**QIP INDUCTION PACK: 22nd September 2016 Mark Karlisle**

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| **Doc’s/Processes** | **Format** | **Mandatory Or Optional** | **PROVIDER** | **KEY OUTCOMES** |
| **Section 1. Introduction:**  Introduction to the Quality & Insight Panel  Vision Purpose & Values Statements  QIP Role profile and specification  QIP Flow chart  Training Plan for New Starters  **Essential Reading:**  Customer Promise  QIP Code of Conduct  QIP Terms of Reference  Compliance Introduction  Customer Standards –Compliance (Section 4)  Board & Committee Members Expenses Procedure  **Forms:**  Application Form  Resident Expenses Claim Form  QIP 3 Month Review Feedback Form  QIP 6 Month Review Feedback Form  QIP 360 Feedback Sheet  Call for Scrutiny Doc  **Supporting Documents:**  Fairness & Opportunity E&D  Equality & Diversity Strategy  Translation and Accessibility Policy  What is Value for Money (VfM)  Induction to VfM  Making Judgement Doc  Analysis & Reporting (Engage Associates)  The Scrutiny Process (JB- Engage Associates)  **Scrutiny Documents (Other)**  Top Tips for tenants Scrutiny….Tenant Advisor | Online/Paper  Online/Paper/Website  Online/Paper/Website  Online/Paper  Paper  Online/Paper  Online/Paper/Website  Online/Paper  Website  Online/Paper/Website  Online/Paper  Online/Paper  Online/Paper  Online/Paper  Online/Paper  Online/Paper  Online/Paper/Website  Online/Paper  Online/Paper/Website  Online/Paper/website  Online/Paper/Website  Online/Paper/Website  Online/Paper/Website  Online/Paper/Website  Online/Paper/Website    Online /Paper/Website | **O**  **O**  **M**  **O**  **O**  **M**  **M**  **M**  **O**  **M**  **M**  **M**  **M**  **O**  **O**  **O**  **O**      **M**  **O**  **M**  **O**  **O**  **M**  **M**  **M**  **O** | Chair/U-Drive/Work Book  Chair/THT Web/Work book  THT Web/U-drive/Work book  THT Web/U-drive/Work book  THT Web/U-drive/Work book  THT Web/U-drive/Work book THT Web/U-drive/Work book  THT Web/U-drive/Work book  THT Web/U-drive/Work book THT Web/U-drive/Work book  THT Web/U-drive/Work book  THT Web/U-drive/Work book THT Web/U-drive/Work book  U-Drive /Work Book  U-Drive /Work Book  U-Drive /Work Book  THT Web/U-drive/Work book  Chair/U-Drive /Work Book  Project Officer /Work Book  Web /U-Drive /Work Book  Online/Work Book  Online/Work Book  Web /U-Drive/Work Book  Web /U-Drive/Work Book  Web /U-Drive/Work Book  Web /U-Drive/Work Book | Improve knowledge/Awareness  Improve knowledge/Awareness  Improve knowledge/Awareness  Improve knowledge/Awareness  Improve knowledge/Awareness  Improve knowledge/Awareness  Governance/Regulatory  Governance/Regulatory  Improve knowledge/Awareness  Governance/Regulatory  Improve knowledge/Awareness  Personal Development  Governance/Regulatory  Personal Development  Personal Development  Personal Development  Improve knowledge/Awareness  Improve knowledge/Awareness  Improve knowledge/Awareness  Improve knowledge/Awareness  Improve knowledge/Awareness  Improve knowledge/Awareness  Improve knowledge/Awareness  Improve knowledge/Awareness  Improve knowledge/Awareness  Improve knowledge/Awareness |
| **TRAINING NEEDS:**  Data Protection  Equality and Diversity  Safe Guarding  QIP Shadowing x3 sessions  Health and Safety | E-Learning  Training session  E-learning  Practical attendance  Practical attendance | **M**  **M**  **M**  **M**  **M** | Human Resources (HR)  External Trainers  Human Resources (HR)  Chair/QIP  Human Resources (HR) | Governance/Regulatory  Governance/Regulatory/Awareness  Governance/Regulatory/Awareness  Improve knowledge/Awareness  Governance/Regulatory/Awareness |
| **ACCESS:**  DropBox/BaseCamp  THT account  Email  Entry Fob  Car Park Pass  Photo Pass  iPad  Web/Intranet access | On-line application  On-line application  On-line application  Physical item  Physical item  On-line application  Physical item  On-line application | **M**  **M**  **M**  **M**  **O**  **M**  **O**  **O** | THT ITC  THT ITC  THT ITC  Human Resources (HR)  HR/Stephen Lynch (*Comms*)  THT ITC  THT/ITC | Access & Communication  Access & Communication  Access & Communication  Access  Access  Access & Identification  Access & Communication  Access/Communication/Knowledge |
| **APPLICATION & INTERVIEW**  Introduction by the Chair  QIP -Expectations Outlinedby Chair  Explanation of Governance  What is ARC  Call for Action  Review Reports  Review QIP Documentation (information gathering) | Informal chat  Informal chat  Informal chat  Informal chat  Informal chat  Informal chat/Review  Informal chat/Review | **M**  **M**  **M**  **M**  **M**  **O**  **O** | QIP Chair  QIP Chair  QIP Chair  QIP Chair/Induction Pack  QIP Chair/Induction Pack  QIP Chair/Induction Pack  QIP Chair/Induction Pack | Awareness  Aims & Expectations  Awareness  Awareness  Awareness  Awareness  Awareness |
| **LEARNING & DEVELOPMENT ATTENDANCE**  HUB Experience  Landlord  Localities  Developer  Independent Living  Attendance at an external conference or event  Attend a Board meeting  Additional Training | Overview/shadow/Web  Overview/shadow/Web  Overview/shadow/Web Overview/shadow/Web  Overview/shadow/Web  Participant  Observer  Participant | **O**  **O**  **O**  **O**  **O**  **M**  **O**  **M**/**O** | Lead/Project Officer  Lead/Project Officer  Lead/Project Officer  Lead/Project Officer  Lead/Project Officer  Chair/Lead/Project Officer  Chair/Lead/Project Officer  HR/Lead/Project Officer/QIP | Improve knowledge/Awareness  Improve knowledge/Awareness  Improve knowledge/Awareness  Improve knowledge/Awareness  Improve knowledge/Awareness  Personal Development  Personal Development  Personal Development |