

Probationary Period Policy

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Version Tracking

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1	21Dec 2018	Amended to reflect updated ISO 9001 2015 controlled document register	AC
16/1	1 April 2020	Annual issue update	AC

Purpose of this document

The purpose of this policy is to outline the process for managing a probationary period. The policy should be read in conjunction with the supervision, appraisal and staff support policy (and procedure) which details the support a person should receive during their probationary period and the Training and Development policy which details the level of competency required for successful probation for all grades of care staff.

The use of probationary periods

In Agincare, all new staff will have a probationary period written into their contract of employment.

The purpose of the probationary period is to allow time for the company to assess the work of the employee and to determine if the employee can perform at the expected standard of competence. For a new role within Agincare, a new probationary period will commence, this will not affect the length of service but will allow the individual time to settle into the new role.

Managing the probationary period

As part of the induction process, all line managers should ensure that any employee who is part of their department is aware of the probationary period.

The line manager should discuss the expectations of the employee with him/her during the induction process. The line manager should set dates with the employee for a midway and final review of performance. The purpose of these reviews will be for the line manager to inform the

employee of any unmet targets or concerns, and to indicate whether the probationary period is proceeding successfully or not.

Concerns during the probationary period

Although a review date will be set during the induction process, it is important that any concerns are brought to the attention of the employee when they arise so that the employee has an opportunity to address those concerns.

If a line manager has concerns about a new employee's performance s/he should arrange a meeting with the employee to express those concerns. The meeting should be held in private. The Probationary Review Form must be completed at each meeting. If targets or actions are agreed as a result of the meeting these should be confirmed in writing to the employee.

Support during the probationary period

All new employees need help and support as they settle into the new job. The line manager is responsible for ensuring that all required training and support is provided as soon as possible. The line manager is also responsible for ensuring that the employee is made aware of relevant company procedures.

It is important to emphasise that the Company wants probationary periods to be completed successfully, and every support should be given to ensure that this happens. The probationary period can be extended at the Managers discretion up to a maximum of nine months based upon evidence of willingness and ability to successfully complete the probation and become a permanent member of staff. This evidence must be by means of recorded probationary reviews, additional support records as required.

Additionally, at the Directors discretion, the length of the probationary period can be reduced in order to secure the permanent position based on the needs of the business and the performance of the individual.

Terminating the employment before the probationary period has been completed.

It will be usual for employees to complete the full probationary period. The length of time has been set to allow employees to settle into the Company, to learn the new job and to receive any required training.

However, in some circumstances it might become apparent that the employee has some fundamental difficulties with the work. On speaking to the employee it might become apparent that the employee is not going to be able to meet the required standards.

At this point this should be discussed with the manager's line manager, and a meeting should be arranged with the employee to discuss the shortcomings. This meeting should outline the clear reasons for terminating the probationary period prior to its completion; this meeting should also be documented. Following the meeting a letter outlining the reasons for terminating the probationary period should be sent to the employee.

Terminating employment at the end of the probationary period

Employees should always be made aware that there are concerns about standards of performance before the probationary period ends. At a minimum, this should happen at the review meeting which is planned during the induction process.

If the employee has not met the required standards of performance, despite all the help and support that has been offered, a decision will be taken to terminate the probationary period. This decision must be made before the probationary period has ended.

Any line manager who thinks that it will be necessary to terminate an employee's contract at the end of the probationary period should contact their line manager at least two weeks before the probationary period is due to end. It is important to invite to probationary review, hold a meeting and give the employee the chance to improve standards where there are problems unless of a serious nature.

Confirming successful completion of the probationary period

It is important that employees are made aware if they have successfully completed the probationary period. The line manager is responsible for informing the employee that they have successfully completed the probationary period, and a letter should be sent to the employee confirming the completion.

Terminating employment after the probationary period has expired

If the employment has not been terminated at the end of the probationary period then any subsequent decision that the employee is not performing at the required standards will need to be managed through the company's Performance Management or disciplinary process as applicable. This will involve the issuing of warnings, leading to dismissal if there are no improvements.

Contractual impact

Agincare's policies and procedures are to be followed in conjunction with the requirements of the contracts under which you provide services. There may be occasions where the contract contains requirements which appear to contradict or be in addition to, standard Company policy. In these instances you are to:

- If the requirement is in addition to standard Company policy - adhere to the terms and conditions of your contracts
- If the requirement is lesser than standard Company Policy - follow Company policies and procedures

If you require any further clarification please contact the Commercial Department for guidance

Training

The management team of Agincare believe that, in order to provide a quality service, Agincare requires high quality staff who are suitably trained, supervised and supported.

Agincare policies and procedures are referenced in the induction programme and are available for staff in their work place (Care Home or Branch office). Staff will be informed of how to access all policies, procedures and related documentation and of how to seek further advice regarding Agincare's agreed ways of working. Staff should be provided with regular updates to encourage continuous improvement and include latest good practice.

Agincare is committed to provide an ongoing programme of support for all staff. This includes supervisions, appraisals and training which will be in line with company policy, contractual obligations and current best practice.

REVIEW OF THIS POLICY

Review of this document is recorded on the controlled index and reviewed annually as part of the management review process.

Policy Review Group

Date: December 2018

Probationary Period Flow Chart

