

PASSPORT TO WORK BEST PRACTICE GROUP READY RECKONER

- Passport to Work (P2W) is mandatory to all MFS employees and supply chain partners. All employees must be inducted to P2W before or on their first day of starting to work for MFS.
- P2W covers some of the basic elements in Customer Care, Work Quality, Health & Safety and Environmental issues. These modules are contained in a folder and each employee must be given a copy for retention.
- All candidates must pass a confirmation test before on all 4 modules before they are issued with ID cards. ID cards are renewed on a yearly basis.
- P2W induction is carried out once and refreshers/updates will be conducted through Tool-box talks
- Equipment must be in place before P2W can be started ie PC, ID Card printer & accessories, Digital camera, P2W DVD (covers the 4 modules), DVD player, projector, test papers.
- A database must be in place to ensure that all P2W information is captured and monitored.
- Clusters must select their P2W trainer teams to deliver their P2W programme. The recommendation is that personnel from the following background are selected – resident liaison, supervisors, human resources, SHE team, supply chain and/or administration staff. However, a cluster Senior Manager will be identified who will ensure the smooth running of the programme.
- Cluster trainer teams must have received training from the Train the Trainer before embarking on any P2W training within their clusters – this is to ensure consistency of delivery.
- P2W induction takes between 3-3½ hours per session (not more than 20 people at a time) and includes the viewing of the P2W DVD and completion of the confirmation tests.
- Special needs form must be completed for any employees with language or literacy problems so that trainers may provide support on a one to one basis.
- Induction of all employees (including supply chain partners) must be conducted by MFS staff.
- New contracts must induct all their employees within 3-months of the contract starting.
- **A Guide to P2W Implementation** can be found on MQEnet, under the Passport to Work section, that gives full details on how to administer the P2W programme and must be read by all P2W trainers before its implementation.