - investigating and deciding complaints made under the INSPIRE (Scotland) Regulations 2009 involving refusal to grant full public access to a spatial data set or service.
4. The Commissioner and his team are based in St Andrews, Fife and the Senior Management Team (SMT), led by the Commissioner, includes the heads of three departments:
 - Corporate Services
 - provides a range of corporate services (e.g. finance, HR, IT, records management)
 - provides assurance to the Commissioner as Accountable Officer
 - Enforcement
 - investigates appeals made under FOI law, ensuring that authorities comply
 - is in-house legal adviser to the Commissioner
 - Policy and Information
 - carries out research and FOI policy development and delivers strategies to improve authorities' FOI practice and promote FOI rights to the public
 - has management responsibility for the website
5. The Commissioner is funded by the Scottish Parliament. Our budget is submitted to the Scottish Parliamentary Corporate Body (SPCB) every year for agreement and the Commissioner is held accountable for how that budget is used in the delivery of his statutory functions.
6. As an organisation we monitor and report our performance (and that of Freedom of Information) in a variety of ways. These include: Annual Report and Accounts, publication of our decisions, governance reporting arrangements, performance and quality framework, operational plan monitoring, publication of the minutes of senior management team meetings, reports on our website.

7. The Governance Arrangements and Governance Reporting Arrangements set out the Scottish Information Commissioner's governance arrangements and the monitoring and reporting systems in place to ensure the delivery of strategic objectives and have an appropriate level of accountability and control.
8. Any function of the Commissioner may be exercised on their behalf by any person (whether or not a member of their staff) authorised by them to do so (and to the extent so authorised). The functions delegated by the Commissioner are set out in a separate Scheme of Delegation.
9. As an organisation we are committed to being as open about ourselves as we can be and publish as much information as we can through our publication scheme.
10. Over the next few months you will learn more about all of this, and how your role contributes to the success of the organisation.

Our vision and objectives

Vision

11. **The impact of Freedom of Information is increased, being recognised and valued as the key enabler of openness and transparency of public functions in Scotland, enhancing people's right to access the information that matters to them.**

Strategic Plan 2020-24

12. The Strategic Plan 2020-24 sets out how the Commissioner proposes to perform his functions over this period. Through this plan, the Commissioner aims to increase public knowledge and understanding of the right to request and obtain information from Scottish public authorities, enabling people to use the right more effectively to obtain the information that matters to them

STRATEGIC OBJECTIVE 1: increase knowledge and understanding of FOI rights

STRATEGIC OBJECTIVE 2: enable and support high standards of FOI policy and practice

STRATEGIC OBJECTIVE 3: develop Scottish public sector culture and practice where the proactive disclosure of information is routine and valued

STRATEGIC OBJECTIVE 4: influence and support the development and strengthening of Scottish FOI law and practice

STRATEGIC OBJECTIVE 5: contribute to Scotland being respected as a world-leader in openness and transparency

STRATEGIC OBJECTIVE 6: be recognised as an organisation of independent and trusted experts that is run efficiently, governed effectively and is open and transparent.

13. Everyone has a part to play in delivering our vision and the above objectives and each year we produce and publish our operational plan which sets out what we will aim to deliver as an office.

The team

[To be deleted

- *CST to add organisational chart with names before issue]*

Induction plan

14. Your induction plan contains three sections: Part 1, Part 2 and Part 3.

Part 1

15. This part covers all the elements the Commissioner considers to be mandatory as they relate to statutory duties as an employer or as a Scottish public authority. All employees must have completed this training within their first 2 weeks of employment.

16. The mandatory elements to be covered in this part are:

- Accessing and security of the office premises – related risk assessment and briefing
- Fire safety and evacuation procedures
- Health and Safety Policy and Handbook
- Gradual return to the Office Premises Handbook
- Display Screen Equipment Assessment
- Payroll and pension arrangements
- Equality Policy
- Information and Records Management Policy and Procedures
- Data Protection Policy and Handbook - procedures – general
- Complaints Handling Procedure
- Anti-Fraud Policy
- Governance Arrangements and Scheme of Delegation
- Critical Incident Arrangements

Part 2

17. This part covers all the elements the Commissioner considers to be mandatory as they are necessary for employees to be able to do their jobs.

18. Included in this part is a training needs analysis, to inform the specific content of Part 3 (based on job description and person specification in appendix 1). This part of the plan should be completed by the end of week 3. *[To be deleted - this part of the plan should be adapted to take into account experience and training needs.]*

19. The elements to be covered in this part are:

- Employee Handbook (and employment policies)
- Performance and Development Framework
- Learning and Development Plan
- Employee Assistance Programme
- IT system familiarisation including training in use of all software

- Phone system familiarisation
- Administration procedures (as required for your role)
- Staff Manual
- Investigations Handbook (as required for your role)
- Enquiries guidance and procedures
- Responding to Information Requests (as required for your role)
- Information and Records Management Handbook
- Website orientation/introduction to the resources we publish
- Training Needs Analysis
- *[To be deleted – insert here any other policies/procedures as appropriate for the role / individual]*

Part 3

20. This part covers the role specific elements of the plan and is personal to you.
21. Where possible, topics arising from the Training Needs Analysis will be incorporated in your induction plan. If that is not practicable, your Line Manager will discuss how your training needs can be met, and the detail will be captured in your Form A in the section titled “Personal Development Plan”. *[To be deleted – this section should be adapted to take into account experience and training needs. The plan should be completed to the timetable agreed by the HoD with responsibility].*
22. The elements to be covered in part 3 are:
 - *[To be deleted - populate list dependant on role/individual]*
 - Form A – Forward Work Plan
 - Other areas which emerge from the Training Needs Analysis

Induction schedule

[To be deleted – the following 4 week schedule should be populated based on the training requirements as detailed above:

-Part 1 training requirements must take place in weeks 1 and 2

-Part 2 training requirements should be scheduled during weeks 1, 2 and 3.

-Part 3 training requirements should be scheduled in weeks 2, 3 and 4. Training requirements which will be addressed beyond that timescale should be incorporated in the Forma A - Personal Development Plan section]

[To be deleted - Example of training schedule for weeks 1 to 4 – to be amended to reflect requirements and staff availability.

Staff Member column should be updated with the staff member's name and their job title]

Week 1

Time	Details	Staff Member	Location	Date Completed
Monday dd mmm yyyy				
	Welcome and briefing re: access to office premises <ul style="list-style-type: none"> • FAM briefing • Gradual return to the Office Premises Handbook 	FAM		
	Accessing and security of the building Fire safety and evacuation procedures Payroll and pension arrangements Staff Manual	FAM		
	Welcome, shown desk	Line Manager		
	IT system familiarisation - Logging in/out of computer Introduction to Outlook (emails and calendar) Accessing software	Administrator		
	Phone system familiarisation	Administrator		
	Payroll and pension arrangements	FAM		
Tuesday				
	Investigations Handbook training (as required by your role) <i>[To be deleted – overview of an investigation/ lifecycle of case]</i>	DHOE/ FOIO(E)		
	IT system familiarisation VC Training	Administrator		

	<p>Introduction to statutory elements</p> <p>Governance and Scheme of Delegation</p> <p>Equality Policy</p> <p>Health and Safety Policy and Handbook</p> <p>Data Protection Policy and Handbook</p> <ul style="list-style-type: none"> • mandatory training • online training module • subject access requests <p>Information and Records Management Policy</p> <p>Critical Incident Arrangements</p>	HOCS		
Wednesday				
	<p>IT system familiarisation - Workpro basics</p> <p>Workpro in-depth training on workflows (as required for your role)</p>	<p>Administrator/ VO or FOIO(E) (as required for the role)</p>		
Thursday				
	<p>Complaints Handling Procedure</p> <p>Anti-Fraud Policy</p> <p>Critical Incident Arrangements</p>	HOCS		
Friday				
	Display Screen Equipment Assessment	Administrator		
	Training needs analysis	Line Manager		

Week 2

Time	Details	Staff Member	Location	Date Completed
Monday dd mmm yyyy				
	Investigations Handbook training (as required by your role) <i>[To be deleted – in depth training, as required]</i>	DHOE/ FOIO(E)		
	Responding to Information Requests (as required by your role)	DHOE/ FOIO(E)		
Tuesday				
	Administration procedures training (as required for your role) Staff Manual	Administrator		
	Equality training – deaf awareness session	AMc/FAM		
	Website Orientation/Introduction to resources we publish	FOIO(E)/ FOIO(P&I)		
Wednesday				
	Information and Records Management Handbook training	FAM		
	Employee Handbook Employee Assistance Programme Performance and Development Framework Learning and Development Plan	HOCS		
Thursday				
	IT system familiarisation Phone system familiarisation	FAM		
	Enquiries guidance and procedures training	DHOE/ FOIO(E)		
Friday				
	IT systems familiarisation -	Administrator		

	Training needs analysis	Line manager		

Week 3

Time	Details	Staff Member	Location	Date Completed
Monday dd mmm yyyy				
Tuesday				
	Data protection – online training	FAM		
Wednesday				
Thursday				
Friday				

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