

## Retail Sector Routeway

Job Title
<b>Trainee Retail Store Assistant</b>

Induction Checklist
Week 1
<p>Welcome to the store</p> <ul style="list-style-type: none"> <li>- Overview of company and business</li> <li>- terms and conditions of employment</li> <li>- working environment</li> <li>- Structure chart team roles, responsibilities and reporting</li> <li>- Overview of individuals job role and how this fits within company structure</li> <li>- allocation of supervisor/company contact</li> <li>- Getting started</li> <li>- Agree hours of work</li> <li>- Agree three week timetable and objectives</li> </ul>
<p>General terms and conditions, company policy on</p> <ul style="list-style-type: none"> <li>- Signing in</li> <li>- Absence</li> <li>- Leave / Holiday entitlement</li> <li>- Restrictions of computer usage (if applicable)</li> <li>- Clothing and appearance</li> <li>- Confidentiality</li> <li>- Staff search</li> <li>- Smoking policy</li> <li>- Conduct</li> <li>- Staff purchases</li> <li>- Legal requirements</li> <li>- Disciplinary and grievance procedures</li> </ul>
<p>Induction activities</p> <ul style="list-style-type: none"> <li>- safe working practices</li> <li>- working with others</li> <li>- the working environment</li> <li>- customer care</li> <li>- Own care</li> <li>- job role and allocation of work</li> <li>- job / task familiarisation</li> <li>- Health and safety and fire evacuation procedures</li> <li>- First aid and accident procedures</li> <li>- Store security</li> </ul>

	<ul style="list-style-type: none"> <li>- skills practice</li> </ul>
Work experience	<ul style="list-style-type: none"> <li>- allocation to work team</li> <li>- nomination of supervisor/coach</li> <li>- allocation of tasks</li> <li>- performance of tasks under supervision</li> <li>- performance of full range of tasks in job role</li> </ul>
Review first week	<ul style="list-style-type: none"> <li>- Feedback on first weeks performance and how the week went</li> <li>- Agree areas of development for week two</li> <li>- Allocate tasks for week two</li> </ul>
<b>Week 2</b>	
<p>Mentor and coaching throughout week 2          Ensure individual experiencing full remit of role and developing personal skills within company          Cover any further on the job training as required</p>	
<b>Week 3</b>	
Feedback from employer	<ul style="list-style-type: none"> <li>- feedback on technical performance from team leader</li> <li>- feedback on personal skills and behaviour</li> <li>- agreed additional training and support</li> <li>- review of progress</li> </ul>
Review by training provider (if appropriate)	<ul style="list-style-type: none"> <li>- employer feedback</li> <li>- trainee feedback</li> <li>- agreed action for improvement/progress</li> <li>- periodic review of progress and additional support/training as required</li> </ul>
End of Induction Review	<ul style="list-style-type: none"> <li>- employer, trainee and training provider(if appropriate)</li> <li>- statement of skills achieved</li> <li>- identification of additional training/support</li> <li>- employment confirmation (if appropriate)</li> </ul>

These materials have been developed by **SkillsmartRetail** in conjunction with employers from the sector and additional materials to support the training programme are available by contacting Gemma Behan, Retail Routeway Manager, 020 7462 5060, [gemma.behan@skillsmartretail.com](mailto:gemma.behan@skillsmartretail.com)

Note: Where there is a Work Trial, the Jobcentre Plus Work Trial guidance must be followed