



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



Tshwane South
TVET College

"achieve the future"

BUSINESS PRACTICE

LEVEL 3

TOPIC 5

**MODULE 25: WORK ROUTINES AND
ORGANISATIONAL PROCEDURES**

MODULE 25: WORK ROUTINES AND ORGANISATIONAL PROCEDURES

After completing this topic, you will be able to:

- Welcome new staff to the organisation and familiarise them with relevant site facilities and introduce them to fellow workers
- Explain the basic work routines and organisational procedures in the area of work in sufficient detail to enable understanding of what is required
- Encourage new staff to ask questions and seek clarification, where necessary assist new staff in the initial performance of allocated work activities

UNIT 25.1 MAKING NEW STAFF AWARE OF RELEVANT SITE FACILITIES



Different facilities

- Approved entrances and exits
- Parking
- Restrooms / toilets
- First aid facilities
- Lockers
- Stock room
- Maintenance department
- Smoking rooms
- Tea-room / cafeteria
- Recreational facilities
- Communication facilities (internet, telephone etc.)

Introduction and socialisation of new staff



- ✓ Aimed at gradually introducing the new staff member to the organisation,
- ✓ work unit particular work +
- ✓ people with whom he/she is working




After induction, Inform
(duties + particular actions)


about **obligations**

One of the staff members should be instructed to assist



the  to learn the work + to see that he/she is properly assimilated. = mentor

Role of the **mentor** is:

- ♠ Assist the new staff member about the culture
- ♠ Provide info (lunch venues etc.)
- ♠ Be a friendly point of contact for any 
- ♠ Ensure new staff member is not isolated

Stages in socialisation process

FIRST WEEK: the supervisor / manager should:

- ♠ Make available + accessible to new staff member

- ♠ Ensure that someone else can fill the role should questions come up / help be required
- ♠ Check that the new staff member's reaction to the first few days
- ♠ Ask if you can assist

FIRST MONTH: supervisor / manager should:

- Arrange regular meetings
- Frequent informal meetings

Questions and clarifications

A **good orientation programme** is NOT only 2/3 hours to go over general info – NOT a one time event

= **ONGOING activity** should include regular follow ups. Opportunity to offer immediate feedback + share issues / concerns

Discuss problems / frustrations to get solutions

UNIT 25.2 EXPLAINING ROUTINES AND PROCEDURES

Include these in a comprehensive information kit:

1. Detailed description of the task based on job description
2. Breakdown of the number of different tasks
3. Breakdown of the performance standards

4. Explanation of possible administration related to the job
5. Explanation of general problems
6. Discussion of work rules + standard procedures
7. Staff members to whom the new employee would be responsible for and accountable to
8. Issues relating confidentiality + certain company info

Three core parts of a job:

- Ψ Experienced meaningfulness
- Ψ Responsibility
- Ψ Knowledge of results

UNIT 25.3 DISCUSSING BASIC WORK ROUTINES AND PROCEDURES

- **Work routines** = daily tasks
- **Work procedures** = rules + regulations of the workplace
- **Working hours** = starting and end times
- **Lunch, tea times, smoke breaks**
- **Leave**
- **Late-coming** = inform supervisor
- **Communication** = policies + procedures
- **Administration** = filling out forms
- **Dress code** = what is acceptable
- **Safety requirements and accident prevention**
- **Workplace rules**

- unions