**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 PanelVision Purpose & Values StatementsQIP Role profile and specificationQIP Flow chartTraining Plan for New Starters**Essential Reading:**Customer PromiseQIP Code of ConductQIP Terms of Reference Compliance IntroductionCustomer Standards –Compliance (Section 4)Board & Committee Members Expenses Procedure**Forms:**Application Form Resident Expenses Claim FormQIP 3 Month Review Feedback FormQIP 6 Month Review Feedback FormQIP 360 Feedback SheetCall for Scrutiny Doc**Supporting Documents:**Fairness & Opportunity E&DEquality & Diversity StrategyTranslation and Accessibility PolicyWhat is Value for Money (VfM)Induction to VfMMaking Judgement DocAnalysis & Reporting (Engage Associates)The Scrutiny Process (JB- Engage Associates)**Scrutiny Documents (Other)**Top Tips for tenants Scrutiny….Tenant Advisor | Online/PaperOnline/Paper/WebsiteOnline/Paper/WebsiteOnline/PaperPaperOnline/PaperOnline/Paper/WebsiteOnline/PaperWebsiteOnline/Paper/WebsiteOnline/PaperOnline/PaperOnline/PaperOnline/PaperOnline/PaperOnline/PaperOnline/Paper/WebsiteOnline/PaperOnline/Paper/WebsiteOnline/Paper/websiteOnline/Paper/WebsiteOnline/Paper/WebsiteOnline/Paper/WebsiteOnline/Paper/WebsiteOnline/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 BookChair/THT Web/Work book THT Web/U-drive/Work bookTHT Web/U-drive/Work bookTHT Web/U-drive/Work bookTHT Web/U-drive/Work book THT Web/U-drive/Work bookTHT Web/U-drive/Work bookTHT Web/U-drive/Work book THT Web/U-drive/Work bookTHT Web/U-drive/Work book THT Web/U-drive/Work book THT Web/U-drive/Work bookU-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 BookWeb /U-Drive/Work BookWeb /U-Drive/Work BookWeb /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/RegulatoryImprove knowledge/Awareness Personal DevelopmentGovernance/Regulatory Personal DevelopmentPersonal DevelopmentPersonal DevelopmentImprove 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 ProtectionEquality and DiversitySafe Guarding QIP Shadowing x3 sessionsHealth and Safety | E-LearningTraining sessionE-learningPractical attendance Practical attendance | **M****M****M****M****M** | Human Resources (HR)External TrainersHuman Resources (HR)Chair/QIPHuman Resources (HR) | Governance/RegulatoryGovernance/Regulatory/AwarenessGovernance/Regulatory/AwarenessImprove knowledge/Awareness Governance/Regulatory/Awareness |
| **ACCESS:**DropBox/BaseCampTHT accountEmail Entry FobCar Park PassPhoto PassiPadWeb/Intranet access  | On-line applicationOn-line application On-line applicationPhysical itemPhysical itemOn-line applicationPhysical itemOn-line application | **M****M****M****M****O****M****O****O** | THT ITCTHT ITC THT ITCHuman Resources (HR) HR/Stephen Lynch (*Comms*)THT ITC THT/ITC | Access & CommunicationAccess & CommunicationAccess & CommunicationAccessAccessAccess & IdentificationAccess & CommunicationAccess/Communication/Knowledge |
| **APPLICATION & INTERVIEW**Introduction by the ChairQIP -Expectations Outlinedby ChairExplanation of Governance What is ARC Call for ActionReview ReportsReview QIP Documentation (information gathering) | Informal chatInformal chatInformal chatInformal chatInformal chatInformal chat/ReviewInformal chat/Review | **M****M****M****M****M****O****O** | QIP ChairQIP ChairQIP ChairQIP Chair/Induction PackQIP Chair/Induction PackQIP Chair/Induction PackQIP Chair/Induction Pack | Awareness Aims & ExpectationsAwarenessAwarenessAwarenessAwarenessAwareness |
| **LEARNING & DEVELOPMENT ATTENDANCE**HUB ExperienceLandlordLocalitiesDeveloperIndependent Living Attendance at an external conference or eventAttend a Board meeting Additional Training  | Overview/shadow/WebOverview/shadow/WebOverview/shadow/Web Overview/shadow/Web Overview/shadow/WebParticipant ObserverParticipant |  **O****O****O****O****O****M****O****M**/**O** | Lead/Project OfficerLead/Project OfficerLead/Project OfficerLead/Project OfficerLead/Project OfficerChair/Lead/Project OfficerChair/Lead/Project OfficerHR/Lead/Project Officer/QIP | Improve knowledge/Awareness Improve knowledge/Awareness Improve knowledge/Awareness Improve knowledge/Awareness Improve knowledge/Awareness Personal DevelopmentPersonal DevelopmentPersonal Development |