

Work orientation for short-term employment



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Work orientation for short-term employment

The purpose of work orientation is to acquaint a new employee with his job. An employee that has received sufficient work orientation and guidance will perform the required tasks proficiently and independently. A workplace may employ regular personnel as well as temps, campaign workers and hired labour. Each person requires orientation. Short-term employees should be given a concise but comprehensive orientation.

There are different requirements for short-term labour and proficiency, even in the same workplace. Orientation can be designed for groups or individuals. The employer draws up an orientation plan to suit the situation and the requirements of the job. The Occupational Safety and Health Act lays emphasis on the responsibility of the employer to provide job orientation. The employer should pay particular attention to the orientation of young employees,

whose skills and experience are still limited. The orientation requirement applies to both permanent employees, temporary employees and hired labour.

The purpose of this publication is to support the workplaces in their employee orientation within the scope of short-term employment. This guide deals with the process of drawing up work orientation and guidance cards and the basics on-the-job guidance. The cards presented in this publication may be used, copied and modified at the workplace. This publication can be used in any branch of industry, in any workplace and is particularly useful for those responsible for work orientation, personnel management and supervisors.

Work orientation and job guidance:

- Workplace orientation and job guidance constitute the orientation concept as a whole. Workplace orientation comprises giving an employee the basic information about the workplace, its business area, business practises, organisation, facilities and personnel, as well as the conditions of employment.
- Job guidance is defined as giving the employee job and task orientation.
- The purpose of guidance is to enable the employee to perform the required tasks independently, proficiently and safely.

Arrangements

Proper orientation requires methodical planning. The employer should document the scope and content of work orientation. The documentation may be maintained in computer file format or as a printed checklist. In this publication we use a card.

Many workplaces have orientation systems designed for people entering permanent employment. This can be used as a basis for a work orientation scheme for short-term employees.

A supervisor or foreman is responsible for orientation as instructed by company management. The practical work orientation can also be delegated to a designated trainer or employee.

Some workplaces maintain a tutor system for new arrivals. The tutor will guide the new employee for a given period of time.

Scope of orientation and guidance

Orientation:

Purpose of job

The new employee is told the reason why his job is important, what the job means for the company and its clients.

General practises and instructions.

A presentation of practical matters, from access (keys) to dress and lunch/break facilities.

Basics of employment

The details concerning payment of wages/salary, work hours, other employment matters and rules, e.g. calling in sick.

Introductions

New arrivals are told who they work with, introduced to them and told whom he may turn to for advice, support and help.

Job guidance.

Scope of tasks

Job guidance includes information on all aspects of the job. Each part and stage of the job is described. The employee is told how things are done. The employee is also told why it is important to do the job in a particular way or to achieve a specific result.

Machinery and equipment

The new employee shall be shown the machinery and equipment used in the job. He is guided in the correct and safe use of such equipment.

Information, skills

The employee is given pertinent information and told where he can obtain additional information. The employer finds out the new employee's level of skills and informs him of requirements of the job.

Follow-up and feedback

The new employee is told how the progress and quality of work is monitored, how feedback is given and what things in particular are noted.

Hazards

New employees are informed about any hazards to himself or to others inherent in the job. Risk factors may be related to the physical, technical, operational or psychosocial work environment. The employee is told how disturbances or hazardous situations can be anticipated and avoided and what to do if such a situation arises.

Safe working

The importance of safe work practises should also be pointed out to each new arrival:

- 1 Observe safety guidelines and work practises.
- 2 Keep your workplace in order.
- 3 Exercise caution when moving.
- 4 Get to know your new workplace.
- 5 Use appropriate safety equipment, clothing and footwear.
- 6 Make certain that you know how to use machinery safely and in the appropriate way.
- 7 Listen, ask questions and inform us! - Remember what you are told about your job. Ask questions when you want details. Tell your colleagues or your supervisor when you see problems or things that can be improved for a safer and smoother work process. Inform your colleagues or your supervisor of hazards that you can't remove on your own.

Cards

Orientation card

The orientation applicable to short-term employment should be summarised and in this publication we have used an orientation card for the purpose. The card is a memory aid for the supervisor. The card can also be given to the new employee as a personal memory aid. The cards are drawn up by persons appointed by the employer. New employees can also be given complementary material, such as company brochures or other publications, and the company website address. – The example on page 5 shows how to draw up an orientation card. Employers are free to use the card on drawing up their own version.

Job guidance card

Card, job guide memory aid

The example on page 5 shows how to draw up a job guidance card. The items on the card serve as a reminder of the skills required for the job.

The example shows general headings. The employer should detail the particulars of their workplace, the job in question and different situations arising in the job. The employer can use different job guide cards for different jobs, as necessary.

Drawing up a job guidance card

The best way to prepare for on-the-job guidance is to define the practical requirements of the job, the main items. The requirements can be established as follows:

Job description

Knowing the details entailed in the specific job may require the participation of supervisors and experienced employees as experts. The following questions may be an aid in completing the job description and defining the required skills:

- What job does the new arrival take up? What tasks are entailed in the job?
- What practical and theoretical skills are required? What machinery or equipment is the employee required to use?
- What instructions, user manuals or other instructions are involved?
- Are any instructions or proficiencies required for shut-downs or emergencies?

Work hazards

The risk assessment form on page 11 can be used in drawing up the job guidance card. The form is designed to help the employer identify work-related factors that may constitute a risk to the safety and health of the employee.

When drawing up the job guide card, the employer is also advised to use the results of the works health assessment and of the risk assessment. It may also be useful to keep user manuals for machinery, user instructions and similar documentation as well as job descriptions available. The card should include safe working procedures and instructions for emergency situations.

Condensed on a card

The main points derived from the drawing-up exercise, that is the main points of the job description, are used as a memory card for the person responsible for guiding the new employee.

The job changes and develops

The job guidance card must be kept up to date. The safety-related items are updated when, for instance, working conditions change or when a near-miss has occurred.

A job guide can e.g. be kept up-to-date by an annual revision.

How is orientation and guidance done in practical terms?

Work orientation

Work orientation is based on the items included on the work orientation card. Work orientation is always a necessity. It shows how the employer views the employee. An undisturbed talk with a new employee shows that he is appreciated. Orientation may take many forms:

- In a small workplace, one and the same person can take care of both work orientation and job guidance.
- In a larger workplace, there may be one person responsible for work orientation and one or more people as designated job guides.
- NB. Whoever is responsible for work orientation, he must be familiar with both the work orientation and job guidance plans.
- Several new employees, summer temps, for instance, may be employed at the same time, and may be given orientation as a group.
- The new employee may have previous experience of the company or may be employed for a very short term, in which case orientation may be concise, but still necessary.

Always remember: Work orientation is the basis for ensuring appropriate job guidance.

Job guidance

Tasks are different and people are different. The person guiding a new employee should begin by interviewing the newcomer about his skills and proficiency, going into detail as the tasks are described. Special attention is necessary when guiding a new employee in the use of dangerous machines or hazardous work processes. Guiding proceeds step by step, with the aid of the job guidance card:

- 1 The important questions related to the job should be dealt with first, without disturbances and without hurry.
Policies and methods should be explained, the new employee encouraged to ask questions and the person guiding him should make certain he understands what he is told.
- 2 Next, the new employee is trained on the job. At this stage, the tasks are described, including safety issues, on the job.
- 3 When the guiding process is complete, the new employee continues on his own, with normal supervision. Some form of support person or tutor is recommended. Those responsible for supervision must, under all circumstances, make certain that work proceeds in the correct way and safely.
- 4 If employment lasts longer, it is always a good idea to check up on a new employee, to ascertain that he knows how to perform the main tasks.

Orientation card

Employer:	Date:	Orientation completed
Purpose of job	<hr/> <hr/> <hr/> <hr/>	
General practises and instructions	<hr/> <hr/> <hr/> <hr/> <hr/>	
Basics of employment	<hr/> <hr/> <hr/> <hr/> <hr/>	
Contact information	<hr/> <hr/> <hr/> <hr/> <hr/>	
Other	<hr/> <hr/> <hr/>	

Orientation card

Employer:	Date:	Orientation completed
Purpose of job	<ul style="list-style-type: none"> - Purpose of the work place <hr/> - Your task <hr/> - What do the company and their clients expect of you <hr/> - Other <hr/> 	
General practises and instructions	<ul style="list-style-type: none"> - Where is the work performed <hr/> - Keys and arriving at work <hr/> - Dress (work clothes) <hr/> - Changing rooms, toilets <hr/> - Canteen <hr/> - Other <hr/> 	
Basics of employment	<ul style="list-style-type: none"> - Salary/wages and other matters of employment <hr/> - Work hours <hr/> - Company policies (or similar) <hr/> - Calling in sick <hr/> - Workplace health care <hr/> - Other <hr/> 	
Contact information	<ul style="list-style-type: none"> - Co-workers and colleagues, Support <hr/> - Important phone numbers <hr/> - Your guide/tutor is <hr/> - Other <hr/> 	
Other	<hr/> <hr/> <hr/>	

Job guidance card

Employer:	Date:	Orientation completed
Job description	<hr/> <hr/> <hr/>	
Equipment, machinery	<hr/> <hr/> <hr/> <hr/>	
Methods and processes	<hr/> <hr/> <hr/> <hr/>	
Training and skills	<hr/> <hr/> <hr/>	
Palaute/ Mitä seurataan	<hr/> <hr/> <hr/>	
Feedback/ follow-up	<hr/> <hr/> <hr/>	

Risk assessment form

Examples of work-related hazards or risk factors. Add supplementary items in the workplace as indicated. Each object should be assessed for hazard potential. Where a potential hazard is identified, it should be described briefly, or, in detail in an appendix. The employee is told how to avoid the danger and how to act in an emergency.

Object	Hazardous or harmful		Description
	Yes	no	
Work safety, accident risk	<input type="checkbox"/>	<input type="checkbox"/>	
- work station and environment, neatness and order	<input type="checkbox"/>	<input type="checkbox"/>	
- work methods and practises	<input type="checkbox"/>	<input type="checkbox"/>	
- being lifted or falling from a height, working high up	<input type="checkbox"/>	<input type="checkbox"/>	
- machinery and equipment: use, protective gear, maintenance	<input type="checkbox"/>	<input type="checkbox"/>	
- working on other sites/for other companies	<input type="checkbox"/>	<input type="checkbox"/>	
- internal traffic, lanes, access/exits	<input type="checkbox"/>	<input type="checkbox"/>	
- business travel/traffic	<input type="checkbox"/>	<input type="checkbox"/>	
Protective clothing/gear (requirements: tasks, conditions)	<input type="checkbox"/>	<input type="checkbox"/>	
Clothing, footwear	<input type="checkbox"/>	<input type="checkbox"/>	
Working environment	<input type="checkbox"/>	<input type="checkbox"/>	
- temperature, air quality, moulds, tobacco smoke	<input type="checkbox"/>	<input type="checkbox"/>	
- ambient noise, noise pollution	<input type="checkbox"/>	<input type="checkbox"/>	
- lighting, visibility	<input type="checkbox"/>	<input type="checkbox"/>	
- outdoor work	<input type="checkbox"/>	<input type="checkbox"/>	
Chemical factors	<input type="checkbox"/>	<input type="checkbox"/>	
- substances handled, chemical characteristics, exposure	<input type="checkbox"/>	<input type="checkbox"/>	
Exposure chemical agents and hazardous objects	<input type="checkbox"/>	<input type="checkbox"/>	
Physical strain	<input type="checkbox"/>	<input type="checkbox"/>	
- heavy burdens, repeated manual lifting or moving	<input type="checkbox"/>	<input type="checkbox"/>	
- repetitive work, stationary work, breaks	<input type="checkbox"/>	<input type="checkbox"/>	
- posture and movement, working methods, countermoves	<input type="checkbox"/>	<input type="checkbox"/>	
- equipment and furniture	<input type="checkbox"/>	<input type="checkbox"/>	
- tools and their use	<input type="checkbox"/>	<input type="checkbox"/>	
Psychosocial stress	<input type="checkbox"/>	<input type="checkbox"/>	
- poor atmosphere, inappropriate treatment, harassment, bullying	<input type="checkbox"/>	<input type="checkbox"/>	
- forced pace of work, high pace, constant alertness	<input type="checkbox"/>	<input type="checkbox"/>	
- human relationship pressures, lack of social support	<input type="checkbox"/>	<input type="checkbox"/>	
- excessive expectations or goals	<input type="checkbox"/>	<input type="checkbox"/>	
- job description and goals unclear	<input type="checkbox"/>	<input type="checkbox"/>	
- deficient communication	<input type="checkbox"/>	<input type="checkbox"/>	
- deficient management or organisation	<input type="checkbox"/>	<input type="checkbox"/>	

Object	Hazardous or harmful	Description
	Yes no	
- employment not secure	<input type="checkbox"/> <input type="checkbox"/>	
- insufficient orientation hours, overtime, shift work, night work	<input type="checkbox"/> <input type="checkbox"/>	
Computer console work	<input type="checkbox"/> <input type="checkbox"/>	
- workstation and room: design, furniture	<input type="checkbox"/> <input type="checkbox"/>	
- body position and movement, methods, breaks	<input type="checkbox"/> <input type="checkbox"/>	
Threatening situations, violence: clients, different situations	<input type="checkbox"/> <input type="checkbox"/>	
Solitary work	<input type="checkbox"/> <input type="checkbox"/>	
Accidents, fire	<input type="checkbox"/> <input type="checkbox"/>	
- hazardous situations, preparedness, emergency response	<input type="checkbox"/> <input type="checkbox"/>	
Other	<input type="checkbox"/> <input type="checkbox"/>	



The Centre for Occupational Safety, tel (09) 616 261, www.ttk.fi

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Knowledge Safety Progress